



CONSUMERS ASSOCIATION OF SINGAPORE

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MEDIA RELEASE

For Immediate Release

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CASE alerts consumers to unregistered vehicle dealer falsely representing itself to be accredited with CaseTrust

The Consumers Association of Singapore (“CASE”) would like to alert consumers to a company, SG Export Pte Ltd (“SG Export”), falsely representing itself to be accredited under the joint CaseTrust-Singapore Vehicle Traders Association (“SVTA”) accreditation scheme. The accreditation scheme identifies reliable vehicle dealers who offer transparency and good business practices to consumers. SG Export is not a registered business entity in Singapore. It is also not accredited under the CaseTrust-SVTA scheme. Consumers are advised to exercise caution in any dealings with SG Export.

On 14 April 2023, CASE received feedback from a consumer residing in Malaysia that she had been scammed by SG Export. According to the consumer, she made a payment to SG Export to purchase a vehicle on 10 April 2023. The dealer requested for more money but did not provide any form of documentation except a one-page ‘Car Booking Letter’ bearing the logos of CaseTrust and SVTA¹. The vehicle cost shown on the letter was Malaysian Ringgit \$43,750 (about S\$13,100). The dealer provided a false address on the letter.

CASE has reported the matter to the police.

To safeguard themselves against rising scams, consumers are advised to verify the authenticity of the businesses they intend to transact with on the Accounting and Corporate Regulatory Authority (“ACRA”)’s Business Filing Portal (www.bizfile.gov.sg). If consumers suspect that they have been scammed, they should file a police report immediately.

Consumers are also advised to check against the CaseTrust directory on CASE’s website (www.case.org.sg/casetrust) to verify whether a business’ CaseTrust accreditation is valid. If consumers encounter businesses falsely representing themselves to be accredited with CaseTrust, they should inform CASE immediately via phone at 6461 1800 or via CASE’s website (www.case.org.sg).

Consumers may get scam-related advice from Scam Alert (www.scamalert.sg) or call their helpline at 1800-722-6688.

Consumers are also advised to be vigilant and exercise caution when making large payments to businesses. Where possible, they should negotiate to pay a low deposit or make progressive payments in accordance with key milestones in the transaction.

¹ Refer to Annex A for the car booking letter.

Lee Siow Hwee
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About the Consumers Association of Singapore:

The Consumers Association of Singapore (CASE) is an independent, non-profit organisation that is committed towards protecting consumers' interest through information and education, and promoting an environment of fair and ethical trade practices. One of its key achievements is in advocating for the Consumer Protection (Fair Trading) Act (CPFTA) which came into effect on 1 March 2004.

ANNEX A – CAR BOOKING LETTER FROM SG EXPORT PTE LTD



SG EXPORT PTE LTD

6TH WECAGA PLAZA
1 BUKIT BATOK CRES
SINGAPORE 658064.

CAR BOOKING LETTER

DATE & TIME :
APPLICANTS :
NRIC :
NATIONALITY :
ADDRESS :

SUBJECT : CAR BOOKING REQUEST

Dear [REDACTED], we are pleased to inform you that the request for booking this vehicle stated below has been approved.

Vehicle Type :
Purchase Price :
Loan Amount :
Interest Rate :
Loan Period :
Monthly Payment :
Total Payment :
Payment Method :

PURCHASING DETAIL:

Please settle the roadtax insurance fee in 24-hour in order to reserve this car for you.
Should you have further enquiries, please do not hesitate to contact us.
We are looking forward to working with you, thank you.

Yours Sincerely,

MR YEOW KEE YEE
AUTHORIZED SALES MANAGER

