



CONSUMERS ASSOCIATION OF SINGAPORE

170 Ghim Moh Road, #05-01, Ulu Pandan Community Building, Singapore 279621
Hotline: 6277 5100 • Website: www.case.org.sg

MEDIA RELEASE

For Immediate Release

16 April 2025

Vulnerable consumers to get greater assistance from CASE in resolving small claims disputes

The Consumers Association of Singapore (“CASE”) and the State Courts of Singapore have signed a Memorandum of Understanding (“MOU”) to enhance access and support for vulnerable consumers who require assistance in filing a claim with the Small Claims Tribunals (“SCT”). This collaboration seeks to streamline dispute resolution processes for goods and services¹.

Recognising that vulnerable consumers, such as the elderly, persons with disabilities and those unfamiliar with digital technologies, CASE and the State Courts have jointly developed a support framework to ensure that consumers will be supported with administrative and practical support during proceedings.

With this MOU, CASE officers may represent consumers in SCT hearings, ensuring that those who face challenges in presenting their own case still have an effective means of pursuing dispute resolution.

The MOU will improve access to recourse for consumers in Singapore, as cases handled by CASE and the SCT continue to rise annually.

A Commitment to Consumer Rights

Mr Melvin Yong, President, CASE said: “Consumers have to represent themselves in Small Claims Tribunals proceedings. As the Courts adopt greater digitalisation, some consumers, such as the elderly, find it difficult to navigate these online systems. I am therefore glad that this partnership with the State Courts will allow CASE to directly represent these consumers to file their claims.”

Justice Vincent Hoong, Presiding Judge of the State Courts said: “A key premise of this MOU is deepening cooperation in the management of consumer disputes. The Small Claims Tribunals and CASE share common areas of interest and greater good can only emerge when resources are shared and strategies aligned in terms of our training, knowledge sharing and

¹ The SCT resolve and determine specific types of civil claims, including contractual disputes in goods and services involving consumer transactions, with a claim limit of \$20,000 and up to \$30,000 (if both parties to the proceedings consent).

public education. These are all oriented towards improving the court user experience for parties who may potentially require recourse to the Small Claims Tribunals.”

Melvin Yong
President
Consumers Association of Singapore

For media queries, please contact:

Elizabeth Lim
Executive, Partnerships & Advertising Standards Division
Email: elizabeth.lim@case.org.sg

About the Consumers Association of Singapore:

The Consumers Association of Singapore (“CASE”) is an independent, non-profit organisation that is committed to 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.

For more information, please visit the CASE website at www.case.org.sg or follow us on:
Facebook: www.facebook.com/casesg
Instagram: www.instagram.com/casesg_official/

Annex A



(From Right) Mr Melvin Yong, President, CASE at the MOU signing with Ms Juthika Ramanathan, Chief Executive, Office of the Chief Justice, Judiciary (Supreme Court of Singapore).