



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

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CASE and Malaysia's National Consumer Complaints Centre collaborate to facilitate the resolution of cross-border consumer complaints

Singaporean and Malaysian travellers who encounter disputes when shopping for goods and services in the other country will now have a dedicated channel to resolve the disputes amicably.

This comes after the Consumers Association of Singapore ("CASE") and Malaysia's National Consumer Complaints Centre ("NCCC") signed a Memorandum of Understanding ("MOU") today to strengthen cooperation in handling cross-border consumer complaints for Singaporean and Malaysian travellers who buy goods and services in the two countries. The MOU was signed by Mr Melvin Yong, President, CASE and Datuk Dr Marimuthu Nadason, President, NCCC in Kuala Lumpur, Malaysia.

Under the MOU, CASE and NCCC will establish a dedicated channel for the referral of cross-border consumer complaints to facilitate amicable resolution between consumers and businesses.

A Singaporean traveller with a consumer dispute against a business in Malaysia will first lodge a complaint with CASE. CASE will then refer the complaint to NCCC which will assist them to negotiate and mediate with the business in Malaysia with the aim of amicable resolution. The same process applies if a Malaysian traveller has a consumer dispute against a business in Singapore.

Mr Melvin Yong, President of CASE, said, "Due to geographical and historical ties, many Singaporeans travel across Malaysia daily for different reasons such as work, leisure and to visit relatives. In the first half of 2025, Singaporeans made more than 10 million visits to Malaysia. Because these trips are usually short, it is impractical and inconvenient for them to lodge complaints with the local consumer body when they encounter disputes in the course of their travel. The MOU between CASE and NCCC will give consumers a clear path to redress when disputes arise across the Causeway, even after they leave the country. Following this and our MOU earlier this year with Thailand's Office of Consumer Protection Board, we hope to establish similar collaboration with other consumer associations in the region to better protect consumers when they travel."

Datuk Dr Marimuthu Nadason, President of NCCC, said, “Today marks a significant step forward in strengthening cross-border consumer protection between Malaysia and Singapore. Through this collaboration between NCCC and CASE, we aim to create a more seamless and fair redress mechanism for consumers who face issues when transacting across our borders. This MOU reinforces our shared commitment to empower consumers, promote ethical business practices, and ensure that no consumer is left without recourse—regardless of where they shop or trade. Together, we are setting a strong example of regional cooperation in protecting consumer rights and building trust in cross-border commerce.”

Melvin Yong
President
Consumers Association of Singapore

For media queries, please contact:

Xue Jia Min
Executive, Partnerships & Advertising Standards Division
Email: jiamin.xue@case.org.sg
Tel: +65 8975 1080

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) 2003 which came into effect on 1 March 2004.

About the National Consumer Complaints Centre:

Established in 2004 by the Federation of Malaysian Consumers Associations (“FOMCA”), the National Consumer Complaints Centre (“NCCC”) is a one-stop centre to help consumers mediate disputes and educate them on their rights under Malaysian law.

Annex A



(From Left) Mr Melvin Yong, President, CASE, with Datuk Dr Marimuthu Nadason, President, NCCC.