



CONSUMERS ASSOCIATION OF SINGAPORE

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Hotline: 6277 5100 • Website: www.case.org.sg

MEDIA RELEASE

For Immediate Release

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CASE secures support for consumers affected by Wan Yang closure

Consumers affected by the sudden closure of Wan Yang Health Product and Foot Reflexology Centre and its related entities (“Wan Yang”) will be able to redeem goodwill complimentary treatments from four CaseTrust-accredited beauty and wellness businesses.

This comes after the Consumers Association of Singapore (“CASE”) announced today that it has reached an agreement with JHL TCM Beauty, Joyre TCMedi Spa, SYOUJIN and ZEN Beauty to support affected consumers¹. Starting from 26 January 2026, the businesses are providing up to three complimentary treatment sessions at selected outlets capped at a total of \$150 for each affected consumer who has lodged a report with CASE².

Affected consumers will have until 30 April 2026 to book appointments, which must take place by 31 December 2026, subject to availability. Affected consumers seeking to utilise the complimentary treatments are required to provide documentation such as receipts, package statements or appointment records to verify that they are Wan Yang’s customers.

Consumers who require assistance may contact CASE at 6277 5100 or www.case.org.sg.

As of 23 January 2026, CASE had received 1,065 reports regarding the sudden closure of Wan Yang, with customers reporting losses of approximately S\$1.29 million in unused prepaid packages.

Following Wan Yang’s sudden closure, CASE engaged stakeholders to explore avenues to help affected consumers. JHL TCM Beauty, Joyre TCMedi Spa, SYOUJIN and ZEN Beauty then stepped forward to offer goodwill complimentary treatments at their outlets to support affected consumers and mitigate monetary losses. The participating businesses have committed not to sell their packages and services during the complimentary treatments.

Separately, the participating businesses have offered employment to former Wan Yang employees.

¹ JHL TCM Beauty, Joyre TCMedi Spa and SYOUJIN are under the Joyre Group. ZEN Beauty is under the ZEN Beauty Group.

² Refer to Annex A for details on the selected outlets.

Advice for Consumers

- Avoid paying large sums in advance for services or long-term packages, which can easily create situations where consumers lose money if a business suddenly shuts or becomes unresponsive. CASE advises that consumers weigh the risk of losing prepayments against any savings from upfront purchases.
- CASE encourages consumers to patronise CaseTrust-accredited businesses when making advance payments, because these businesses offer prepayment protection, including refunds for unconsumed services if they cease operations.

Conclusion

Mr Melvin Yong, President, CASE said: "Since Wan Yang's sudden closure, CASE has received 1,065 reports from affected consumers. We have assisted these consumers to file a claim with the liquidators. However, as customers are treated as unsecured creditors in the liquidation process, I have asked CASE to explore other alternatives to assist the affected consumers, many of whom are seniors who had bought prepayment packages from Wan Yang. I am therefore heartened when four of our CaseTrust-accredited businesses stepped forward to provide goodwill support. Collectively, these businesses operate 23 outlets across Singapore, which is more than the 5 outlets operated by Wan Yang. CASE will continue to engage the government and the industry on stronger measures such as a mandatory cooling-off period for the purchase of prepaid packages and prepayment protection in the form of escrow accounts to better protect consumers. I would also like to express my appreciation to these businesses for offering employment to former Wan Yang employees."

Ms Queenie Yang, Founder, Joyre Group said: "Joyre Group is committed to upholding clear standards and ethical sales practices as a foundation for trust across the industry. Through alignment with CaseTrust criteria, we reinforce fair-trading principles, transparent pricing, and responsible customer engagement. In close partnership with CaseTrust, we contribute to the advancement of consistent standards that strengthen professionalism, accountability, and long-term consumer confidence across the sector."

Mr Chris Chua, Head of Operations, ZEN Beauty Group said: "ZEN Beauty Group recognises the challenges faced by Wan Yang customers with unused packages following the company's closure. To support affected consumers, ZEN Beauty Group is offering complimentary services to help facilitate the redemption of remaining packages. This effort is intended to reduce financial loss and inconvenience, and to provide practical assistance to customers during this period of uncertainty."

Melvin Yong
President
Consumers Association of Singapore

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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 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.

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 – List of Businesses Supporting Affected Wan Yang Consumers

Participating outlets from Joyre Group

JHL TCM Beauty

- Bukit Batok Central Link, #04-17 West Mall, Singapore 658713

Joyre TCMedi Spa

- 1 Bukit Batok Central Link, #03-12 West Mall, Singapore 658713
- 63 Jurong West Central 3, #B1-42 Jurong Point, Singapore 648331
- 7 Pasir Ris Central, #B1-15 Pasir Ris Mall, Singapore 519612
- 33 Sengkang West Avenue, #03-01/02/03 Seletar Mall, Singapore 797653
- 23 Serangoon Central, #02-27/28 Nex, Singapore 556083
- 118 Upper Bukit Timah Road, #02-10 The Linq @ Beauty World, Singapore 588173

SYOUJIN

- 9 Bishan Place, #02-18 Junction 8, Singapore 579837
- 3155 Commonwealth Avenue West, #05-10 The Clementi Mall, Singapore 129588
- 70 Compassvale Bow, #01-33 Sengkang Grand Mall, Singapore 544692
- 10 Eunos Road 8, #B1-142/143 SingPost Centre, Singapore 408600
- 3 Gateway Drive, #B1-13 Westgate, Singapore 608532
- 63 Jurong West Central 3, #B1-103 Jurong Point, Singapore 648331
- 80 Marine Parade Road, #03-02/03 Parkway Parade, Singapore 449269
- 133 New Bridge Road, #B2-06 Chinatown Point, Singapore 059413
- 107 North Bridge Road, #B1-13 Funan Mall, Singapore 179105
- 252 North Bridge Road, #B2-16/17 Raffles City Shopping Centre, Singapore 179103
- 1 Northpoint Drive, #B1-159/166/167 Northpoint City, Singapore 768019
- 68 Orchard Road, #03-27 Plaza Singapura, Singapore 238839
- 1 Pasir Ris Central Street, #04-15 White Sands, Singapore 518457
- 10 Tampines Central 1, #04-02 Tampines One, Singapore 529536
- 3 Temasek Boulevard, #02-498/499 Suntec City, Singapore 038983

Participating outlets from ZEN Beauty Group

ZEN Beauty

- 10 Sinaran Drive, #03-85/90 Square 2, Singapore 307506