



JOINT MEDIA RELEASE

For Immediate Release

1 April 2026

CASE and LTA launch accreditation scheme for Singapore's car-sharing industry

Consumers renting from accredited car-sharing operators will soon have greater assurance of well-maintained and roadworthy vehicles by looking for the CaseTrust mark. This follows the launch today of a new CaseTrust accreditation scheme for the car-sharing industry by the Consumers Association of Singapore (CASE) and the Land Transport Authority (LTA).

CaseTrust-LTA Accreditation Scheme for Car-Sharing Businesses

2 The CaseTrust-LTA Joint Accreditation Scheme for Car-Sharing Businesses (Silver) aims to raise service standards across the industry and address common consumer concerns such as proper vehicle maintenance, pricing transparency, and dispute resolution. Developed by CASE in consultation with LTA and industry stakeholders, the scheme provides a framework for improving car-sharing services across four key areas to address common consumer concerns.

I) Safety, roadworthiness and hygiene

Operators are required to keep detailed maintenance records for audits and ensure that every vehicle is serviced either every 10,000km or every six months, whichever comes first. Vehicles must also be safe, clean and properly inspected.

II) Pricing and membership renewals

Operators must disclose all prices and surcharges upfront. Membership subscriptions and renewals must follow an opt-in model, and operators should not charge renewal fees when user accounts are suspended.

III) Liabilities for late return and damages

Operators are required to provide transparent rules on customer liability, including late returns, repair charges, and excess payable. They must also offer a collision damage

waiver, providing users with a fair way to limit their financial exposure in the event of an accident.

IV) Dispute resolution

Operators must acknowledge receipt of complaints within three working days and address the dispute within 21 working days of the consumer's complaint, subject to operational considerations.

3 Car-sharing operators can apply for accreditation at <https://www.case.org.sg/casetrust/accreditation-schemes-for-car-sharing-businesses>.

4 Mr Ng Lang, Chief Executive, Land Transport Authority, said, "Car sharing supports our vision for a car-lite society by providing consumers with alternatives to owning a car, such as options for occasional use of a car. Through our collaboration with CASE, LTA has developed this accreditation scheme to set clearer safety and service standards, giving consumers confidence that their safety and interests are safeguarded. We will continue working closely with the car-sharing operators to strengthen these standards as more consumers embrace car sharing."

5 Mr Melvin Yong, President, CASE, said, "With car ownership costs rising, more Singaporeans are turning to car sharing. But as the sector grows, we are also seeing more consumer concerns: like pre-existing vehicle defects and unclear maintenance. To address this, CASE has partnered with the Land Transport Authority and car-sharing operators to launch a new CaseTrust accreditation scheme. Accredited operators must meet strict maintenance standards, provide clear pricing, and resolve disputes promptly. This means greater peace of mind for consumers when they book a car. We encourage all operators to come on board, so that car sharing is not just affordable; but also safe, reliable, and transparent."

Melvin Yong
President
Consumers Association of Singapore

For media queries, please contact:

Consumers Association of Singapore

Xue Jia Min

Executive, Partnerships & Advertising Standards Division

Email: jjamin.xue@case.org.sg

Tel: 8975 1080

Land Transport Authority of Singapore

Hayley Teo

Deputy Manager, Strategic Communications & Media Relations

Email: media@lta.gov.sg

Tel: 9826 3165

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 2003 (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/

About the Land Transport Authority:

The Land Transport Authority (LTA) is a statutory board under the Ministry of Transport, which spearheads land transport developments in Singapore. As the agency responsible for planning, designing, building and maintaining Singapore’s land transport infrastructure and systems, we aim to bring about a greener and more inclusive public transport system, complemented by convenient options to walk and cycle from their homes or to their destinations. We leverage technology to strengthen our rail and bus infrastructure and provide exciting options for future land transport. For more information, please visit the website at www.lta.gov.sg.

Annex A



Signing of the Agreement for CaseTrust-LTA Joint Accreditation Scheme for car-sharing businesses

Standing (from left): Mr Melvin Yong, President, CASE; Mr Ng Lang, Chief Executive, Land Transport Authority.

Seated (from left): Mr Dexter Tay, Executive Director, CASE; Mr Yeo Teck Guan, Senior Group Director, Public Transport, Land Transport Authority.

Annex B – Complaints Received Against Car-Sharing Industry

In 2025, CASE received 184 complaints against the car-sharing industry, slightly lower than the 189 complaints recorded in 2024, but higher than the 127 complaints received in 2023.

Common complaints include alleged overcharging, lack of transparency in damage assessments and repair costs, and refunds that were delayed or not properly processed.

Annex C – Quotes from Industry Stakeholders

| Organisation | Name and Designation | Quote |
|----------------------------|--|---|
| Car Lite Pte Ltd | Mr Edwin Koh Director, Car Lite Pte Ltd | We are honoured to support the success of this robust CaseTrust-LTA Joint Accreditation Scheme. We are also thankful for our customers' years of continued support and will continue to provide the ease of car-sharing service with fair policies for all. |
| Drive Lah Pte Ltd | Mr Dirk-Jan Ter Horst Co-founder, Drive Lah Pte Ltd | As Singapore's leading peer-to-peer car-sharing platform, Drive Lah is committed to raising the bar for transparency and consumer protection. The CaseTrust-LTA accreditation represents a milestone that will help shape a more trusted, responsible, and future-ready mobility ecosystem. |
| GetGo Technologies Pte Ltd | Mr Toh Ting Feng CEO, GetGo Technologies Pte Ltd | We are committed to and excited about the new CaseTrust-LTA Joint Accreditation Scheme. This accreditation marks an important milestone in ensuring a trusted car-sharing service, and we look forward to partnering closely with CaseTrust to establish car-sharing as a reliable and essential transport option for all users in Singapore. |
| Tribecar Pte Ltd | Adrian Lee Co-founder, Tribecar Pte Ltd | As co-creators of the CaseTrust-LTA Joint Accreditation Scheme, Tribecar remains committed to advancing transparency, accountability, and consumer assurance across the car-sharing sector. This initiative reflects our continued dedication to improving service quality and enhancing confidence for all users. |