CONSUMERS ASSOCIATION OF SINGAPORE
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MEDIA RELEASE

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CASE accredits first three car-sharing operators, strengthens consumer protection and industry standards

Consumers using car-sharing services can now make more informed choices by looking out for the CaseTrust mark, which identifies operators that have met enhanced standards for vehicle maintenance, pricing transparency, fair-trading practices and dispute resolution.

The Consumers Association of Singapore ("CASE") announced today that Car Lite Pte Ltd, GetGo Technologies Pte Ltd and Tribecar Pte Ltd are the first three operators to be accredited under the CaseTrust Accreditation Scheme for Car-Sharing Businesses (Silver). Collectively, the three operators maintain a fleet of approximately 5,000 vehicles across nearly 3,000 locations in Singapore.

Under the accreditation scheme, operators must demonstrate their commitment to maintaining safe and roadworthy vehicles through proper vehicle maintenance regimes. They must also adopt transparent and fair-trading practices, including disclosing all prices and surcharges upfront, obtaining consumers' explicit consent for membership subscriptions and renewals, and clearly setting out the terms governing late returns, vehicle damage, repair charges and insurance excess.

Accredited operators must also establish clear complaint-handling procedures and resolve consumer complaints within 21 working days, providing consumers with greater assurance that disputes will be addressed promptly and fairly.

Mr Melvin Yong, President of CASE, presented the accreditation certificates to the three operators at an industry event today, witnessed by Ms Sun Xueling, Senior Minister of State, Ministry of Transport and Ministry of National Development.

CASE launched the accreditation scheme on 1 April 2026 to raise industry standards and address common consumer concerns relating to car-sharing services.[1]

From 1 January to 31 October 2026, CASE received 168 consumer complaints involving the car-sharing industry. Common issues included unexpected or disputed charges, such as insurance excess, towing fees, loss-of-use charges and administrative fees, as well as

[1] Refer to Annex A for more information about the scheme.

disagreements over vehicle damage assessments and repair costs. These complaints underscore the importance of greater transparency, clearer contractual terms and effective dispute resolution mechanisms.

To further empower consumers, CASE also launched a consumer guidebook providing practical advice on using car-sharing services responsibly.[2] The guidebook explains what consumers should look out for before, during and after a booking, including understanding applicable charges, checking vehicle conditions and documenting any existing damage. This forms part of CASE's broader efforts to help consumers make informed decisions and avoid common disputes.

Mr Melvin Yong, President of CASE, said: "Car-sharing should make life easier for consumers, not leave them worrying about unexpected bills or disputes over vehicle damage. Consumers deserve clear pricing, well-maintained vehicles and fair treatment when things go wrong. The accreditation of these first three operators is an important step towards raising standards across the industry. I encourage more operators to come on board, so that transparent pricing, safer vehicles and fair resolution of disputes become the norm, rather than the exception. Ultimately, consumers should be able to enjoy the convenience of car-sharing with confidence and peace of mind."

Mr Edwin Koh, Director of Car Lite, said: "We welcome initiatives that promote higher standards and greater transparency in the car-sharing industry. Being accredited under the CaseTrust car-sharing scheme reflects our commitment to responsible business practices and a better consumer experience. We encourage more operators to participate in the scheme and contribute to building a more trusted car-sharing industry."

Mr Toh Ting Feng, CEO and Co-Founder of GetGo Technologies, said: "Trust is fundamental to the car-sharing experience. The CaseTrust scheme provides an opportunity for GetGo to demonstrate our commitment to fair business practices and accountability to our users. We hope this initiative will help users gain greater trust and confidence in car-sharing as a reliable transport option."

Mr Adrian Lee, Co-Founder of Tribecar, said: "As one of the first car-sharing operators accredited under the CaseTrust scheme, we are committed to providing consumers with a reliable and transparent car-sharing experience. We believe that clear policies and fair business practices are essential to building trust with our users and supporting the long-term growth of the industry."

Consumers can identify accredited car-sharing operators by looking out for the CaseTrust mark. For more information on the accreditation scheme, the list of accredited operators and CASE's consumer guidebook on car-sharing, consumers may visit the CASE website at www.case.org.sg.

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[2] The car-sharing guidebook is accessible at https://www.case.org.sg/casetrust/accreditation-schemes-for-car-sharing-businesses/.

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About the Consumers Association of Singapore:
The Consumers Association of Singapore ("CASE") is an independent, non-profit organisation committed to protecting consumers' interests through information and education, and promoting fair and ethical trade practices. One of its key achievements was advocating for the Consumer Protection (Fair Trading) Act 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 – Information about the CaseTrust accreditation scheme

The CaseTrust accreditation scheme was developed by CASE in consultation with industry stakeholders to address these recurring concerns and promote good business practices across the car-sharing industry.

Accredited operators are assessed across four key areas:

- **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.
- **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.
- **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.
- **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.