



CaseTrust
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Dear Sirs/Mesdames

IMPORTANT: ADVISORY ON SANCTIONS FOR BREACH OF CASETRUST'S REQUIREMENTS

Addressing the rise of prepayment (e.g. deposits) lost by consumers in sudden business closures and as part of our efforts to enhance consumer protection, CaseTrust has intensified our frequency of checks by way of mystery shopping audits amongst others, to ensure that all accredited businesses continually comply with the CaseTrust Accreditation Criteria, License Agreement and Code of Practice ("our requirements").

The results of our checks reflected that there were several occurrences of non-compliance to our requirements by accredited businesses.

CaseTrust takes a serious view against the breaches of our requirements. To uphold the integrity of our Schemes, please be informed that we would be **imposing stricter sanctions with immediate effect, should accredited businesses be ascertained to have breached any of our requirements.**

We would like to take the opportunity to emphasize on the following instances:

| Types of Breach of CaseTrust Requirements | Sanctions to be Imposed | |
|--|-------------------------|------------|
| Prepayment Protection lapses | 1 st Breach | Warning |
| | 2 nd Breach | Suspension |
| | 3 rd Breach | Expulsion |
| False declaration (e.g. false information willfully provided to CaseTrust) | 1 st Breach | Suspension |
| | 2 nd Breach | Expulsion |

Also, in line with CASE's objectives, businesses which persist in unfair practices and given any of the following sanction by CASE would face corresponding sanction by CaseTrust:

| Sanction by CASE | Corresponding Sanction by CaseTrust |
|---|--|
| Warning Letter issued by CASE | Notice of Warning |
| Consumer Alert by CASE | Notice of Warning (Depending on severity of the case) |
| Company Alert by CASE | Notice of Suspension |
| Voluntary Compliance Agreement served by CASE | |
| Injunction Action initiated by SPRING | Notice of Expulsion |
| Injunction order obtained by SPRING | |

Note: Name of accredited business suspended or expelled would be published on the website of CaseTrust

Notwithstanding the above, please be assured that accredited businesses with fair business practices and comply with our requirements would not be affected.

Please contact us at our CaseTrust Hotline at 6461 1800 or email casetrust@case.org.sg, should you require any clarification on the above.

Thank you.

Yours sincerely,



Loy York Jiun (Mr.)
Executive Director
Consumers' Association of Singapore (CASE)

ct/bt/wp/ang/lyj