



CaseTrust

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Dear Sirs/Mesdames

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

Addressing the rise of prepayment 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 the CaseTrust for Spa and Wellness Scheme, 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 (failure to protect consumers' prepayment despite having subscribed to prepayment protection mechanisms such as insurance or EZ Link Trust)	1 st Breach	Warning
	2 nd Breach	Suspension
	3 rd Breach	Expulsion
Vice-related and/or any other offences reported by any of the Regulatory Authorities (e.g. Police Licensing & Regulatory Department)	1 st notice given by the Authority (case pending investigation)	Warning
	2 nd notice given by the Authority (case pending investigation)	Suspension
	3 rd notice given by the Authority (case pending investigation) and/or upon conviction by the Authority	Expulsion
False declaration (e.g. declared no prepayment to be collected but found to be collecting prepayment subsequently, 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 sanctions 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	
Injunction order obtained by SPRING	Notice of Expulsion

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

We would also like to reiterate that the CaseTrust Accreditation is one of the licensing conditions for the Category I Massage Establishment (ME) Licence. In other words, **should any of the above sanctions be imposed on your business, your Category I ME Licence could be revoked or downgraded by the Police Licensing and Regulatory Department.**

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

cc. Singapore Police Force (Police Licensing & Regulatory Department)