

UNFAIR TRADING: WHAT CAN YOU DO?

Local consumers and tourists can seek redress and/or compensation from errant retailers for unfair trade practices through CASE or STB.

If you encounter an unfair trade practice, you could:

- Attempt to resolve the dispute with the retailer
- Seek CASE's or STB's assistance to negotiate and/or mediate with the retailer
- File a claim with the Small Claims Tribunal (SCT)



Negotiation

CASE and STB can assist local consumers and tourists to negotiate with retailers to resolve disputes.

Mediation

CASE and STB can facilitate mediations between local consumers/ tourists and retailers to achieve win-win outcomes.

Voluntary Compliance Agreement (VCA)

The retailer may enter into a VCA where it will agree in writing to stop the unfair trade practice and in some cases, offer compensation to affected local consumers or tourists.

Who should you contact?

Local Consumers:



CASE Consumer Relations Department
Tel: 6100 0315
Fax: 6467 9055
Email: sayit@case.org.sg
Website: www.case.org.sg

Tourists:



Singapore Tourism Board
Tel: 1800 736 2000
Fax: 6736 9423
Email: feedback@stb.gov.sg
Website: www.yoursingapore.com



Small Claims Tribunal

Local consumers and tourists can seek monetary redress or other remedies/relief by taking civil action against retailers. They can do so by filing a claim with SCT (for amounts of up to \$10,000 or \$20,000 should both parties agree) or the courts.

CCCS is now empowered to act against persistent errant retailers

In general, the majority of disputes relating to unfair trade practices are amicably resolved by CASE or STB. Errant retailers who persist in unfair trade practices will be referred to CCCS for investigation. As the administering agency for the Consumer Protection (Fair Trading) Act or CPFTA, CCCS is empowered to:

- Gather evidence against persistent errant retailers
- File timely injunction applications with the courts against persistent errant retailers
- Enforce compliance with injunction orders issued by the courts

The CPFTA protects local consumers and tourists against unfair trade practices.

For more details on the CPFTA, visit www.cccs.gov.sg



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