

MEDIA RELEASE

28 March 2023

STATE COURTS ORDERS TRIPLE LIFESTYLE MARKETING PTE. LTD. TO CEASE UNFAIR PRACTICES IN SUPPLY OF ALKALINE WATER FILTRATION SYSTEMS AND MAINTENANCE SERVICE PACKAGES

1. The State Courts have, on the application¹ of the Competition and Consumer Commission of Singapore (“**CCCS**”), issued judgment against Triple Lifestyle Marketing Pte. Ltd. (“**TLM**”)² and its sole director and shareholder, Tan Jia Huang³, under the Consumer Protection (Fair Trading) Act 2003 (the “**CPFTA**”) following TLM and Tan Jia Huang’s failure to appear in court proceedings.
2. The State Courts declared that TLM had engaged in unfair practices under the CPFTA by, amongst other things, making false claims and misleading consumers on its alkaline water filtration systems and maintenance service packages. The State Courts also ordered TLM to stop engaging in such conduct and ordered Tan Jia Huang to stop knowingly abetting, aiding, permitting or procuring TLM to do the same.

Background

3. TLM supplies water dispensers, alkaline water filtration systems and maintenance service packages to consumers. In most cases, these packages cost approximately \$3,000 and include the filtration system, dispenser, periodic water filter change services and repair or replacement of faulty equipment within a warranty period. Consumers generally found TLM by searching online for alkaline or filtered water, water filtration or water dispenser products. Some were also paid unsolicited house visits by TLM’s sales representatives to promote its products and conduct a demonstration.
4. Between January 2018 and October 2022, the Consumers Association of Singapore (“**CASE**”) received 469 complaints against TLM. Following the referral from CASE, CCCS conducted an investigation against TLM, and interviewed numerous consumers on their complaints.
5. CCCS had applied to the State Courts on 30 November 2022 seeking, amongst other things, declarations that TLM had engaged in a number of unfair practices in respect

¹ [CCCS Media Release dated 16 December 2022](#).

² Under section 9 of the CPFTA, CCCS may apply to the State Courts for a declaration that the practice engaged by the supplier is an unfair practice and an injunction restraining the supplier from continuing to engage in that unfair practice. The Judgment and Order of Court following CCCS’s application can be found at Annex B.

³ Under section 10 of the CPFTA, CCCS may apply to the State Courts for an injunction restraining individuals from knowingly abetting, aiding, permitting or procuring a supplier to engage in an unfair practice.

of the supply of its alkaline water filtration systems and maintenance service packages. Such unfair practices included the following:

- a. TLM made the false claim that TLM or TLM's products were accredited and that Thomson Medical Centre was one of its customers;
 - b. TLM represented that its water dispenser was free for a limited time when the price benefit or advantage did not exist;
 - c. TLM misled consumers that it would repair or replace faulty water dispensers or provide the change of water filters when requested by consumers to do so under the maintenance service package, or misled consumers by giving false excuses about its delay or inability to do so;
 - d. From at least January 2020 until in or around December 2020, TLM accepted payment for its maintenance service packages which included the provision of a 1-year warranty for its "tankless" water dispenser to consumers, when TLM knew or ought to have known that it would not be able to repair or replace faulty water dispensers with functioning units within the warranty period; and
 - e. TLM misled consumers that alkaline and/or filtered water can prevent or improve the condition of diseases such as osteoporosis, cancer, diabetes, arthritis, kidney or colonic disorders and psoriasis.
6. CCCS also applied to the State Courts for an injunction to stop TLM from engaging in the various unfair practices⁴ and a separate injunction to stop Tan Jia Huang from knowingly abetting, aiding, permitting or procuring TLM to engage in such unfair practices, including the unfair practices listed in paragraph 5 above.

Court Judgment

7. Following TLM's and Tan Jia Huang's failure to appear in court on 22 February 2023⁵, the court has granted judgment against TLM and Tan Jia Huang in default of their appearance ("Judgment"). The Judgment includes orders that:
- a. TLM had engaged in the various unfair practices identified by CCCS and must stop such conduct;
 - b. Tan Jia Huang is to stop knowingly abetting, aiding, permitting or procuring TLM to engage in the various unfair practices;
 - c. TLM and Tan Jia Huang are to publish, at their own expense, by 29 March 2023, a full-page public notice with details of the court orders, in the Straits Times, Lianhe Zaobao, Berita Harian, and Tamil Murasu. If they fail to do so, CCCS may publish a notice in any one of these newspapers and claim the cost from them;

⁴ See attached Judgment at Annex B that sets out the full list of unfair practices for which CCCS had sought orders for against TLM and Tan Jia Huang.

⁵ Tan Jia Huang attended the first case conference on 29 December 2022 in his personal capacity and as a representative of TLM. The court had fixed the second case conference on 22 February 2023 in Tan Jia Huang's presence but Tan Jia Huang failed to turn up on 22 February 2023.

- d. TLM and Tan Jia Huang are to publish, at their own expense, for 3 years, details of the orders made against them, on the landing page of any platform used to market TLM's goods or services. Tan Jia Huang is to also publish the details of the court order made against him on the landing page of any platform utilised by him or any businesses controlled/owned by him to market TLM's goods and/or services and/or similar goods or services as TLM's;
 - e. TLM must, for 3 years, before any consumer signs a contract with TLM:
 - (i) notify the consumer in writing about the court order; and
 - (ii) obtain the consumer's written acknowledgement of receipt of the notice.
 - f. TLM and Tan Jia Huang shall pay costs of the proceedings at S\$12,000 to CCCS.⁶
8. "Suppliers should ensure that claims made on their goods and services and in relation to their business are true and accurate. When claiming any health benefits of goods or services, suppliers must be able to substantiate such claims with credible evidence. In addition, suppliers should not mislead consumers and receive payment for goods and services such as after-sales service entitlements that they would not be able to deliver," said CCCS's Chief Executive, Ms Sia Aik Kor.
9. "CCCS's investigations revealed that TLM had persistently and egregiously engaged in unfair practices under the CPFTA, causing harm to consumers. CCCS will not hesitate to take action against such suppliers, including persons who knowingly abet, aid, permit or procure such suppliers to engage in unfair practices," Ms Sia added.
10. Consumers who encounter false or misleading claims can approach CASE for assistance. For more information, please visit www.case.org.sg or call 9795 8397.

– End –

⁶ Other orders are that TLM must also for 3 years, notify CCCS in writing within 14 days of any change relating to its business premise(s), internet address(es), legal entity or if it undergoes restructuring or winding up. Further that Tan Jia Huang must, for 3 years, notify CCCS in writing within 14 days after the occurrence of any change to his employment or control or ownership of businesses.

About the Competition and Consumer Commission of Singapore

The Competition and Consumer Commission of Singapore (“**CCCS**”) is a statutory board of the Ministry of Trade and Industry. CCCS is the administering agency of the Consumer Protection (Fair Trading) Act 2003 or “CPFTA” which protects consumers against unfair trade practices in Singapore. CCCS also administers and enforces the Competition Act 2004 which empowers CCCS to investigate and adjudicate on anti-competitive activities, issue directions to stop and/or prevent anti-competitive activities and impose financial penalties. Our mission is to make markets work well to create opportunities and choices for businesses and consumers in Singapore.

For more information, please visit www.cccs.gov.sg.

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Annex A

ROLES OF AGENCIES UNDER THE CONSUMER PROTECTION (FAIR TRADING) ACT 2003

The Consumers Association of Singapore (“**CASE**”) and Singapore Tourism Board (“**STB**”) remain the first points of contact for local consumers and tourists respectively to handle complaints. They will assist in obtaining redress and/or compensation through negotiation and/or mediation. Errant suppliers may enter into a Voluntary Compliance Agreement (“**VCA**”) with CASE or STB, where they will agree in writing to stop the unfair trade practice and compensate affected local consumers or tourists. Errant suppliers who persist in unfair trade practices will be referred to the Competition and Consumer Commission of Singapore (“**CCCS**”) for investigation and follow-up actions.

CCCS is the administering agency for the CPFTA and has investigative and enforcement powers to take timely actions against recalcitrant suppliers. CCCS looks into cases of errant suppliers who persist in unfair trade practices. Specifically, it is able to:

- Gather evidence against persistent errant suppliers;
- File timely injunction applications with the courts; and
- Enforce compliance with injunction orders issued by the courts.

Annex B – Judgment and Order of Court

Annex C – Infographics

IN THE STATE COURTS OF THE REPUBLIC OF SINGAPORE

Case No.: DC/OA 105/2022

In the matter of Section 9 and 10 of the Consumer Protection (Fair Trading) Act 2003

Doc No.: DC/JUD 350/2023

Between

Filed: 03-March-2023 03:14 PM

COMPETITION AND CONSUMER COMMISSION OF
SINGAPORE
(Singapore UEN No. T08GB0010E)

...Claimant(s)



And

1. TRIPLE LIFESTYLE MARKETING PTE. LTD.
(Singapore UEN No. 201604777W)
2. TAN JIA HUANG
(NRIC No. [REDACTED])

...Defendant(s)

JUDGMENT PURSUANT TO ORDER 9, RULE 4(2) OF THE RULES OF COURT 2021

Case No: DC/OA 105/2022

Before: District Judge Elaine Lim Mei Yee

Venue: in Chambers

Hearing date/Time: 22-February-2023

The Court made the following orders in the above application:

1. A declaration that the 1st Defendant ("**TLM**") has engaged in the following unfair practices under the Consumer Protection (Fair Trading) Act 2003 ("**CPFTA**"):
 - a. pursuant to section 4(b) of the CPFTA, that TLM made the false claim that TLM or TLM's products were accredited;
 - b. pursuant to section 4(b) of the CPFTA, that TLM made false claims that it was established in 2010, trusted by more than 50,000 customers, and voted #1 on social media;
 - c. pursuant to section 4(b) of the CPFTA, that TLM made the false claim that Thomson Medical Centre was one of its customers;
 - d. pursuant to section 4(d) read with paragraph 9 of the Second Schedule to the CPFTA, that TLM represented that its water dispenser was free for a limited time when the price benefit or advantage did not exist;

- e. pursuant to section 4(a) of the CPFTA, that TLM misled consumers that it was willing to offer a subsidised rate for its products and/or services;
- f. pursuant to section 4(b) of the CPFTA, that TLM made the false claim that it offered interest-free instalment plans when consumers purchased its products and/or services;
- g. pursuant to section 4(a) of the CPFTA, that TLM misled consumers that instalment plans were available from Citibank or DBS for the payment of the consumers' purchases from TLM;
- h. pursuant to section 4(d) read with paragraph 11 of the Second Schedule to the CPFTA, that TLM represented that there was no refund of the sums paid for the activation fee and maintenance service package under direct sales contracts whereas consumers have a right under the Consumer Protection (Fair Trading) (Cancellation of Contracts) Regulations 2009 to cancel the direct sales contract and any sums which the consumers paid to TLM under the cancelled contracts would have to be repaid to the consumers;
- i. pursuant to section 4(a) of the CPFTA, that TLM misled consumers that it would repair or replace faulty water dispensers or provide the change of water filters when requested by consumers to do so under the maintenance service package, or misled consumers by giving false excuses about its delay or inability to do so, such as due to TLM's supplier's factory closure, TLM's office closure as a staff had contracted flu symptoms during the COVID-19 pandemic in 2020 or the circuit breaker measures under the COVID-19 (Temporary Measures) (Control Order) Regulations 2020, when TLM was considered an essential service and was authorised by the Ministry of Trade and Industry to operate during the circuit breaker measures and had in fact continued to conduct sales and install water dispensers and water filtration systems for new customers in the same period;
- j. pursuant to section 4(d) read with paragraph 24 of the Second Schedule to the CPFTA, from at least January 2020 until in or around December 2020, TLM accepted payment for maintenance service packages which included the provision of a 1-year warranty for the “tankless” water dispenser to consumers, when TLM knew or ought to have known that it would not be able to repair or replace faulty water dispensers with functioning units within the warranty period as there were issues with the “tankless” water dispenser which it was unable to resolve and TLM had inadequate systems in place to reasonably enable it to repair or replace the water dispensers under the warranty specified in the service agreements;
- k. pursuant to section 4(d) read with paragraph 1 of the Second Schedule to the CPFTA, from at least January 2020 until in or around December 2020, TLM misrepresented to consumers that its maintenance service package had the benefit of the use of the “tankless” water dispenser for 1 year with the provision of the 1-year warranty for the water dispenser, when it did not, as TLM was not able to repair or replace faulty water dispensers with functioning units within the warranty period specified in TLM's service agreements; and

1. pursuant to section 4(a) of the CPFTA, that TLM misled consumers on the health benefits of alkaline and/or filtered water by claiming that:
 - (1) alkaline water enhances the immune system and slows the ageing process and degenerative diseases;
 - (2) alkaline water is an antioxidant which fights free radicals;
 - (3) alkaline water restores pH balance to the body;
 - (4) alkaline water increases blood oxygen levels and improves metabolism;
 - (5) alkaline water can prevent or improve the condition of diseases such as:
 - a. osteoporosis
 - b. cancer
 - c. diabetes
 - d. arthritis
 - e. "kidney disorder"
 - f. "colon disorder"
 - g. metabolic acidosis
 - h. psoriasis
 - i. acid reflux disease
 - j. "muscle wasting"
 - k. chronic lower back pain
 - (6) alkaline water can "detoxify" the body;
 - (7) alkaline water can help in weight loss and fat "reduction";
 - (8) alkaline water improves digestive health and supports beneficial bacteria in the digestive tract;
 - (9) the "smaller" particle size of alkaline water can better "clean" and "detoxify" cells;
 - (10) alkaline water neutralises lactic acid to help prevent muscle cramps;
 - (11) alkaline water helps maintain the pH of breastmilk;
 - (12) drinking alkaline water aids in the transport of minerals and vitamins in the body;
 - (13) alkaline water hydrates better and aids in blood circulation;
 - (14) tap water contains contaminants which are not ideal for the development of children, and it is safer for them to drink filtered, alkaline water; and/or
 - (15) alkaline water helps improve the condition of children suffering from acid reflux disease.

2. That TLM, whether by itself, its agents, salespersons, employees or otherwise, be restrained from:

- a. representing that TLM or TLM's products are accredited by accreditation bodies if it is not the case;
 - b. representing that TLM was established before 2016, trusted by a claimed number of customers and/or voted #1 on social media, if it is not the case;
 - c. representing that a medical institution is TLM's customer or misleading consumers that a medical institution is TLM's customer, if it is not the case;
 - d. representing that TLM's water dispenser is free for a limited time, when the price benefit or advantage does not exist;
 - e. representing that TLM is willing to offer a subsidised rate for its products and/or services when it does not intend to do so;
 - f. representing that TLM offers interest-free instalment plans for the payment of TLM's products and/or services when it does not do so;
 - g. misleading consumers on the availability of instalment plans offered by a bank for the payment of the consumers' purchase from TLM when TLM has no arrangement for instalment payments with the bank;
 - h. representing that there is no refund of the sums paid for the activation fee and maintenance service packages under direct sales contracts whereas consumers have a right under the Consumer Protection (Fair Trading) (Cancellation of Contracts) Regulations 2009 to cancel the direct sales contract and any sums which the consumers paid to TLM under the cancelled contracts would have to be repaid to the consumers;
 - i. misleading consumers that TLM will repair or replace faulty water dispensers or provide the change of water filters when requested by consumers to do so under the maintenance service package, when it does not intend or is unable to do so, and/or further, misleading consumers by giving false excuses about TLM's delay or inability to do so;
 - j. accepting payment for maintenance service packages when TLM knows or ought to know that TLM does not intend to or is not able to provide the products or services under the maintenance service packages;
 - k. representing that TLM's maintenance service package has benefits which it does not have; and
 - l. making false or misleading claims on the health benefits of alkaline or filtered water.
3. That TLM publish, at its own expense, within 14 days from the date of this Order, details of the declaration and injunction granted against it, by way of a full-page public notice in The Straits Times, Lianhe Zaobao, Berita Harian, and Tamil Murasu, failing which the Claimant shall be at liberty to publish a notice in The Straits Times, Lianhe Zaobao, Berita Harian and/or Tamil Murasu and TLM must reimburse the Claimant for the cost of publishing the said notice(s) within 14 days of the Claimant's written notice to TLM.

4. That TLM must, for a period of 3 years from the date of this Order, publish on the landing page of any media platform utilised by TLM for marketing its products and/or services, at TLM's expense, the details of the declaration and injunction granted against TLM in a clear and visible manner, and further, notify the Claimant in writing within 7 days of such publication, the details of the media platform(s) on which the notice is published.
6. That TLM must, before any consumer enters into a contract in relation to a consumer transaction with TLM during a period of 3 years from the date of this Order, notify the consumer in writing about the declaration and injunction granted against TLM and obtain the consumer's written acknowledgement of such notice.

7 That TLM must, for a period of 3 years from the date of this Order, notify the Claimant in writing within 14 days after the occurrence of any of the following events:

- (1) a change in the premises or number of premises at which TLM carries on its business as a supplier;
- (2) a change in the Internet address or number of Internet addresses through which consumer transactions with TLM may be entered into;
- (3) the conversion of TLM from a private company to a limited liability partnership under section 27 of the Limited Liability Partnerships Act 2005;
- (4) TLM undergoing any arrangement, reconstruction or amalgamation under Part 7 of the Companies Act 1967;
- (5) an order being made under section 71 of the Insolvency, Restructuring and Dissolution Act 2018 approving a compromise or an arrangement between TLM and its creditors;
- (6) TLM being subjected to receivership under Part 6 of the Insolvency, Restructuring and Dissolution Act 2018;
- (7) TLM being subjected to judicial management under Parts 7 and 9 of the Insolvency, Restructuring and Dissolution Act 2018;
- (8) TLM being subjected to winding up under Parts 8 and 9 of the Insolvency, Restructuring and Dissolution Act 2018;
- (9) a change in TLM's name or the name under which TLM is carrying on business;
- (10) the establishing by TLM of a website or a mobile application, or an equivalent, that allows TLM to enter into consumer transactions through the Internet;
- (11) any arrangement by TLM to participate in a trade fair;
- (12) if TLM adopts for its business a new name, symbol or design, any arrangement by TLM to carry out any activity for the purpose of identifying its business with that new name, symbol or design;
- (13) a sale of TLM's business;
- (14) a change in the board of directors of TLM or a change in the person or persons who hold directly or indirectly 15% or more of the total voting power or total issued shares in TLM; or
- (15) any shareholder of TLM entering into an arrangement under which that shareholder holds on behalf of another person any profits, gains or dividends derived from the carrying on of TLM's business.

8 That the 2nd Defendant ("**TJH**") be restrained from knowingly abetting, aiding, permitting, or procuring TLM to engage in the following unfair practices:

- a. representing that TLM or TLM's products are accredited by accreditation bodies if it is not the case;

- b. representing that TLM was established before 2016, trusted by a claimed number of customers and/or voted #1 on social media, if it is not the case;
 - c. representing that a medical institution is TLM's customer or misleading consumers that a medical institution is TLM's customer, if it is not the case;
 - d. representing that TLM's water dispenser is free for a limited time, when the price benefit or advantage does not exist;
 - e. representing that TLM is willing to offer a subsidised rate for its products and/or services when it does not intend to do so;
 - f. representing that TLM offers interest-free instalment plans for the payment of TLM's products and/or services when it does not do so;
 - g. misleading consumers that TLM will repair or replace faulty water dispensers or provide the change of water filters when requested by consumers to do so under the maintenance service package, when it does not intend or is unable to do so, and/or further, misleading consumers by giving false excuses about TLM's delay or inability to do so;
 - h. accepting payment for maintenance service packages when TLM knows or ought to know that TLM does not intend to or is not able to provide the products or services under the maintenance service packages;
 - i. representing that TLM's maintenance service package has benefits which it does not have; and
 - j. making false or misleading claims on the health benefits of alkaline or filtered water.
- 9 That TJH publish, at his own expense, within 14 days from the date of this Order, details of the injunction granted against him, by way of a full-page public notice in The Straits Times, Lianhe Zaobao, Berita Harian, and Tamil Murasu, failing which the Claimant shall be at liberty to publish a notice in The Straits Times, Lianhe Zaobao, Berita Harian and/or Tamil Murasu and TJH must reimburse the Claimant for the cost of publishing the said notice(s) within 14 days of the Claimant's written notice to TJH.
- 10 That TJH must, for a period of 3 years from the date of this Order, publish in a clear and visible manner, at his own expense, the details of the injunction granted against TJH on (i) the landing page of any media platform utilised by TLM for marketing its products and/or services, (ii) any media platform utilised by TJH for marketing TLM's products and/or services and/or similar products and/or services as TLM's and (iii) any media platform utilised by any businesses controlled or owned by TJH for marketing TLM's products and/or services and/or similar products and/or services as TLM's, and further, notify the Claimant in writing within 7 days of such publication, the details of the media platform(s) on which the notice is published.
- 11 That TJH must, for a period of 3 years from the date of this Order, notify the Claimant in writing within 14 days after the occurrence of a notifiable event as specified in the Fifth Schedule to the CPFTA.

12 The costs of and incidental to this application fixed at \$12,000 (all in) be paid jointly and severally by the Defendants to the Claimant.

Date of Order 22 February 2023

NOTES:

1. The person or entity served with this judgment/order and who/which has been ordered to pay money, to do or not to do any act must comply immediately or within the time specified in the judgment/order, if any.
2. Failure to comply may result in enforcement of judgment/order proceedings, including contempt of Court proceedings, against the said person or entity.

PENAL NOTICES:

(a) If you, the within-named 1st Defendant (**TRIPLE LIFESTYLE MARKETING PTE. LTD.**) neglect to obey this Order by the time therein limited and/or disobey this Order, you will be liable to process of execution for the purpose of compelling you to obey the same.

(b) If the 1st Defendant (**TRIPLE LIFESTYLE MARKETING PTE. LTD.**) neglects to obey this Order by the time therein limited and/or disobeys this Order, you, the within-named 2nd Defendant (**TAN JIA HUANG** of NRIC No. [REDACTED]), a director or officer of the said 1st Defendant, will be liable to process of execution for the purpose of compelling the said 1st Defendant to obey the same.

(c) If you, the within-named 2nd Defendant (**TAN JIA HUANG** of NRIC No. [REDACTED]) neglects to obey this Order by the time therein limited and/or disobeys this Order, you will be liable to process of execution for the purpose of compelling you to obey the same.



DC/OA105/2022-DC/JUD350/2023-DC/OA105/2022-DC/JUD350/2023-DC/OA105/2022-DC/JUD350/2023

CHRISTOPHER TAN
REGISTRAR
STATE COURTS
SINGAPORE

IN THE STATE COURTS OF THE REPUBLIC OF SINGAPORE

Case No.: DC/OA 105/2022

In the matter of Section 9 and 10 of the Consumer Protection (Fair Trading) Act 2003

Doc No.: DC/ORC 577/2023

Filed: 06-March-2023 01:25 PM

Between

COMPETITION AND CONSUMER COMMISSION OF SINGAPORE
(Singapore UEN No. T08GB0010E)

...Claimant(s)



And

1. TRIPLE LIFESTYLE MARKETING PTE. LTD.
(Singapore UEN No. 201604777W)

2. TAN JIA HUANG
(NRIC No. [REDACTED])

...Defendant(s)

ORDER OF COURT

Case No: DC/OA 105/2022

Before: District Judge Elaine Lim Mei Yee

Venue: in Chambers

Hearing date/Time: 06-March-2023

The Court made the following orders in the above action application:

1. That the 1st Defendant ("TLM") is granted an extension of time to publish, at its own expense, by **29 March 2023**, details of the declaration and injunction granted against it, by way of a full-page public notice in The Straits Times, Lianhe Zaobao, Berita Harian, and Tamil Murasu, failing which the Claimant shall be at liberty to publish a notice in The Straits Times, Lianhe Zaobao, Berita Harian, and/or Tamil Murasu and TLM must reimburse the Claimant for the cost of publishing the said notice(s) within 14 days of the Claimant's written notice to TLM.

2. That the 2nd Defendant ("TJH") is granted an extension of time to publish, at his own expense, by **29 March 2023**, details of the declaration and injunction granted against it, by way of a full-page public notice in The Straits Times, Lianhe Zaobao, Berita Harian, and Tamil Murasu, failing which the Claimant shall be at liberty to publish a notice in The Straits Times, Lianhe Zaobao, Berita Harian, and/or Tamil Murasu and TJH must reimburse the Claimant for the cost of publishing the said notice(s) within 14 days of the Claimant's written notice to TJH.

3. That save for the above, the other orders in the Judgment (DC/JUD 350/2023) dated 22 February 2023 shall remain.

Date of Order 06-March-2023

NOTES:

1. The person or entity served with this judgment/order and who/which has been ordered to pay money, to do or not to do any act must comply immediately or within the time specified in the judgment/order, if any.

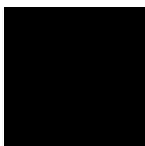
2. Failure to comply may result in enforcement of judgment/order proceedings, including contempt of Court proceedings, against the said person or entity.

PENAL NOTICES:

(a) If you, the within-named 1st Defendant (**TRIPLE LIFESTYLE MARKETING PTE. LTD.**) neglect to obey this Order by the time therein limited and/or disobey this Order, you will be liable to process of execution for the purpose of compelling you to obey the same.

(b) If the 1st Defendant (**TRIPLE LIFESTYLE MARKETING PTE. LTD.**) neglects to obey this Order by the time therein limited and/or disobeys this Order, you, the within-named 2nd Defendant (**TAN JIA HUANG** of NRIC No. [REDACTED]), a director or officer of the said 1st Defendant, will be liable to process of execution for the purpose of compelling the said 1st Defendant to obey the same.

(c) If you, the within-named 2nd Defendant (**TAN JIA HUANG** of NRIC No. [REDACTED]) neglects to obey this Order by the time therein limited and/or disobeys this Order, you will be liable to process of execution for the purpose of compelling you to obey the same.



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CHRISTOPHER TAN
REGISTRAR
STATE COURTS
SINGAPORE

FALSE AND MISLEADING CLAIMS BY TRIPLE LIFESTYLE MARKETING PTE. LTD.

CCCS's investigations revealed that TLM:

Falsely claimed that TLM or TLM's products were **accredited** and that Thomson Medical Centre was one of its customers.



Falsely claimed that its water dispenser was **free for a limited time**.



Misled consumers that it would repair or replace faulty water dispensers or provide the change of water filters under its maintenance service package when requested by consumers to do so, or **gave false excuses about its delay or inability to perform such services**.



Accepted payment from consumers for its maintenance service packages which included a 1-year warranty for its water dispenser, when TLM knew or ought to have known, in that period, that **it would not be able to repair or replace faulty water dispensers with functioning units within the warranty period**.



Misled consumers that alkaline and/or filtered water **can prevent or improve the condition of diseases** such as osteoporosis, cancer, diabetes, arthritis, kidney or colonic disorders and psoriasis.



Important Information for Suppliers

- Ensure that claims made about your goods and services and any accreditation claims in relation to your business are clear, accurate and substantiated.
- Do not entice consumers with promotions or offers which are not genuine.
- Do not accept payment from consumers for goods or services if you know or ought to know that the goods or services cannot be provided as agreed.
- Conduct due diligence to verify that any health benefit claims you make are true, accurate and based on credible evidence.

Published by the Competition and Consumer Commission of Singapore.
For more information, visit www.cccs.gov.sg