

MEDIA RELEASE

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Consumers able to resolve more disputes through CASE's mediation

CASE successfully helped resolve more disputes between consumers and businesses in 2012. CASE Mediation Centre mediated 147 cases, of which 105 were settled, a success resolution rate of 71.43%. It is an improvement of about 5.87% compared with the previous year (2011) where 99 cases were resolved out of 151 mediated cases. There has also been an improvement of 31.82% for recovered amount for consumers, with an amount of \$340,930.00 as compared to \$258,633.00 for 2011.

In 2012, the most number of cases mediated from the various industries shifted from the Renovation to the Beauty industry. The Table below shows the number of cases for each of the industries listed. In 2012, the Beauty industry had the most cases followed by real estate and renovation (contractors).

Table 1(a) and 1(b): Comparison of the ranking of the top 10 industries that have the most number of mediated cases in 2011 and 2012

No.	Ranking of Industry in 2012	No. of mediation cases handled	No.	Ranking of Industry in 2011	No. of mediation cases handled
1.	Beauty	23	1.	Contractors	18
2.	Real Estate	19	2.	Beauty	17
3.	Contractors	17	3.	Timeshare	16
4.	Slimming	17	4.	Real estate	14
5.	Motorcars	15	5.	Maid agencies	14
6.	Maid Agencies	14	6.	Motorcars	12
7.	Hair	6	7.	Slimming	11
8.	Travel	6	8.	Electrical and Electronics	10
9.	Electrical and Electronics	6	9.	Travel	10
10.	Educational	4	10.	Hair	8
	Air-conditioners	4			

The improved rate of settlement at CASE Mediation Centre is an encouraging sign of the increased consumers' and businesses' awareness of mediation, its advantages and attraction. CASE holds many seminars and direct talks to reach out and educate consumers and businesses on mediation.

In 2012, the industries that showed a high resolution rates are:

- Beauty - 87%
- Slimming - 89%
- Real Estate - 89%

Mediation offers a sensible and compelling alternative to having matters litigated. It is a process where parties play the center role in deciding the outcome. Consumers and businesses alike will realize that the process is not restricted to a decision on who wins and loses but where they can explore a whole range of options and alternative to achieve a win-win solution that both parties can accept. The range of alternatives and options include giving rebates, vouchers of other services, and products.

The mediation process is also simple and informal, where parties, especially consumers can be comfortable and not be overwhelmed by any setting or process.

CASE has trained mediators to facilitate and help parties to generate options to find an amicable resolution to their dispute. CASE conducts programmes, such as workshops twice annually for its mediators, to sharpen mediation skills and tools. CASE has also institutionalized feedback by giving feedback forms to consumers and businesses after each mediation session to sustain and improve the quality of the mediation process.

There are 32 Associations, as of 30 June 2013, who have signed a Memorandum of Understanding (MOU) with CASE to have their members use CASE Mediation Centre as a foremost step to settle dispute with consumers.

CASE President, Mr Lim Biow Chuan said, “We hope to encourage more consumers and businesses to participate in the mediation process, as choosing mediation over litigation would result in substantial cost savings and a win-win situation for both parties.”

Mr Lim Biow Chuan
President
Consumers Association of Singapore (CASE)