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**CaseTrust companies required to undergo regular assessments**

We refer to the letter “Best Travel agency winner gave dissatisfactory service” (My Paper, 17 Jan) and would like to clarify the following:

Companies accredited by CaseTrust are required to undergo regular assessment every 2 years after attaining the award. They will also be subjected to random mystery shopping and monitoring audits, in the years when they are not scheduled for announced checks. In this case, we have written to Hong Thai about the matter and understand from them that they have clarified the matter with Ms Siow.

If Ms Siow requires further assistance, we welcome her to get in touch with us with her details.

Seah Seng Choon  
Executive Director  
CASE