



CONSUMERS ASSOCIATION OF SINGAPORE

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Forum Editor

Lianhe Zaobao (联合早报)

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Forum Response to Lianhe Zaobao

We refer to Mr Choo Siew Kok's (朱修国) letter, "装修商换窗少装一片玻璃耍赖" (19 June 2014).

When Mr Choo approached CASE in December last year, he had two options. He could either join us as a member where we would negotiate with the contractor on his behalf, or engage us to write a one off letter to the contractor where he would pursue the matter directly on his own. The fees are different. Mr Choo picked the second option.

CASE takes a serious view on all complaints made by consumers and will definitely assist consumers to the best of our abilities depending on what the consumer chooses.

We understand Mr Choo's frustration in being unable to resolve his dispute on his own. If he requires our officer's assistance to handle his complaint, he can come to our office to file his case.

Lim Biow Chuan

President

Consumers Association of Singapore