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Media Release

CASE TO SIGN MEMORANDUM OF UNDERSTANDING (MOU) WITH SINGAPORE MOTOR WORKSHOP ASSOCIATION (SMWA)

The Consumers Association of Singapore (CASE) and the Singapore Motor Workshop Association (SMWA) will be signing a Memorandum of Understanding (MOU) this Friday, 28 September 2012. The MOU seals the associations' intentions to put together a joint accreditation scheme for the motor workshop industry within six months.

The MOU is an industry initiative put forth by SMWA to CASE to seek accreditation under the CaseTrust Scheme. SMWA's agreement to the MOU with CASE is a signal of its commitment to promote fair trading practices.

The joint accreditation scheme will protect consumers in 5 main ways.

- Clear Fee Policies
- Well-Defined Business Practices and Systems
- Well-Trained Personnel
- Itemized Billings
- Dispute Resolutions through CASE Mediation Centre

30 to 50 workshops who are members of the SMWA will commit to provide itemized and transparent bills. This will allow consumers who send their cars for repairs or servicing to have a clear picture of what they pay. It will also benefit drivers and insurers in accident claims where repair costs are clearly spelt out.

Performance bonds are a common requirement in most businesses. They are used to provide the beneficiary with protection in many situations ranging from advance payments to the business and non-performance.

As the COE premiums continue to soar, more car owners are expected to hold on to their cars longer and there would be more visits to workshops for regular servicing and periodic replacement of parts and components. Greater transparency and itemized billings by these workshops will protect consumers.

Commenting on the MOU, Mr Lim Biow Chuan, CASE President said, "The cooperation between CASE and SMWA is timely and the collaboration will benefit both the consumers and the whole motor workshop industry.

Agreeing with Mr Lim Biow Chuan, the SMWA President Mr Joey Lim, said, "This collaboration will improve the motor workshops' service standards with increased transparency."

CaseTrust is the accreditation arm of CASE. Since CaseTrust's inception in 1999, CaseTrust has been working hand in hand with various industries to raise standards in good business practices and promote fair trading.

Lim Biow Chuan
President
CASE