

For Immediate Reporting

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**CASE extends consumer dispute resolution services
to over one million NTUC members**



From left: Mr Steve Tan, NTUC Director of Membership Services Division, Mr Melvin Yong, CASE President and NTUC Assistant Secretary-General and Ms Lee Siow Hwee, CASE Executive Director.

Singapore, 1 July 2022 – The National Trades Union Congress (NTUC) and the Consumers Association of Singapore (CASE) have signed a Memorandum of Understanding (MOU) to enable over one million NTUC members to utilise CASE’s dispute resolution services free of charge. **Ms Lee Siow Hwee**, Executive Director of CASE, and **Mr Steve Tan**, Director of Membership Services Division at NTUC, represented CASE and NTUC respectively at the MOU signing. The signing was witnessed by **Mr Melvin Yong**, CASE President and NTUC Assistant Secretary-General.

Through this partnership, NTUC will absorb the cost of annual membership fees to CASE on behalf of all NTUC members. From 1 July 2022, all NTUC members will enjoy a fee waiver on membership and administrative charges for CASE’s dispute resolution services, which include the handling and negotiation of contractual disputes on their behalf.

Mr Steve Tan, Director of NTUC Membership Services Division, said, “This partnership comes at a timely juncture as consumer disputes with businesses remain a concern. Standing up for consumers’ rights and responsibilities have always been a shared aim

for both organisations, and NTUC is proud to partner CASE to support our members in their disputes with businesses.”

Ms Lee Siow Hwee, Executive Director of CASE, said, “Since our inception in 1971, CASE has been active in protecting consumers’ interests and advocating for consumer rights. We also provide free advice for consumers who encounter disputes with businesses, as well as assist consumers to negotiate or mediate with merchants to resolve contractual disputes and arrive at an amicable settlement. The partnership with NTUC will make our dispute resolution services more accessible to a larger pool of Singaporeans.”

NTUC members can visit CASE at 170 Ghim Moh Road, Ulu Pandan Community Building Level 5, which is open from 10am to 4pm on weekdays. A meeting with a Consumer Relations Officer is by appointment only. NTUC members can also reach out directly to CASE via their Consumer Hotline at 9795 8397, or via their website at www.case.org.sg. NTUC members who wish to enjoy the fee waiver for filing disputes will need to produce their NTUC Card in physical or digital form.

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About National Trades Union Congress (NTUC)

The National Trades Union Congress (NTUC) is a national confederation of trade unions as well as a network of professional associations and partners across all sectors in Singapore. NTUC's objectives are to help Singapore stay competitive and working people remain employable for life; to enhance the social status and well-being of our members and working people; and to build a strong, responsible and caring labour movement. NTUC's vision is to be an inclusive labour movement for all collars, ages and nationalities. NTUC is at the heart of the Labour Movement, which comprises 58 affiliated unions, seven affiliated associations, 12 social enterprises, six related organisations as well as a growing ecosystem of U Associates and enterprise partners. For more details on NTUC, please visit our website at www.ntuc.org.sg.

About the Consumers Association of Singapore

The Consumers Association of Singapore (CASE) is an independent, non-profit organisation that is committed towards protecting consumers' interest through information and education, and promoting an environment of fair and ethical trade practices. One of its key achievements is in advocating for the Consumer Protection (Fair Trading) Act (CPFTA) which came into effect on 1 March 2004.

For more information, please visit the CASE website at www.case.org.sg or follow us on: Facebook: www.facebook.com/casesg or Twitter: www.twitter.com/casesg.