



# CONSUMERS ASSOCIATION OF SINGAPORE

170 Ghim Moh Road, #05-01, Ulu Pandan Community Building, Singapore 279621

Hotline: 6100 0315 Fax: 6467 9055

Website: [www.case.org.sg](http://www.case.org.sg)

## MEDIA RELEASE

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### For Immediate Release

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#### CASE Update: Two months after the closure of Asia-Euro Holidays Pte Ltd

As of 30 July 2015, CASE received **91 complaints** (by phone, walk-ins and online complaints) involving approximately **\$224,607** in monetary claims regarding the closure of Asia-Euro Holidays Pte Ltd. The complaints involved the agency's failure to honour the travel packages purchased by consumers.

In view of the several complaints, Consumers Association of Singapore (CASE) wrote on behalf of the affected consumers to the various airline companies to ask them to consider refunds to consumers who had already paid for their airline tickets.

A few of the airlines have replied that they are prepared to consider goodwill refunds to the passengers affected by the closure of Asia-Euro Holidays Pte Ltd. Ticketed consumers are advised to contact their respective airlines (if known) to make alternative travel arrangements or request for a refund. Consumers who have difficulty in doing so may wish to approach CASE for assistance.

As Asia-Euro was a member of the National Association of Travel Agents Singapore (NATAS), CASE also wrote to NATAS in June 2015 requesting that NATAS assist the affected consumers by allowing them to transfer their tour packages to another NATAS member at a discounted rate. When Five Star Tours Pte Ltd closed down last year, several NATAS travel agents came forward to assist affected consumers. We hope that NATAS would consider doing the same.

In the past three years, CASE has received more than 500 complaints from consumers on the sudden closure of travel agencies (including Asia-Euro Holidays Pte Ltd). This is indeed a serious concern.

CASE has proposed to the Singapore Tourism Board (STB) to consider an amendment in the Travel Agents Act to mandate that all travel agencies provide a security bond which should be pegged at a certain percentage of the travel agency's yearly revenue to protect consumers. CASE understands that STB is studying a range of approaches, and will consult with the relevant stakeholders for their views.

“With a security bond in place, consumers who had previously purchased a travel package from a travel agent would at least be able to claim for part of the amount paid for the travel package”, said Mr. Lim Biow Chuan, President of CASE.

CASE is committed to serving the interests of consumers and will continue to voice out against any unfair business practices in the marketplace.

Lim Biow Chuan  
President  
Consumers Association of Singapore