



# CONSUMERS ASSOCIATION OF SINGAPORE

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## MEDIA RELEASE

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For Immediate Release

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### **CASE and OCPB sign MOU to Strengthen Consumer Protection for Singaporean and Thai Travellers**

The Consumers Association of Singapore (CASE) has signed a Memorandum of Understanding (MOU) with Thailand's Office of the Consumer Protection Board (OCPB) to strengthen consumer protection for Singaporean and Thai travellers who buy goods and services in the two countries.

Effective from 14 March 2025, the MOU will benefit over 1.2 million consumers who travel between the two countries annually.

#### **Key Benefits of the MOU**

The new agreement simplifies and facilitates the dispute resolution process for Singaporean and Thai travellers who buy goods and services in the two countries.

If a Singaporean traveller has an issue with a business in Thailand and files a report with CASE, CASE can refer the complaint to OCPB for assistance. OCPB will assist to engage the business in Thailand and the Singaporean consumer will be informed of the business's response or settlement offer. The same process applies if a Thai consumer has a problem with a business in Singapore.

The aim of the agreement is to help consumers and businesses in both countries reach fair resolutions through friendly discussions, and avoid expensive legal processes, giving consumers more confidence to shop in the respective countries.

Mr Melvin Yong, President of CASE, said, "Many Singaporeans travel overseas and buy goods and services. However, resolving consumer disputes with a foreign merchant can be challenging. This reciprocal MOU provides Singaporean consumers shopping in Thailand access to assistance by the local consumer protection agency, providing an added assurance to the many Singaporeans who travel to Thailand yearly. We thank the OCPB for this cross-border collaboration as Singapore and Thailand commemorate the 60th anniversary of strong bilateral relations."

Ms Songsiri Jumpon, Acting Secretary-General, OCPB, said, "I am honoured to be part of this significant event in the relationship between Thailand and Singapore. Today, we celebrate the signing of the MOU and take a crucial step toward enhancing our cooperation in consumer protection and cross-border dispute resolution. I express my deepest appreciation to all present and look forward to fruitful discussions following the signing."

Melvin Yong  
President  
Consumers Association of Singapore

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**About the Consumers Association of Singapore:**

The Consumers Association of Singapore ("CASE") is an independent, non-profit organisation that is committed to 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](http://www.case.org.sg) or follow us on:  
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