



**COMMUNITY
DEVELOPMENT
COUNCIL**
Assist.Bond.Connect



20 September 2016

MEDIA INVITATION

Signing of MOU between CDCs and CASE To bring consumer rights awareness closer to the community

The Consumer Protection (Fair Trading) Amendment Bill (CPFTA) was passed in the Parliament last week to better protect consumers' rights, promote fair trade, and ensure that errant retailers are taken to task. *For the first time, to complement the efforts of the Government, the Community Development Councils (CDCs) and the Consumers Association of Singapore (CASE) will launch a series of **CASE Consumer Awareness Talks @CDC across Singapore.***

2 The first objective is to inform residents about their key consumer rights as often, consumers are faced with situations where they are misled, unsure of what they are buying, or have simply changed their minds especially when they do online shopping. The second objective is about promoting consumer responsibilities. Through the series of talks, we hope that consumers are awakened to be more questioning about the provision of the quality of goods and services; and about asserting themselves and act to ensure that they get a fair deal.

3 A Memorandum of Understanding will be signed by Mr Teo Ser Luck, Chairman of Mayors' Committee and Mayor of North East District and Mr Lim Biow Chuan, PBM, President of CASE, witnessed by Mayors, District Councilors and CASE Council Members on 23 September 2016 to commemorate this launch. Immediately after the launch, there will be a talk on CASE Trust Accreditation Scheme and Mediation.

4 The five Districts will cover topics that will **meet the profile and needs of the residents**, e.g. dealing with errant contractors, pressurised door to door sale techniques and misrepresentation by travel or beauty agencies, and what to look out for when buying products or services as prevention is better than cure.

5 Members of the media are invited to the MOU Signing between CDCs & CASE, followed by talks. Door stop can be arranged. The programme is in **Annex A**. This media invite is jointly issued by CDCs and CASE. Please confirm your attendance and RSVP by **22 September 2016**. For media enquiries, please contact the contact persons below.

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- Part of People's Association's
Network**

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ABOUT COMMUNITY DEVELOPMENT COUNCILS

There are five Community Development Councils (CDCs), namely, Central Singapore CDC, North East CDC, North West CDC, South East CDC and South West CDC. Mayors of the Districts are Chairmen of the respective CDCs. The CDCs' 'ABC' mission is to **A**ssist the Needy, **B**ond the People, **C**onnect the Community. The Office of the Mayors is:

- (a) Ms Denise Phua, Mayor of Central Singapore District;
- (b) Mr Teo Ser Luck, Mayor of North East District and Chairman of Mayors' Committee;
- (c) Dr Teo Ho Pin, Mayor of North West District;
- (d) Dr Mohamad Maliki Osman, Mayor of South East District; and
- (e) Ms Low Yen Ling, Mayor of South West District.

For more information, please visit www.cdc.org.sg.

ABOUT CONSUMERS ASSOCIATION OF SINGAPORE

The Consumers Association of Singapore (CASE) is a non-profit, non-governmental organisation that is committed towards protecting consumers' interest through information and education, and promoting an environment of fair and ethical trade practices. Its mission is to champion consumers' interests and promote fair-trading.

For more information, please visit <https://www.case.org.sg/>

**MOU SIGNING CEREMONY AND LAUNCH OF CASE CONSUMER
AWARENESS TALKS @CDC
ON FRIDAY, 23 SEPTEMBER 2016
AT JURONG SPRING COMMUNITY CLUB**

PROGRAMME

- 9.20 AM Arrival of Media & Registration
- 9.25 AM Arrival of Ms Low Yen Ling, Mayor of South West District and
Mr Lim Biow Chuan, PBM, President of Consumers Association
of Singapore
- 9.30 AM Media Interview with Mayor Low Yen Ling and President Mr Lim
Biow Chuan
- 10.00 AM Arrival of Ms Denise Phua, Mayor of Central Singapore District,
Mr Teo Ser Luck, Mayor of North East District, Dr Teo Ho Pin,
Mayor of North West District and Dr Mohamad Maliki Bin
Osman, Mayor South East District
- 10.10 AM Welcome Address by Host, Mayor Low Yen Ling
Address by Mr Lim Biow Chuan, PBM, President of CASE
- 10.20 AM Launch of CASE Consumer Awareness Talks @CDC
- Signing Ceremony on CDC-CASE MOU by Mr Teo Ser Luck,
Chairman of Mayors' Committee & Mayor of North East District
and Mr Lim Biow Chuan, PBM, President of CASE
- Group Photo with Mayors and President of CASE
- 10.30 AM CASE Consumer Awareness Talks @CDC
Topics: CASE Trust Accreditation Scheme and Mediation
Q&A

11.00 AM Reception
12.00 PM End of programme

**Location Map of Jurong Spring Community Club
8 Jurong West St 52, Singapore 649296**

