



MEDIA RELEASE

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CASE and the Law Society of Singapore to offer consumers a new dispute resolution option

From 1 October 2024, consumers involved in disputes with businesses will be able to seek a neutral evaluation of their claims, if mediation efforts at the Consumers Association of Singapore (“CASE”) do not yield a settlement.

This comes after CASE and the Law Society of Singapore (“the Law Society”) announced today a collaboration that will enhance CASE’s suite of dispute resolution services for consumers. Under the collaboration, parties who are unable to resolve their disputes through mediation at CASE Mediation Centre can opt for a non-binding neutral evaluation. An experienced lawyer appointed by the Law Society will act as an independent third-party neutral to assess the case.

The collaboration benefits consumers by enhancing CASE’s suite of affordable avenues for resolving disputes with their goods and services providers. CASE Mediation Centre handles about 130 disputes annually. Of these cases, close to 80% are resolved with parties reaching a mutually agreed settlement.

Neutral evaluation will be offered to cases where mediation does not result in a settlement and for contracts that fall outside of the jurisdiction of the Small Claims Tribunals. Parties that accept the neutral evaluator’s assessment will sign a settlement agreement.

CASE and the Law Society formalised the collaboration with the signing of a Memorandum of Understanding (“MOU”). The MOU was signed by Mr Melvin Yong, President, CASE and Ms Lisa Sam Hui Min, President, the Law Society.

Mr Melvin Yong, President, CASE said: “CASE is happy to collaborate with the Law Society to enhance our suite of dispute resolution services for consumers. Previously, if consumers and businesses cannot settle during mediation, they would have to take legal action. But they can now have a reality check on the strength of their case through neutral evaluation. We hope this will provide parties with more options, flexibility and autonomy in how their disputes could be resolved without having to go to court.”

Ms Lisa Sam Hui Min, President, Law Society said: “We are delighted to partner with CASE to offer neutral evaluation to consumers. We are confident this would benefit the community

as we have successfully used the neutral evaluation process to resolve customer disputes with banks and insurance companies. With neutral evaluation, consumers and businesses can make better decisions and resolve their disputes efficiently and fairly.”

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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.

About the Law Society of Singapore:

Established in 1967, the Law Society of Singapore is a body established under the Legal Profession Act. It carries out various statutory functions prescribed under the Legal Profession Act, including maintaining and improving the standards of conduct and learning of the legal profession in Singapore, the facilitation of the acquisition of legal knowledge by members of the legal profession, and protecting and assisting the public in all matters ancillary or incidental to the law.

Annex A



Mr Melvin Yong, President, CASE and Ms Lisa Sam Hui Min, President, Law Society at the MOU signing ceremony between CASE and Law Society.