

MEASURES THAT CAN BE TAKEN AGAINST ERRANT RETAILERS

CURRENT

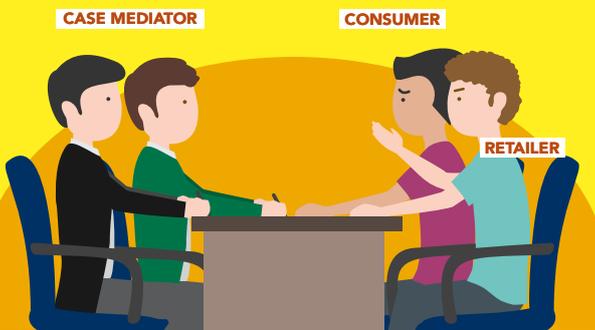
Cases that involve criminal activities would be investigated and, if found liable, prosecuted by the Police, under the Penal Code and the Miscellaneous offences (Public Order and Nuisance) Act.



CRIMINAL MEASURES

CURRENT

CASE can facilitate mediations between consumers and retailers to achieve win-win outcomes.



CASE can assist consumers to negotiate with retailers to resolve disputes.



MEDIATION & NEGOTIATIONS

PROPOSED

CPFTA

1



The courts (District Court or High Court) may impose additional measures on errant retailers as part of injunction orders. These include the requirement to publicise that they are under injunction.

2



SPRING as the administering agency with investigation and enforcement powers to gather evidence, file injunctions and enforce compliance.

CIVIL ACTION

CURRENT

CPFTA



Consumers can seek monetary redress or other remedies/relief by taking civil action against retailers. They can do so by filing a claim with the Small Claims Tribunal (SCT) (for amounts of up to \$10,000 or \$20,000 should both parties agree) or the courts.

CIVIL ACTION

CURRENT

CPFTA

CASE and STB are empowered under the Consumer Protection (Fair Trading) Act (CPFTA) to enter into a voluntary compliance agreement with the retailer to stop the unfair practice and compensate affected consumers.



VOLUNTARY COMPLIANCE AGREEMENT