

PROPOSALS TO ENHANCE CONSUMER PROTECTION

The Consumer Protection (Fair Trading) Act (CPFTA) protects consumers against unfair trading practices in Singapore. The Act is reviewed regularly to ensure that it remains relevant and provides consumers with adequate protection.



WHAT ARE THE KEY PROPOSED AMENDMENTS?

To strengthen the measures that may be taken against the small number of errant retailers who persist in unfair trading practices, the Ministry of Trade and Industry (MTI) proposes the following amendments to the Act:



To raise consumer awareness of retailers who are under injunction, the courts may order the errant retailers to publicise that they are under injunction.

To prevent retailers from side-stepping injunction orders by setting up new entities, the courts may require the retailers to inform the administering agency of any changes in employment involving consumer transactions.

An injunction is a court order requiring a person or entity to do or cease doing a specific action.



SPRING Singapore will be empowered to a) gather evidence, b) file injunction applications with the courts against persistent errant retailers, and c) enforce compliance with injunction orders.

HOW DO THE PROPOSED AMENDMENTS BENEFIT YOU?

As a **Consumer**, you can shop with greater confidence in Singapore. With an enhanced consumer protection framework, you can be assured that firm and timely action is taken against errant retailers.

As a **Business** that is legitimate and engages in fair trading, the proposed changes would not affect how you conduct your business nor impose onerous compliance costs. The proposed amendments are meant to deter the small number of errant retailers, and ensure that Singapore remains an attractive retail destination.



Public consultation on the proposed amendments will take place from **16 May to 15 June 2016**. You may view the documents at www.mti.gov.sg and submit feedback to mti_email@mti.gov.sg.

MEASURES THAT CAN BE TAKEN AGAINST ERRANT RETAILERS

CURRENT

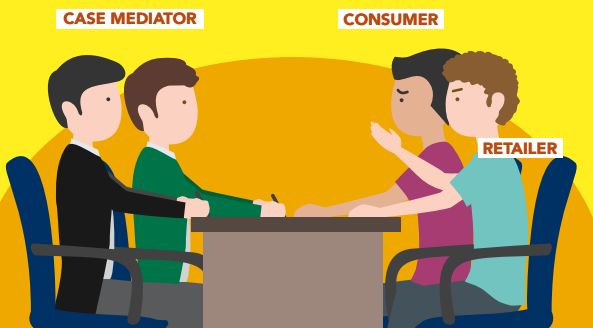
Cases that involve criminal activities would be investigated and, if found liable, prosecuted by the Police, under the Penal Code and the Miscellaneous offences (Public Order and Nuisance) Act.



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