

**CaseTrust**

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To: All CaseTrust Accredited Businesses

MEDIATION FEE WAIVER

CaseTrust is pleased to inform you that we will waive off the CASE mediation fee for all CaseTrust accredited businesses.

The fee waiver is one of the many benefits of accreditation and we hope to encourage more businesses to resolve their disputes through CASE mediation.

About CASE Mediation Centre

- CASE Mediation Centre was set up in June 1999.
- We currently have around 137 mediators.
- Our mediators are CASE volunteers, from a wide array of professions. This ensures that our mediators have no vested interest in the dispute resolution process.
- There is a 70-80% success rate of resolving your dispute through the CASE Mediation Centre.

We would also like to remind you that mediation is mandatory for all CaseTrust accredited businesses if the consumer requests for mediation at CASE. As part of the CaseTrust criteria, accredited businesses must have proper dispute resolution mechanisms in place and that includes having alternative forms of redress (such as CASE Mediation).

9 facts about mediation:

1. Mediation is voluntary.
2. Mediators work towards encouraging both parties through interaction to arrive at an amicable settlement by themselves.
3. During mediation, both parties have full opportunity to put forward their side of the story. Both parties are able to understand both sides of the coin with inclusion of mediators' suggestions.
4. Mediation allows both parties to resolve the matter through the facilitation of a mediator.
5. The mediator, unlike a judge, does not make decisions on the disputes in any way.
6. There is informed decision making on the terms of settlement with the facilitation of the mediators.
7. Mediation sessions tend to be less stressful to both parties and, at times, are friendly conversations and clarifications.
8. In mediation, there is no right or wrong or winning party or losing party. It is a win-win situation.
9. **If the consumer who has a dispute with a CaseTrust accredited business requests for mediation at CASE Mediation Centre, the CaseTrust accredited business must attend the mediation session arranged by CASE.**

Please contact us at Tel: 6461 1800 or Email: casetrust@case.org.sg if you have any queries.

Thank you.

Yours sincerely,

Edmund Ang
Assistant Head, CaseTrust
Consumers Association of Singapore