



CaseTrust
170 Ghim Moh Road, #05-01
Ulu Pandan Community Building
Singapore 279621
Tel: 6461 1800 Fax: 6463 7048
Email: casetrust@case.org.sg

28 May 2014

To: All CaseTrust – NATAS Accredited Travel Agencies

Travel Insurance

CaseTrust would like to inform you that an additional criterion has been added to our requirement for good business practices -

A12. My business should be a Trade Specific Agent for Travel Insurance and would offer for sale appropriate travel insurance protection plan to our customers.

Many consumers were caught without the protection of adequate travel insurance when a travel agency abruptly ceased operations earlier this year.

While we cannot force every consumer to purchase travel insurance, we can only educate and encourage. We hope with the addition of this criterion, all our CaseTrust – NATAS accredited businesses will step up as industry leaders to provide the additional service of offering comprehensive travel insurance to all of its customers at the point of sale.

Businesses are expected to comply with the new requirement by **28 July 2014**.

Please implement this policy together with the rest of the good business policies spelt out in Section A of the Information Kit (A1 – A11). Businesses are also advised to prominently display these policies for consumers to note. Please produce documentary proof to substantiate compliance by the given deadline.

Please contact Mr Edmund Ang, (Assistant Head, CaseTrust) Email: edmund.ang@case.org.sg or DID: 6461 1827 if you require any clarification.

A copy of the amended information kit is downloadable from our website <http://www.casetrust.org.sg/Download>.

Thank you.

Yours sincerely,

Lee Lup Poon
Assistant Director, CaseTrust
Consumers Association of Singapore

Ct/edm/llp