

[Webinar] Consumer Protection Primer



17 January 2024, Wednesday
2.30pm – 5.15pm



*This programme is conducted as a live
webinar.*



No. of Public
CPD Points:
2.5

Practice Area:
Competition Law

Training Level:
General

About the Programme

The Law Society of Singapore and the Competition and Consumer Commission of Singapore (“CCCS”) are proud to jointly present the “Competition Primer” and “Consumer Protection Primer” webinars. These webinars will provide an introduction to CCCS’s work in the competition and consumer protection fields. Participants will hear from both CCCS officers as well as distinguished legal counsel with a wealth of experience in these areas of law, on the legal frameworks in Singapore and how these frameworks are enforced, as well as glean practical pointers on how to guide their clients.

This is the second of two webinars presented by the CCCS together with the Law Society of Singapore.

This webinar provides an overview of the consumer protection regime in Singapore, unfair trade practices under the Consumer Protection (Fair Trading) Act 2003 (“CPFTA”) and how the CCCS administers and enforces the CPFTA. Experienced consumer protection practitioners will share their perspectives on working with the CCCS to file injunction applications against errant suppliers with the courts and advising clients on the CPFTA. The webinar coverage will also include investigations, procedures and legal proceedings under the CPFTA, and recent cases.

Admin Note to Singapore Practitioners and s36B Foreign Lawyers in relation to the Mandatory CPD Scheme:

No of Public CPD Points: 2.5
Practice Area: Competition Law
Training Level: General

Participants who wish to obtain CPD Points are reminded that they must comply strictly with the Attendance Policy set out in the CPD Guidelines. For this activity, this includes logging in at the start of the webinar and logging out at the conclusion of the webinar in the manner required by the organiser, and not being away from the entire activity for more than 15 minutes. Participants who do not comply with the Attendance Policy will not be able to obtain CPD Points for attending the activity. Please refer to <http://www.sileCPDcentre.sg> for more information.

Note: In the course of the event, photographs/videos/interviews of participants could be taken/conducted by the Law Society or parties appointed by the Law Society for the purpose of post event publicity, either in the Law Society’s official publication/website, social media platforms or any third party’s publication/website/social media platforms approved by the Law Society.

Programme Outline

Time	Programme
2.00pm – 2.30pm	Registrants to log on
2:30pm – 2:35pm	Introductory Remarks Loke Shiu Meng – Assistant Chief Executive, Legal, Enforcement & Consumer Protection Division, Competition and Consumer Commission of Singapore
2.35pm – 2.55pm	An Overview of the Consumer Protection Regime in Singapore Loke Shiu Meng – Assistant Chief Executive, Legal, Enforcement & Consumer Protection Division, Competition and Consumer Commission of Singapore
2.55pm – 3.25pm	Unfair Trade Practices under the Consumer Protection (Fair Trading) Act Rachel Chua – Senior Assistant Director, Consumer Protection Division, Competition and Consumer Commission of Singapore
3.25pm – 3.55pm	Panel Discussion <u>Moderator</u> Ng Ming Jie – Acting Director, Consumer Protection Division, Competition and Consumer Commission of Singapore <u>Panelists</u> Kala Anandarajah – Head, Competition & Antitrust and Trade, Rajah & Tann Singapore LLP Audrey Chiang – Senior Partner, Litigation and Dispute Resolution and Arbitration, Dentons Rodyk & Davidson LLP Kenny Chooi – Senior Director, Adsan Law LLC
3.55pm – 4.10pm	Break
4.10pm – 4.40pm	Investigations and Procedures under the Consumer Protection (Fair Trading) Act Angus Xie – Senior Assistant Director, Consumer Protection Division, Competition and Consumer Commission of Singapore
4.40pm – 5.10pm	Panel Discussion <u>Moderator</u> Winnie Ching – Senior Director, Legal Division, Competition and Consumer Commission of Singapore <u>Panellists</u> Kala Anandarajah – Head, Competition & Antitrust and Trade, Rajah & Tann Singapore LLP

	Audrey Chiang – Senior Partner, Litigation and Dispute Resolution and Arbitration, Dentons Rodyk & Davidson LLP Kenny Chooi – Senior Director, Adsan Law LLC
5.10pm – 5.15pm	Closing Remarks Loke Shiu Meng – Assistant Chief Executive, Legal, Enforcement & Consumer Protection Division, Competition and Consumer Commission of Singapore
5.15pm	End

Speakers' Profiles



Loke Shiu Meng – Assistant Chief Executive, Legal, Enforcement & Consumer Protection Division, Competition and Consumer Commission of Singapore

Loke Shiu Meng is the Assistant Chief Executive of the Competition and Consumer Commission of Singapore overseeing the Legal, Enforcement and Consumer Protection Divisions. Prior to his current appointment, he served as a Senior State Counsel with the Civil Division of the Attorney-General's Chambers. Shiu Meng brings with him a wealth of experience from his previous appointments in other Organs of State and public sector agencies, such as the Supreme Court, the Ministry of Law and the Ministry of Education, as well as his time as a practicing lawyer in Rajah & Tann LLP.



Rachel Chua –Senior Assistant Director, Consumer Protection Division, Competition and Consumer Commission of Singapore

Rachel is a Senior Assistant Director of the Consumer Protection Division at the Competition and Consumer Commission of Singapore. She is involved in the conduct of investigations under the Consumer Protection (Fair Trading) Act 2003 and the conduct of studies on consumer protection issues in Singapore. Prior to joining CCCS, Rachel was the compliance officer of a licensed fund management company.



Ng Ming Jie – Acting Director, Consumer Protection Division, Competition and Consumer Commission of Singapore

Mr. Ng Ming Jie is the Acting Director of the Consumer Protection Division at the Competition & Consumer Commission of Singapore (CCCS). In his role, Ming Jie supervises the conduct of investigations against errant suppliers who persistently engage in unfair trade practices under the Consumer Protection (Fair Trading) Act 2003. He also supervises the conduct of market studies to better understand and improve the state of competition and consumer protection in different sectors and industries in Singapore. An economist by training, Ming Jie joined CCCS in 2009 after graduating with a Bachelor of Social Science (Honours) from the National University of Singapore (NUS). Prior to joining the Consumer Protection Division in April 2022, Ming Jie was the Deputy Director of the Business & Economics and Policy & Markets Divisions.



Kala Anandaraj – Head, Competition & Antitrust and Trade, Rajah & Tann Singapore LLP

Kala Anandarajah, always a forerunner in niche areas of the law, practices in Competition (merger control, cartels etc), Trade (export controls, FTAs, sanctions etc), and Consumer Protection. She also has strong practices in EHS / ESG and Employment Laws. She is lauded by clients as having “unrivalled knowledge and understanding of the law and uniquely... able to understand very complicated businesses and their likely reactions” by Chambers Asia Pacific and has a “solid, can-do attitude and excellent client management skills ... and is very good at working out a strategic solution to a legal problem ... one of the few practitioners who is truly at the cutting edge ...”. Chambers Asia Pacific also note that “She thinks creatively within the law and provides useable advice for navigating difficult situations.”

In 2023, Anandarajah was named as Women Lawyer of the Year in Southeast Asia in ALB Women in Law Awards. In 2022, Anandarajah won the Lexology Client Choice Award for Competition, amongst the numerous annual elite practitioner or best lawyer awards she has received. In 2021, Anandarajah was awarded the Highly Commended Lawyer in Private Practice at the Legal 500 Southeast Asia Awards (one of only two), awarded the Outstanding Achievement by Women in Business Law Awards Asia and recognised as one of only two Most Highly Regarded in the Southeast Asia chapter by Who’s Who Legal: Southeast Asia Competition. For her public service, in 2022, she was awarded the Public Service Star (Bintang Bakti Masyarakat) and in 2014, she was awarded the Public Service Medal (Pingat Bakti Masyarakat), both of which are conferred by the President of Singapore.



Audrey Chiang – Senior Partner, Litigation and Dispute Resolution and Arbitration, Dentons Rodyk & Davidson LLP

Audrey Chiang is a Senior Partner in the Dentons Rodyk Litigation and Dispute Resolution and Arbitration practices.

Audrey's primary practice is in general commercial litigation. She advises and represents clients on a broad range of issues relating to corporate litigation, medical defence litigation, property law, breach of confidence, breach of express, constructive and resulting trusts, banking law, employment law, intellectual property law and regulatory matters, to name a few.

Her clients include insurers and publicly listed companies, and span industries as varied as healthcare, sports, hospitality, oil and power. Of late, her diverse practice has included cryptocurrency disputes and applications under the Protection from Harassment Act.

Audrey has been recognised in Who’s Who Legal as a Global Leader for professional negligence, as well as The Legal 500 Asia Pacific for dispute resolution and labour and employment. She has also served on numerous

committees of the Law Society, healthcare institutions and regulatory authority relating to bioethics and healthcare matters.



Kenny Chooi – Senior Director, Adsan Law LLC

Kenny received a NUS (Registrar) Scholarship and Award from the National University of Singapore.

He is a Senior Director at Adsan Law LLC and the Head of the Litigation, Arbitration and Dispute Resolution department. He also oversees the firm's representative office in Shanghai, China.

Kenny's main areas of practice are in litigation, arbitration and dispute resolution (including commercial and general matters). He has advised on and provided services over a wide range of contentious work, including consumer protection matters.

He has been appointed as a Legal Assessor by various statutory boards, and has also acted as prosecution counsel and plaintiff counsel for various government authorities.

Kenny is a Fellow of Chartered Institute of Arbitrators (CIArb) and Singapore Institute of Arbitrators (SIArb). He sits on the Panel of Arbitrators of several arbitral institutions. He has sat as Arbitrator or acted as Counsel in various institutional and ad-hoc arbitration matters, involving international or domestic arbitration regimes.

He has presented at legal seminars in Singapore and China, in both English and Mandarin.



Angus Xie – Senior Assistant Director, Consumer Protection Division, Competition and Consumer Commission of Singapore

Mr. Xie Junhao, Angus is a Senior Assistant Director with the Consumer Protection Division of the Competition and Consumer Commission of Singapore (CCCS), leading investigations into complaints concerning the consumer protection provisions of Singapore's Consumer Protection (Fair Trading) Act (CPFTA). Over the past 14 years, he has been involved in the field of enforcement and investigation. Commencing his public service career in 2009 with the Central Narcotics Bureau (CNB), Singapore, he spent 7 years as a Senior Narcotics Officer, and was involved in a wide range of investigations into serious drug trafficking cases which are heard in the High Court of Singapore. During his stint at the CNB, he was attached to the Australian Federal Police (AFP), Sydney office for 3 months, to study AFP's methodology on combating organised crime, narcotics trafficking and to be trained on the conduct of video recorded interviews. In 2016, he joined the team responsible for setting up the first Consumer Protection department in Singapore. He was the team leader for the first and several cases involving injunction proceedings and undertakings given by suppliers who engaged in unfair practices.



Winnie Ching – Senior Director, Legal Division, Competition and Consumer Commission of Singapore

Winnie Ching is the Senior Director (Legal) at the Competition and Consumer Commission of Singapore (CCCS). In her role, she is responsible for reviewing decisions of CCCS, supervising CCCS's competition and consumer protection investigations and projects, and providing advice on legal and policy matters. Winnie has led or supervised complex cartel investigations, abuse of dominance cases, mergers and consumer protection investigations. She currently co-supervises the Mergers Assessment Unit within CCCS.

Prior to joining CCCS, she worked at the UK Office of Fair Trading (now the Competition Markets Authority) as an Assistant Director of Litigation where she led the litigation of a number of key competition and consumer protection cases in the UK courts including to the Competition Appeal Tribunal, UK Court of Appeal and UK Supreme Court. Winnie has also worked as a solicitor in private practice and at the Australian Competition and Consumer Commission as a Principal Investigator of both competition and consumer protection matters.

Winnie has a Masters with distinction from Kings College London in EC Competition Law, a Bachelor of Laws and a Bachelor of Economics from Macquarie University, Sydney.

Registration Fees

Membership Category	Fees (Inclusive of 9% GST and course materials)
Law Society Member / Employee from small law firm (i.e. 5 or less lawyers)	\$88.29
Law Society Member / Employee from mid or large law firm (i.e. 6 or more lawyers)	\$98.10
SCCA Member	\$146.70
Non-Member	\$163.00
Law Society Affiliate	\$105.95
Student	\$79.46

To register, please visit our website at: <https://www.lawsociety.org.sg/CPD-Portal/Law-Society-Events>.
For enquiries, please contact us at cpd@lawsoc.org.sg or 6530-0248.

1. Terms and Conditions

- 1.1 Registration closes on the date as stipulated on the registration page or when all seats are filled.
- 1.2 The registration fee is due and payable upon registration and must be received prior to the programme.
- 1.3 Payment must be made by the closing date stated. Registration will only be confirmed upon receipt of full payment. An email confirming your registration will be sent to the email address provided in your registration, and/or a message confirming your registration will be displayed on the Website. If you do not receive confirmation of your registration within twenty-four (24) hours of your registration, please contact the Law Society CPD team at cpd@lawsoc.org.sg.
- 1.4 The Law Society reserves the right to refuse to register or admit any participant, and to cancel or postpone the programme.
- 1.5 If you are unable to attend, a substitute delegate is welcomed, provided that the Law Society is notified in writing of the name and particulars of the substitute delegate at least 3 working days before the programme.

2. Cancellation and Refund of Fees

- 2.1 Allocation of seats is on a first-come-first-served basis and limited seats for each programme.
- 2.2 Participant who cancels their registration before the commencement date shall be liable to pay the percentage of the registration fee set out as follows:
- i. 20 calendar days before commencement date: 25% of registration fee.
 - ii. 8 to 19 calendar days before commencement date: 50% of registration fee.
 - iii. 7 calendar days or less before commencement date: 100% of registration fee.
- 2.3 Participants who cancel their registration without prior payment made shall also be liable to the cancellation fee set out in 2.2. In the event that the payment for cancellation fee is not received despite multiple chasers, a tax invoice will be issued and mailed to your law practice/organisation.
- 2.4 Participant who is unable to attend the programme due to medical exigencies will be subject to a cancellation fee of 50% of registration fee. Supporting document(s) has to be submitted to The Law Society of Singapore within 3 working days after the commencement of the programme.

3. Intellectual Property Rights

- 3.1 The Law Society reserves all its intellectual property rights (including but not limited to all copyright) which it either owns or holds as licensor in the programme and any materials forming part of the programme (including but not limited to written materials, slides, recordings, assessments and downloadable materials) made available to you as part of the programme ("**Law Society Materials**") and you agree that you will not do anything to infringe or prejudice those rights.
- 3.2 You may view (and where required to do so, download certain) Law Society Materials for your personal educational and training purposes only, subject to the restrictions set out in clause 3.3 below.
- 3.3 You may not:
- 3.3.1. download or copy onto any device or medium any Law Society Materials other than as may be required as part of the programme;
 - 3.3.2. sell, sublicense, distribute, display, broadcast, store, modify, translate or transfer any Law Society Materials;
 - 3.3.3. use any Law Society Materials to create any derivative materials or competitive products;
 - 3.3.4. use any automated, programmatic, scripted or other mechanical means to access the programme;
 - 3.3.5. allow anyone except the individual to whom access to an programme has been allocated;
 - 3.3.6. allow any third parties to access, use or benefit from the Law Society Materials in any way; or
 - 3.3.7. share your password or logon details with anyone.

4. Data Protection

- 4.1 All personal information you disclose to us in the registration form will be processed in accordance with the Personal Data and Protection Act. We will not share your contact details without your written consent.
- 4.2 By submitting this registration form, you consent that the Law Society may collect, use and disclose the personal data you provide in this form to administer your registration for this event and for statistical, analysis and planning purposes, solely related to this programme. You consent that we may disclose: (i) aggregate participant data to speakers to tailor their presentations for this event; (ii) aggregate participant data for publicity purposes.
- 4.3 You agree that any personal information you submit as part of your registration for the programme is accurate and that you have all necessary permissions to submit such personal information.