

Annex A



Signing of the Agreement for CaseTrust-LTA Joint Accreditation Scheme for car-sharing businesses

Standing (from left): Mr Melvin Yong, President, CASE; Mr Ng Lang, Chief Executive, Land Transport Authority.

Seated (from left): Mr Dexter Tay, Executive Director, CASE; Mr Yeo Teck Guan, Senior Group Director, Public Transport, Land Transport Authority.

Annex B – Complaints Received Against Car-Sharing Industry

In 2025, CASE received 184 complaints against the car-sharing industry, slightly lower than the 189 complaints recorded in 2024, but higher than the 127 complaints received in 2023.

Common complaints include alleged overcharging, lack of transparency in damage assessments and repair costs, and refunds that were delayed or not properly processed.

Annex C - Quotes from Industry Stakeholders

Organisation	Name and Designation	Quote
Car Lite Pte Ltd	Mr Edwin Koh Director, Car Lite Pte Ltd	We are honoured to support the success of this robust CaseTrust-LTA Joint Accreditation Scheme. We are also thankful for our customers' years of continued support and will continue to provide the ease of car-sharing service with fair policies for all.
Drive Lah Pte Ltd	Mr Dirk-Jan Ter Horst Co-founder, Drive Lah Pte Ltd	As Singapore's leading peer-to-peer car-sharing platform, Drive Lah is committed to raising the bar for transparency and consumer protection. The CaseTrust-LTA accreditation represents a milestone that will help shape a more trusted, responsible, and future-ready mobility ecosystem.
GetGo Technologies Pte Ltd	Mr Toh Ting Feng CEO, GetGo Technologies Pte Ltd	We are committed to and excited about the new CaseTrust-LTA Joint Accreditation Scheme. This accreditation marks an important milestone in ensuring a trusted car-sharing service, and we look forward to partnering closely with CaseTrust to establish car-sharing as a reliable and essential transport option for all users in Singapore.
Tribecar Pte Ltd	Adrian Lee Co-founder, Tribecar Pte Ltd	As co-creators of the CaseTrust-LTA Joint Accreditation Scheme, Tribecar remains committed to advancing transparency, accountability, and consumer assurance across the car-sharing sector. This initiative reflects our continued dedication to improving service quality and enhancing confidence for all users.