

## **Notice of Intent to Suspend Continental Travel Singapore’s Travel Agent Licence for Alleged Abuse of the SingapoRediscovered Vouchers Scheme**

*Travel agent also removed from the SingapoRediscovered Vouchers scheme*

**Singapore, 15 October 2021** – In accordance with the Travel Agents Act (Chapter 334), the Singapore Tourism Board (STB) has issued Continental Travel Singapore Pte. Ltd. (“Continental Travel Singapore”) a Notice of Intent to Suspend its travel agent licence due to its suspected involvement in fraudulent SingapoRediscovered Vouchers (SRV) redemptions. Continental Travel Singapore allegedly engaged in cashback arrangements by partially refunding, in cash, the value of the SRV bookings made by some members of the public.

Continental Travel Singapore has also been removed from the SRV scheme and will not be able to accept new bookings involving the SRV. Existing SRV bookings that are legitimate will not be affected, and pre-booked experiences can still proceed as planned.

Continental Travel Singapore has 14 days to appeal against the Notice of Intent to Suspend their travel agent licence. Continental Travel Singapore will still be required to carry out all existing obligations to its consumers and industry partners, including ensuring that all existing bookings, regardless of whether they involve the use of SRVs, are not affected during the notice period and any subsequent suspension period. It is also required to inform all customers of the Notice of Intent to Suspend its travel agent licence.

STB takes a serious view of any attempt to abuse the SRV scheme and has referred the matter to the Police. On 27 September 2021, the Police arrested three persons linked to Continental Travel Singapore, for their involvement in a series of suspected fraudulent SRV redemptions. Police investigations into the matter are ongoing.

Citizens are reminded that the SRVs are meant for personal use only. Reselling or exchanging the SRVs for cash is strictly not allowed. STB conducts regular checks to ensure the SRVs are used for their intended purposes and will not hesitate to take action against businesses or individuals that abuse the SRV scheme.

SRV bookings can only be made through the five authorised partners’ platforms<sup>1</sup>. Individuals who need help with digital transactions can obtain assistance at 34 Community Clubs/Centres located around Singapore and selected malls, attractions and Singpost locations. For full list of physical booking locations, please refer to **Annex A**.

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<sup>1</sup> Changi Recommends, GlobalTix, Klook, Traveloka, Trip.com.

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Members of the public are also reminded not to share their Singpass login information and One-Time Password (OTP) with anyone to safeguard themselves from scams and fraud.

Citizens can report incidents of abuse of the SRV scheme at [ethics@stb.gov.sg](mailto:ethics@stb.gov.sg) or call the SRV hotline at 1800-2828-228 (8am to 10pm daily).

**-End-**

**For media queries, please contact:**

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Or call the STB Media Hotline at +65 9011 2071

**About the Singapore Tourism Board**

The Singapore Tourism Board (STB) is the lead development agency for tourism, one of Singapore's key economic sectors. Together with industry partners and the community, we shape a dynamic Singapore tourism landscape. We bring the Passion Made Possible brand to life by differentiating Singapore as a vibrant destination that inspires people to share and deepen their passions.

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## Annex A – List of physical booking counters for SRV

S/ No	Locations
<b>Community Clubs/Centres</b>	
1	Bedok CC
2	Bukit Batok CC
3	Bukit Batok East Zone 3 RC
4	Bukit Panjang CC
5	Buona Vista CC
6	Changi Simei CC
7	Chong Pang Zone 4 RC
8	Chua Chu Kang CC
9	Clementi CC
10	Eunos CC
11	Fuchun CC
12	Gek Poh Ville CC
13	Hong Kah North CC
14	Hougang CC
15	Jalan Besar CC
16	Kaki Bukit CC
17	Kim Seng CC
18	MacPherson CC

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19	Marine Parade CC
20	Pasir Ris East CC
21	Rivervale CC
22	Taman Jurong CC
23	Tampines East CC
24	Tampines Terrace RN Centre
25	The Serangoon CC
26	Tiong Bahru CC
27	Toa Payoh Central CC
28	Toa Payoh West CC
29	Ulu Pandan CC
30	Whampoa CC
31	Woodlands CC
32	Yew Tee CC
33	Yio Chu Kang CC
34	Zhenghua CC
<b>Attractions</b>	
35	Gardens by the Bay, The Canopy
36	Jewel Changi Airport, Level 1 Concierge Area
37	Sentosa Express, Vivocity Station
<b>Malls</b>	

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38	Ang Mo Kio Hub (Telestation Go Wireless)
39	Bedok Mall (Telestation Go Wireless)
40	Bukit Panjang Plaza (WTS Travel)
41	Hougang Mall (Telestation Go Wireless)
43	City Square Mall (Telestation Go Wireless)
43	Our Tampines Hub (WTS Travel)
<b>Post Offices</b>	
44	Ang Mo Kio Central Post Office
45	Bedok Central Post Office
46	Bishan Post Office
47	Bukit Merah Post Office
48	Bukit Timah Post Office
49	Choa Chu Kang Central Post Office
50	Clementi West Post Office
51	Tanjong Pagar Post Office
52	Geylang East Post Office
53	Jurong East Post Office
54	Jurong Point Post Office
55	Crawford Post Office
56	Towner Post Office
57	Marine Parade Post Office

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58	Pasir Ris Central Post Office
59	Punggol Post Office
60	Sembawang Post Office
61	Seng Kang Central Post Office
62	Lim Ah Pin Road Post Office
63	Tampines Central Post Office
64	Toa Payoh Central Post Office
65	Potong Pasir Post Office
66	Woodlands Central Post Office