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Our Ref: SMA/WCY/kt/120/2007

10 April 2007

Mr Lam Chuan Leong  
Chairman  
Competition Commission of Singapore (CCS)  
5 Maxwell Road #13-01  
Tower Block MND Complex  
Singapore 069110

Sent by mail and fax: 6224 6929

Dear Mr Lam

**WITHDRAWAL OF SMA GUIDELINE ON FEES (GOF)**

We wish to thank you for your clarifications at the CCS press briefing on 5 April 2007.

We are grateful that CCS plans to work with the Consumers Association of Singapore (CASE) to address all complaints about overcharging. In this regard, we would like to request for more information about the following:

- The procedure for handling complaints about overcharging, in particular for consultations (regular and house calls), medications, investigations, medical reports and court attendances.
- The standards by which complaints about overcharging would be determined to be valid or otherwise.

We look forward to your reply so that we can inform our membership accordingly and advise them how to avoid overcharging.

Thank you.

Yours sincerely,

**Dr Wong Chiang Yin**  
President  
48<sup>th</sup> SMA Council

Cc: Ms Yong Ying-I, Permanent Secretary for Health  
Prof K Satkunanatham, Director of Medical Services  
Prof Raj Nambiar, President, Singapore Medical Council