



SINGAPORE INSTITUTE OF ARBITRATORS

Proudly Presents

“CEA Arbitration Scheme – the SI Arb set”

Thursday, 06 October 2011 | 2.30pm | Maxwell Chambers, Raffles Room (Level 3)

Synopsis

With the introduction of the Estate Agents Act 2010, the Estate Agents (Dispute Resolution Schemes) Regulations 2011 and the Estate Agents (Disciplinary Proceedings) Regulations 2011, the Council of Estate Agents has put into place an extensive new dispute resolution scheme to manage complaints from consumers. This has provided channels where unhappy clients may make a complaint to CEA for its investigation or engage the estate agencies to resolve the dispute by mediation and arbitration. This seminar conducted by the Singapore Institute of Arbitrators will focus on the arbitration aspect of the new CEA dispute resolution scheme and aims to equip real estate agencies and their agents with the information to understand and navigate the process of arbitration. The SI Arb is one of the dispute resolution centres that has been appointed to handle disputes under the CEA dispute resolution scheme.

With the changing framework for handling real estate disputes, it is important for estate agencies to be familiar with the process in order to manage disputes well. This is especially true as the process is compulsory and complaints are serious matters with regards to the liability of real estate agencies/agents and its potential impact on being able to continue to provide services as professionals. This talk is tailored towards estate agents to provide an overview of the new arbitration scheme and specifically highlights important aspects of this new system that will be of particular interest to estate agents.

Members of the arbitration community may also be attending the seminar.

This seminar will cover:

1. An overview of the complaints process
2. Arbitration under the SI Arb – CEA Arbitration Rules
3. An overview of process of arbitration – procedure, confidentiality and outcomes

About the Speaker

Eric has a practice in dispute resolution that includes litigation, mediation and arbitration. He has acted in various landlord and tenant, construction, trademark, employment, estate, partnership, directors' duties, finance and shipping disputes.

Eric also advises on shareholders, partnership, employment, asset management, distributorship and franchise issues, acts as local counsel in ship finance transactions for various banks and advised funds on corporate finance matters.

Eric holds a Graduate Certificate in International Arbitration from the National University of Singapore and won the Singapore International Arbitration Centre's Prize for the Best Student in Arbitration Law & Practice. Eric is on the Law Society's Panel of Arbitrators. Eric also lectures at UniSIM and the Singapore Maritime Academy.

About the Speaker

Raymond Chan is a Partner of Chan Neo LLP a firm of Advocates and Solicitors. He is a Council member of the Singapore Institute of Arbitrators and is a Fellow with the Singapore Institute of Arbitrators and the Chartered Institute of Arbitrators. He is a member of the Panel of Arbitrators of the Singapore International Arbitration Centre, the Arbitration Panel of the National Electricity Market of Singapore and an Accredited Adjudicator with the Singapore Mediation Centre.

He acts regularly for property developers, contractors and design consultants and has represented them as Counsel in the High Court as well as in domestic and international arbitrations.

Raymond is listed in the 2011 Edition of the International Who's Who of Construction Lawyers as a Leading Construction Lawyer in Singapore and by Euromoney Legal Media Group in 2010 as one of the world's leading experts in commercial arbitration.

About the Chairman/Speaker

Mr. Andrew Chan is a Partner in Litigation & Dispute Resolution at Allen & Gledhill LLP. His practice encompasses commercial work, and is a specialist in dispute resolution (especially arbitration), trusts, and insolvency (corporate and personal). In arbitration, he has acted as counsel, arbitrator and expert on Singapore law. Andrew is a Fellow and Honorary Secretary of the Singapore Institute of Arbitrators ("SI Arb") (as well as being on its panel of tutors). He is on the panels of arbitrators of the Singapore International Arbitration Centre, the Law Society Arbitration Scheme, the SI Arb and the Kuala Lumpur Regional Centre for Arbitration. He is also Director of the American Arbitration Association- ICDR Ltd. He was in his capacity as Chairman of the SI Arb Schemes Committee actively involved in the consultation and drafting of the present SI Arb-Council for Estate Agencies Arbitration Rules. Andrew has written over sixty articles covering many areas of the law and has contributed to various publications. On arbitration, he has written extensively and is a co-author of the Singapore Chapter of the publication Arbitration in Asia.

PROGRAMME

2.00pm – 2.30pm	Registration
2.30pm – 2.45pm	Opening Address
2.45pm – 3.30pm	Session 1
3.30pm – 3.45pm	Coffee Break
3.45pm – 4.30pm	Session 2
4.30pm – 5.00pm	Questions & Discussion

REGISTRATION FORM

(Closing date: 12 noon 05 October 2011)

Registration fees: S\$ 45.00 per participant

Name: Mr /Ms /Mrs / Dr: _____

Designation: _____

Company: _____

Address: _____

Name of Estate Agency (please state): _____

Member of *SI Arb / SCL / SAL / Others (please state): _____

Tel: _____

Fax: _____

Email: _____

Mode of Payment: *Cheque / Cash / Credit Card

Cheque payments should be made to "Singapore Institute of Arbitrators".

Credit Card (Visa / Master) No.: _____

Card Expiry Date: _____ (MM/YY)

Cardholder's Name: _____

Signature: _____

(A surcharge of 1.75% will be applied to payments made by credit cards)

1. Reservation by fax or email will only be accepted upon receipt of payment.
2. Confirmation of registration will be sent via email.
3. The Organiser reserves the right to cancel, curtail or change the content of the programme and the names of speakers without prior notice.
4. The Organiser reserves the right to cancel or postpone the seminar in which case refunds will be given, but otherwise, no refunds will be made for cancellations or no-shows by those who registered.
5. The Organiser reserves the right to cancel or postpone the seminar in which case refunds will be given, but otherwise, no refunds will be made for cancellations or no-shows by those who registered. Replacement by another individual is allowed with at least 3 days prior notice being given to the Institute.