**Chinese cases Example – In this case, CSO responded directly to MoP as it is a mandarin email.**  
**Subject:** 被诈骗。请求帮助退门票

你好我在中国飞猪平台（中国旅游APP）遭遇到了诈骗引诱，我并不知情这个票是无法退款的，我是被诈骗才下单，我一直在联系您，还请您回复！

这是您新加坡门店的地址：36A Arab St， Level 2

被欺骗引诱下单：动感艺术空间 牛顿运动定律自主绘画课程（儿童套餐）套餐票3份

全年营业的，周一到周六：10:00—21:00

电话是：+6589520536

您的回复是我最大的希望，同意我退款，

飞猪是国内外旅游APP，店铺名字叫飞猪度假官方海外旗舰店，关于您的门票，这个店铺里什么价格都有，乱七八糟的，

还请您回复我！！！

**Translation from Google**  
Hello, I encountered a scam on the China Fliggy platform (China Travel APP). I didn’t know that this ticket was non-refundable. I placed the order because I was scammed. I have been contacting you and please reply!  
This is the address of your Singapore store: 36A Arab St, Level 2  
Being deceived into placing an order: Dynamic Art Space Newton’s Laws of Motion Independent Painting Course (Children’s Package) 3 Package Tickets  
Open all year round, Monday to Saturday: 10:00-21:00  
The phone number is: +6589520536  
Your reply is my best hope, agree to my refund,  
Fliggy is a domestic and foreign travel APP. The store name is Fliggy Vacation Official Overseas Flagship Store. Regarding your tickets, this store has all kinds of prices. It’s a mess. Please also reply to me! ! !

STB’s response

|  |
| --- |
| Dear Ms Xie  Greetings from the Singapore Tourism Board (STB).  Thank you for reaching out to the Singapore Tourism Board (STB) regarding your service experience with Fliggy for the Dynamic Art Space Newton's Laws of Motion Independent Painting Course.  We understand your concerns and apologize for any inconvenience caused. However, please note that STB does not have jurisdiction over specific businesses or platforms. Our role is to uphold the regulatory environment for hotels, travel agents, and tourist guides through licensing and ensuring compliance with related Acts and Regulations.  In this case, we recommend that you continue communicating with Fliggy and Singapore Moving Art Space to seek a resolution. It would be helpful to reach out to them again to inquire about the status of your case and provide any necessary documentation or evidence to support your claim.  We understand that being in China may make it challenging for you to seek immediate assistance. In such situations, you may consider contacting the China Consumers Association (CCA) for their advice on the matter. They can provide guidance and support in resolving consumer disputes. You can reach out to them at the following contact details:  **China Consumers Association 中国消费者协会** 3/F, Building 12, Gan Jia Kou, Bei Yi Jie, Fucheng Road, Haidian District, Beijing, 100037 China Website: <https://www.consumersinternational.org/members/members/china-consumers-association-cca/中国消费者协会> (cca.cn) Email 中国消费者协会 (cca.cn)  We hope that an amicable resolution is reached as soon as possible.  Have a pleasant day ahead. |