

FRIEND OF LABOUR

Gary Low Wing Li

Honorary Treasurer and Central Committee Member
Consumers Association of Singapore

Nominated by the Consumers Association of Singapore

Gary Low Wing Li is a passionate volunteer serving the Consumers Association of Singapore's (CASE) cause of protecting consumers since 2015. With his wide-ranging expertise in legal and academic matters, Brother Gary contributed significantly to promoting consumers' interests. He spearheaded testing projects on common consumer products as the chairperson of the Consumer Products, Standards and Testing Committee to ensure that products sold in the market are safe and to raise awareness on how consumers should shop wisely.

As a council member of the Advertising Standards Authority of Singapore, he was astute in his assessment of feedback on advertisements. As a Consumer Law Review Committee member, he advocated for more robust consumer safeguards against errant businesses. As a member of the CASE Central Committee, he provided valuable inputs that helped CASE navigate through the COVID-19 pandemic and ensured that consumers' interests remained at the forefront.

Since 2021, Brother Gary has served as CASE's honorary treasurer and member of the CASE Endowment Fund Governing Board and the Establishment Committee. In these roles, he advocated using technology to improve work efficiency and productivity to achieve cost savings that can be channelled to support other work areas. Through his contribution to the CASE Endowment Fund Governing Board, which supports CASE's consumer outreach efforts, the funds grew to more than \$10 million.

Brother Gary facilitated strong partnerships with key industry players. Through his efforts, Lazada Singapore adopted CASE's Standard Dispute Management Framework for e-marketplaces as a commitment to resolving consumer disputes. RedMart also partnered with CASE to list its products on CASE's Price Kaki mobile application to help consumers compare prices. Brother Gary is a valuable CASE volunteer with a sterling performance in all the offices he served.