

Spending over the years

Year	No. of complaints	Total contract value (million)	Average value of contract signed
2008	1,254	\$7.2m	\$5,742
2009	946	\$5.92m	\$6,258
2010	1,313	\$9.55m	\$7,273
2011	1,488	\$15.95m	\$10,719
2012	1,532	\$13.77m	\$8,988
2013	1,779	\$15.12m	\$8,499
2014	1,462	\$14.78m	\$10,109
2015	1,447	\$16.11m	\$11,133
2016	1,269	\$14.26m	\$11,237
2017 (Jan-July)	719	\$8.42m	\$11,711

Source: CONSUMERS ASSOCIATION OF SINGAPORE STRAITS TIMES GRAPHICS