

MY VIEWS IN

6 SECONDS

DELAYS IN GETTING CREDIT CARD

ALMOST six weeks after I applied for a supplementary credit card for my wife, Standard Chartered bank has not yet replied to my request.

I queried the bank via its website and also called its customer-service hotline, and found out that a card had apparently been sent to me last month.

However, as I have not received it, I was told that the card would be blocked. The bank assured me that a new card would be sent to my office by Aug 14, but that has not yet happened.

Worse, my credit card is now also blocked without my knowledge. May I know the reasons for such tardy service?

Mr Patrick Wong
Fook Seng

NO UPDATE ON STARHUB COMPLAINT

I WISH to complain about an unpleasant incident that happened to my father and me when we visited the StarHub branch in VivoCity on May 31.

On that day, we were scolded by a rude customer-service officer. I filed an online complaint with StarHub and, a few days later, a manager told me that he would investigate the incident.

However, after nearly three months, I have not yet received any calls to update me on the status of the investigation. Nor have I received an apology.

Is this how StarHub treats its customers?

Mr Quek Jian Liang

INCREASE FEEDER SERVICES IN YISHUN

I LIVE in Yishun Ring Road and I take two feeder bus services, services 804 and 806, to travel from my home to the bus interchange and MRT station.

Unfortunately, I always end up being late for work because both services would be full during rush hours. I always have to wait for another one or two buses before I get the chance to board.

Could the authorities increase the frequency of these two bus services, please?

Ms Judy Tan



MY SAY

Write to us at my paper. Please include your full name, address and a telephone contact number. E-mail your opinions to myp@sph.com.sg. We reserve the right to edit letters for clarity and length.

Let's not be afraid to stretch boundaries

I REFER to the parliamentary exchange between Minister Mentor Lee Kuan Yew and Nominated Member of Parliament Viswa Sadasivan (*my paper*, Aug 20).

MM Lee is right to point out the realities underpinning racial and religious harmony in Singapore.

Ethnic **self-help groups** like Mendaki and Sinda have played significant roles in advancing the rights of Malay and Indian citizens, as well as helping disadvantaged individuals.

Still, perhaps we should focus on what **unites** us rather than on what divides us. Instead of emphasising our racial

differences, we should develop perspectives on what makes us uniquely Singaporean.

I agree with Mr Sadasivan that "we (cannot) stop believing in the **aspirations** (of the National Pledge) and working towards them", because every person should be granted the same opportunities to excel and succeed in our meritocratic society.

Of course, this is only an ideal. In reality, a level playing field and an entirely race-blind Singapore are not **feasible**.

However, it is important to strike a balance between realism and idealism, pragmatism and aspiration.

Even though we are bound by the experiences of the past, we must not be afraid to take chances and challenge those boundaries, so as to meet the challenges of an increasingly uncertain world.

Mr Kwan Jin Yao

HELPDESK 我的字典

Self-help groups:

自助团体 zì zhù tuán tǐ

Unites: 团结 tuán jié

Aspirations: 愿望

yuàn wàng

Feasible: 可行的 kě xíng de

Too soon to buy property and tours

I AM worried about two emerging trends that may cause people to believe that the worst is over for Singapore's economy.

Firstly, there is an overwhelming response to the sales of condominiums across the island.

Secondly, there is a rush for tours and travel packages, as witnessed by the huge crowds at a travel fair in Suntec Singapore earlier this month.

This is going on in spite of the economic downturn that has wiped out millions of jobs around the world, including

the loss of 18,260 jobs here in the first half of the year.

Conditions may deteriorate further if our exports continue to languish. If the outlook of our key export markets, the United States and Europe, does not improve, then multinational corporations are unlikely to invest here.

This will affect Singapore's ability to pull out of the slump, which could lead to further retrenchments in the months ahead.

Despite the Government's Resilience Package, which

aims to stimulate our economy through the Jobs Credit scheme and the Spur programme, the authorities must continue to explore different ways of leveraging on our strategic strengths.

That way, we can woo value-added foreign investments that would raise our employment rate.

Until then, it would be premature for us to spend lavishly on property and travel.

Mr Teo Kueh Liang

Curb films and blogs that threaten religious peace

I AGREE with the views expressed in the letter, "Religious leaders do much to promote harmony" (*my paper*, Aug 18).

However, the authorities should look into the following two areas to preserve religious harmony in Singapore.

Controversial films: Movies that poke fun at or cast aspersions on any religion should be banned from Singapore.

Blogs: Bloggers who make

inflammatory remarks about religion should be dealt with harshly by the authorities. There should be zero tolerance for bloggers who endanger our religious harmony.

We must learn to respect the religious beliefs of other people, and freedom of speech should not be used as an excuse to insult or attack religion.

Mr Nelson Quah

Radio DJs should speak plainly and avoid accents

I LISTENED to a radio programme recently, in which the DJs discussed whether it was okay for them to speak with an accent when making public announcements.

One of the radio DJs said it was okay for anyone to speak with an Indian, Chinese or Malay accent while he is on air.

I found that disturbing. I hope the radio DJ realises that by speaking with a foreign accent, he may be misunderstood by his listeners.

Educate irresponsible feeders to curb strays

I WRITE in response to the letter, "Culling avoided unless cats are a nuisance", by Ms Png Chiew Hoon of Marine Parade Town Council (*my paper*, Aug 20).

I agree that some people behave irresponsibly when they feed our community cats. They do not clean up the leftovers, or lead cats upstairs into HDB blocks to feed them.

However, the majority of feeders do not behave this way as they have been well-educated by the Society for the Prevention of Cruelty to Animals and the Cat Welfare Society.

I am glad that Ms Png states that "public education remains an important part of (the town council's) strategy for controlling the number of strays within the community".

This would be a more cost-effective solution in the long run as it addresses the root of the problem.

However, I am disturbed to learn that Ms Png had received complaints from residents who have a "phobia of cats", also known as ailurophobia. This is a treatable condition, and people who suffer from it should seek medical help.

By responding to the irrational fears of a few residents, the town council would nullify the efforts of residents who are taking care of strays using their own resources.

Ms Melissa Lim May Lin

We thank readers for their letters on this topic. The debate is now closed.

Mr Ishwar Mahtani