

RENEWAL PROCESS GUIDE FOR ESTATE AGENT LICENCE

This renewal guide is for **Estate Agents (EAs) Licence Renewal***.

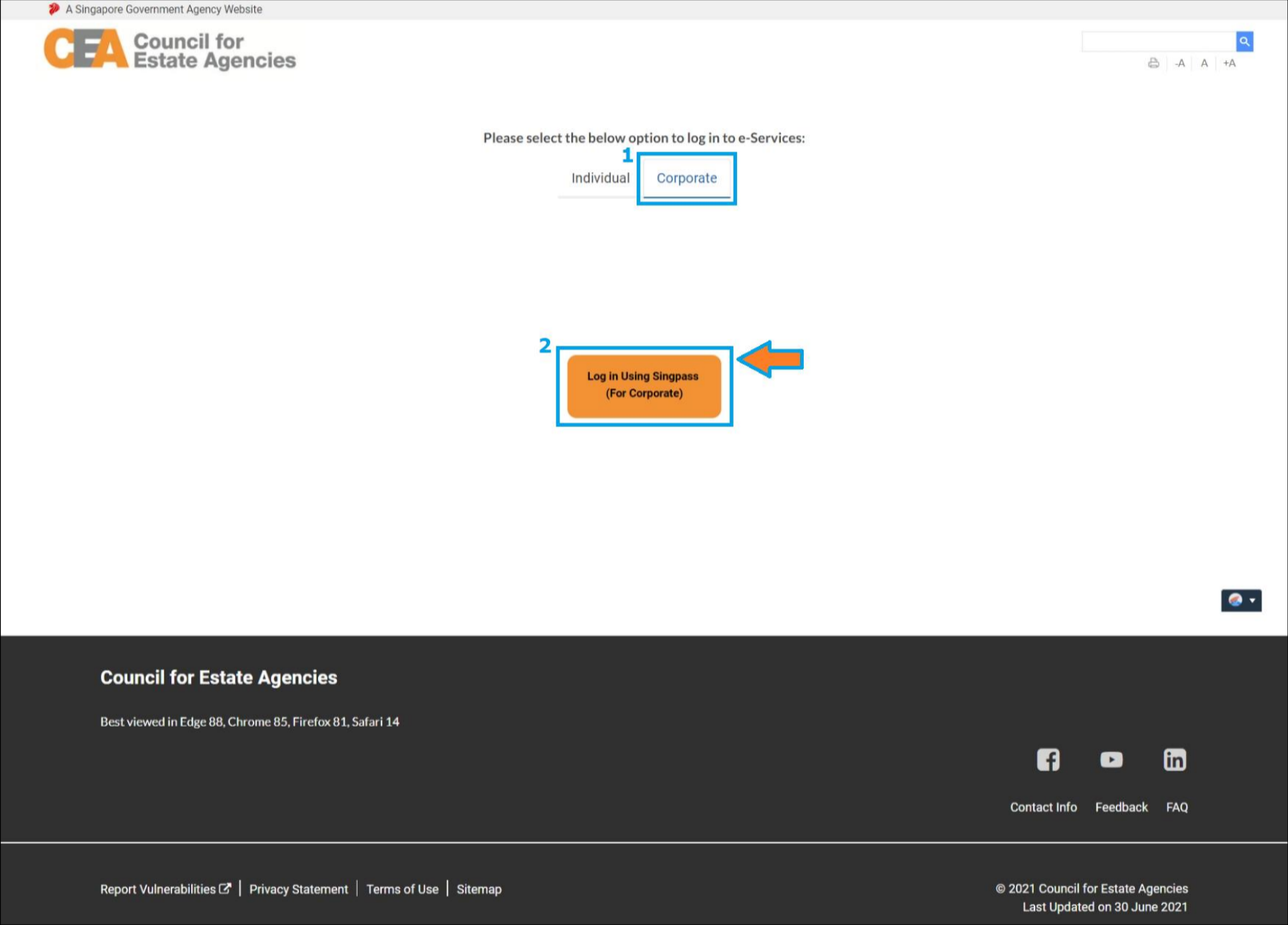
*Please note that when an EA licence renewal application is submitted, it would also submit the KEO's RES registration renewal at the same time.

Both the KEO and its Authorised Users (AUs) can submit the EA licence renewal application. Before submission, EAs should check that their directors/partners have submitted their renewal applications via CEA's [e-services](#) for **Individual**.

Process for EA Licence Renewal

Note: The pictures below are for illustration purposes only and the wordings in the pictures may differ slightly from the actual renewal webpage.

Step 1: Click log in to CEA's [e-services](#) for **Corporate**.



The screenshot shows the CEA Council for Estate Agencies website. At the top left is the CEA logo and the text 'Council for Estate Agencies'. At the top right is a search bar and browser controls. The main content area has the heading 'Please select the below option to log in to e-Services:'. Below this heading are two buttons: 'Individual' and 'Corporate'. The 'Corporate' button is highlighted with a blue box and a blue number '1' above it. Below the 'Corporate' button is another button labeled 'Log in Using Singpass (For Corporate)'. This button is highlighted with a blue box and a blue number '2' above it, with a blue arrow pointing to it from the right. At the bottom of the page is a dark footer containing the CEA logo, browser compatibility information, social media icons for Facebook, YouTube, and LinkedIn, and links for 'Contact Info', 'Feedback', and 'FAQ'. The footer also includes 'Report Vulnerabilities', 'Privacy Statement', 'Terms of Use', and 'Sitemap' on the left, and '© 2021 Council for Estate Agencies Last Updated on 30 June 2021' on the right.

Step 2: Check that the KEO has fulfilled both the Continuing Professional Development (**CPD**) requirements and Central Provident Fund (**CPF**) MediSave contribution by the **green ticks** reflected under the "KEO Eligibility" section.

A Singapore Government Agency Website

CEA Council for Estate Agencies SERVICES Twitty Corp keo

Workspace Workspace

Workspace

Hi, Twitty Corp! Welcome back to your ACEAS Workspace [Logout](#)

[View Your Profile](#)

EA Licence Renewal 2022 Renewal Deadline: 10 Oct 2022

You are **eligible to renew** your Estate Agent Licence.


Please ensure that the details of both your Estate Agent and your Key Executive Officer are updated first in their respective profile module so that the correct information can be pre-populated when initiating your Estate Agent Licence renewal application.

Please note that KEOs **do not need to submit a separate RES registration renewal application**, as this will be submitted automatically when the EA licence renewal application is submitted.


[Renew](#)

Help us improve

KEO Eligibility



CPD
As of 2022




CPF - Medisave
As of 30/06/2022 13:19:40


Directors/Partners Details


NRIC	Applicant Name	Role	Submission Date and Time	Status	Action
S [REDACTED]	Kyla Adkins	Director	-	● Pending Applicant Submission	ⓘ
S [REDACTED]	Colin Tate	Director	-	● Pending Applicant Submission	ⓘ


RES Registration Application Pending EA Action

Pending Submission


 **0** New and Returning


 **0** Switching (Incoming)


 **0** Switching (Outgoing)

 **0** Renewals

Pending Resubmission

 **0** New and Returning

 **0** Switching (Incoming)

 **0** Renewals

Active EA Applications

You have no active applications at the moment

Drafts

You have no drafts at the moment

Step 3: For EAs with directors/partners, check that they have submitted their renewal applications under the "Directors/Partners Details" section in the EA's ACEAS dashboard.

- a) If they have submitted their renewal applications, the status will show "**Pending EA Submission**" and there will be a green dot indicating ready for EA licence renewal (see "1").
- b) If they have not submitted their renewal applications, the status will be "**Pending Applicant Submission**" and there will be a red dot indicating that the EA licence renewal application is not ready for submission (see "2").

Note:

For EAs that have directors/partners, the directors/partners must submit their renewal applications to the EA for review.

For EAs that have no directors/partners, the EA may skip this step and move on to Step 4.

The screenshot shows the ACEAS dashboard for Twitty Corp. The main section is "EA Licence Renewal 2022" with a "Renewal Deadline: 10 Oct 2022" badge. Below this is the "KEO Eligibility" section showing CPD and CPF - Medisave status. The "Directors/Partners Details" table is highlighted with a blue box and an orange arrow pointing to it. The table has columns for NRIC, Applicant Name, Role, Submission Date and Time, Status, and Action. Two rows are shown: Kyla Adkins (Director) and Colin Tate (Director). The Status column for Kyla Adkins shows a green dot and "Pending EA Submission" with a blue "1" next to it. The Status column for Colin Tate shows a red dot and "Pending Applicant Submission" with a blue "2" next to it. Below the table are sections for "RES Registration Application Pending EA Action", "Pending Submission", "Pending Resubmission", "Active EA Applications", and "Drafts".

NRIC	Applicant Name	Role	Submission Date and Time	Status	Action
S-███	Kyla Adkins	Director	-	● Pending EA Submission 1	⋮
S-███	Colin Tate	Director	-	● Pending Applicant Submission 2	⋮

Step 4: The “Renew” button will be clickable:

- a) When the KEO fulfils both the CPD requirements and CPF MediSave contribution (see “1”).
- b) That the EA’s directors/partners have submitted their renewal applications. This is reflected as a green dot under the status column in “Directors/Partners Details” section (see “2”).
- c) For EAs that have no directors/partners, the “Directors/Partners Details” section will show “No directors/partners data available at the moment”.

After “1” and “2” (if applicable) are all green, the EA may click the “Renew” button to initiate the EA licence renewal application.

The screenshot displays the ACEAS Workspace interface for a user named Twitty Corp. The main heading is "EA Licence Renewal 2022" with a "Renewal Deadline: 10 Oct 2022" badge. The instructions state that the user is eligible to renew and that details of both the Estate Agent and Key Executive Officer must be updated. A "Renew" button is highlighted with a blue box and a blue arrow, with a "3" next to it.

KEO Eligibility

1

	CPD As of 2022		CPF - Medisave As of 30/06/2022 13:19:40
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Directors/Partners Details

NRIC	Applicant Name	Role	Submission Date and Time	Status	Action
S2638515F	Kyla Adkins	Director	17/08/2022 11:21:45	Pending EA Submission	
S4007954H	Colin Tate	Director	17/08/2022 11:12:28	Pending EA Submission	

RES Registration Application Pending EA Action

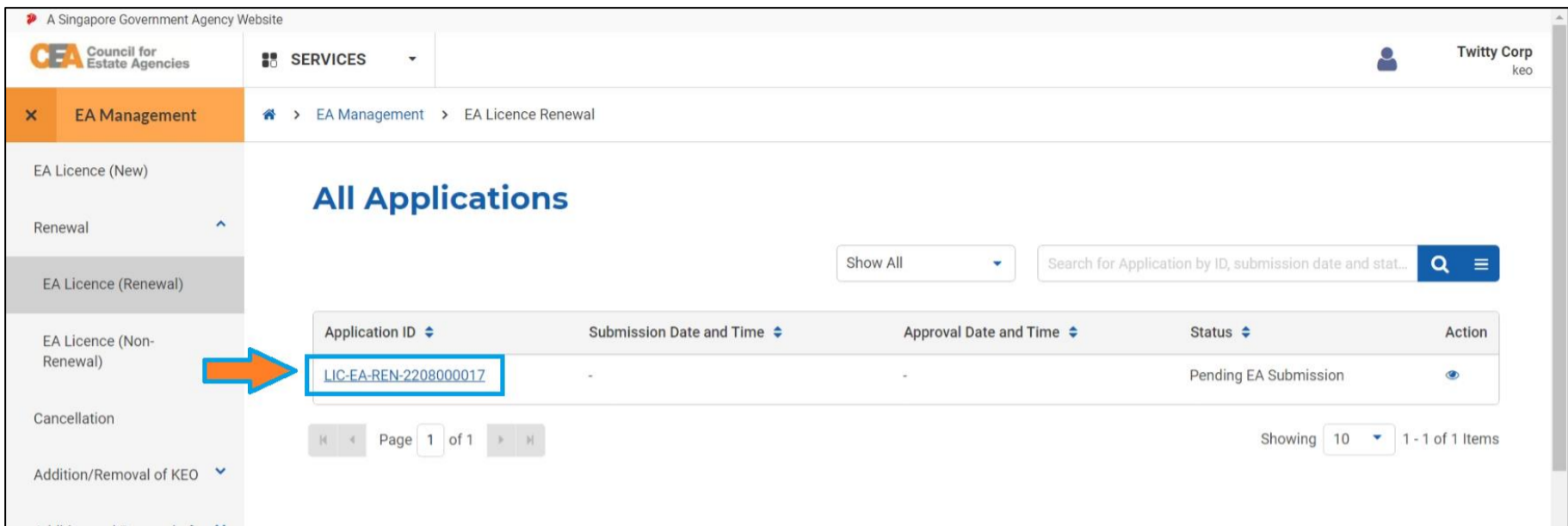
Pending Submission

0 New and Returning	0 Switching (Incoming)	0 Switching (Outgoing)	0 Renewals
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Pending Resubmission

0 New and Returning	0 Switching (Incoming)	0 Renewals
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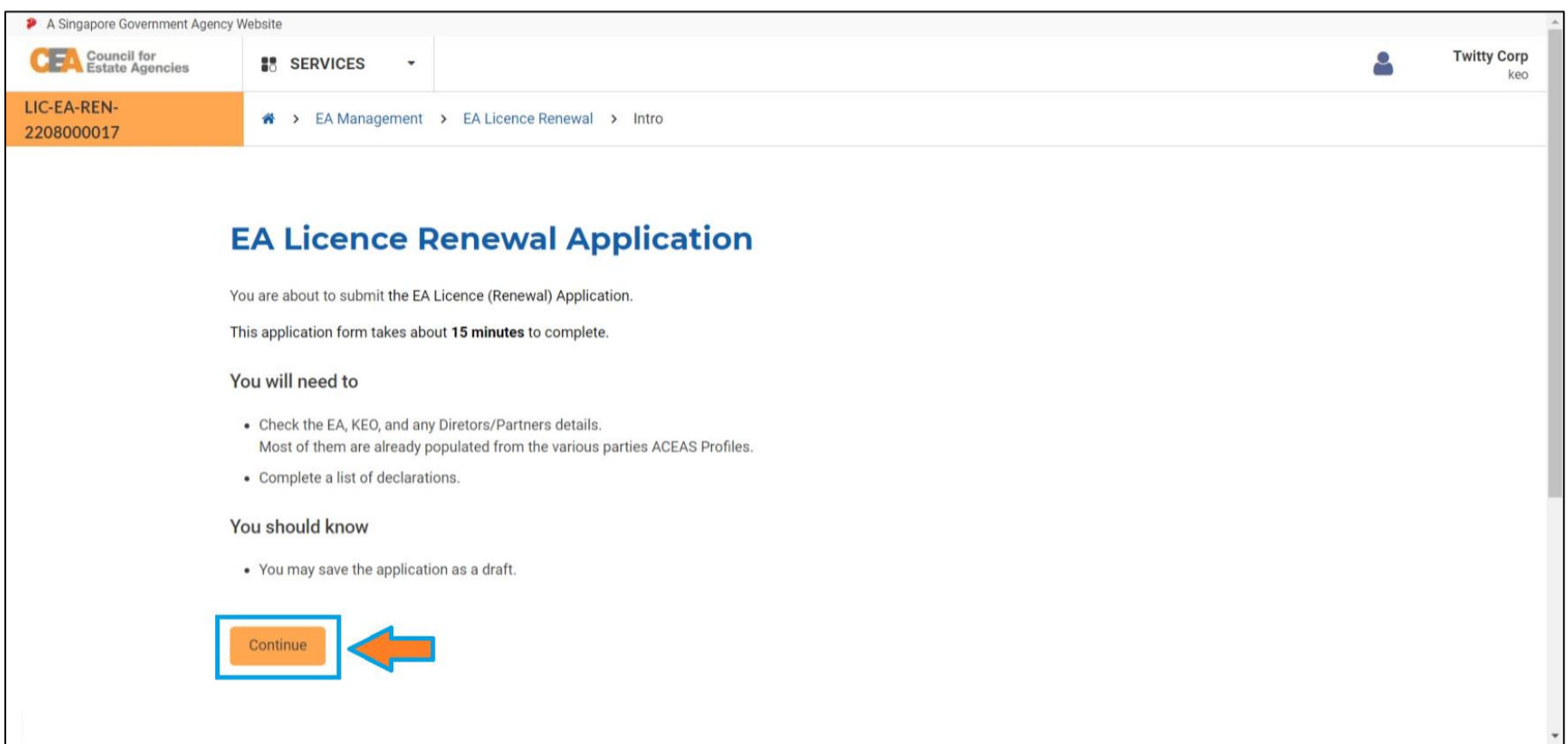
Step 5: Click on the **EA licence renewal application ID** that has the status **"Pending EA Submission"** to proceed with the EA licence renewal application.



The screenshot shows the CEA website interface. The breadcrumb navigation is "EA Management > EA Licence Renewal". The main heading is "All Applications". A search bar is present with the text "Search for Application by ID, submission date and stat...". Below the search bar is a table with the following columns: Application ID, Submission Date and Time, Approval Date and Time, Status, and Action. One application is listed with the ID "LIC-EA-REN-2208000017" and a status of "Pending EA Submission". An orange arrow points to this application ID. The table also shows pagination: "Page 1 of 1" and "Showing 10 1 - 1 of 1 Items".

Application ID	Submission Date and Time	Approval Date and Time	Status	Action
LIC-EA-REN-2208000017	-	-	Pending EA Submission	

Step 6: Read the notes on what you need to do and should know, before proceeding with the EA licence renewal application. Click the **"Continue"** button.



The screenshot shows the "EA Licence Renewal Application" page. The breadcrumb navigation is "EA Management > EA Licence Renewal > Intro". The page title is "EA Licence Renewal Application". The text on the page reads: "You are about to submit the EA Licence (Renewal) Application. This application form takes about 15 minutes to complete." Below this, there are two sections: "You will need to" and "You should know". The "You will need to" section contains two bullet points: "Check the EA, KEO, and any Directors/Partners details. Most of them are already populated from the various parties ACEAS Profiles." and "Complete a list of declarations." The "You should know" section contains one bullet point: "You may save the application as a draft." At the bottom of the page, there is a "Continue" button, which is highlighted with an orange box and an orange arrow pointing to it from the right.

Step 7: Check that the **"Applicant Information"** is correctly pre-populated from the ACEAS profile for Corporate.

- a) Check that the **"Estate Agent Information"** details are correctly pre-populated from the EA's ACEAS profile for Corporate.
- Boxes that are greyed out are non-editable (i.e., information from MyInfo or details from CEA's Public Register).
 - Boxes in white are editable. Please update them if there are any changes.
- b) Click the **"Next"** button.

A Singapore Government Agency Website
CEA Council for Estate Agencies SERVICES Twitty Corp keo
LIC-EA-REN-2208000017 EA Management EA Licence Renewal Form

EA Licence Renewal Application Form

1 of 8 Applicant Information
Next: Declaration Details

Estate Agent Information

We have pre-filled your information based on your EDH and ACEAS Profile.

Name of Company * Twitty Corp
UEN * 202204801F
Mode of Business * General Partnership
Applicant Name * Joe Blanton

Contact Information

Email Address * easrevamp@xtremax.com
Contact No. * 32145669

Principal Business Address

Postal Code * 123456 Retrieve
Block / House No. * 90
Street Name * jalan cimuncang
Floor No.
Unit No.
Building Name

Mailing Address

My mailing address is the same as my residential address.

Postal Code * 123456 Retrieve
Block / House No. * 90
Street Name * jalan cimuncang
Floor No.
Unit No.
Building Name

Next Cancel Save as Draft

Step 8: Check that the “**Declaration Details**” for the EA are correctly pre-populated from the EA’s ACEAS profile for Corporate. Please ensure that the EA submits its latest declaration information to CEA. Click the “**Next**” button.

Note:

- Section 33(6) of the Estate Agents Act 2010 states that any person who, in any application for the grant or renewal of a licence for himself or any other person, submits false documents or makes a statement which is false or misleading in any material particular shall be guilty of an offence and shall be liable on conviction to a fine not exceeding \$50,000 or to imprisonment for a term not exceeding 3 years or to both.
- Section 34(7) of the Estate Agents Act 2010 states that any person who, in any application for registration or renewal of registration for himself or any other person, submits false documents or makes a statement which is false or misleading in any material particular shall be guilty of an offence and shall be liable on conviction to a fine not exceeding \$50,000 or to imprisonment for a term not exceeding 3 years or to both.

The screenshot shows the 'EA Licence Renewal Application Form' on the Council for Estate Agencies (CEA) website. The page header includes the CEA logo, 'SERVICES' menu, and user information for 'Twitty Corp keo'. The breadcrumb trail is 'EA Management > EA Licence Renewal > Form'. The form title is 'EA Licence Renewal Application Form'. A progress indicator shows '2 of 8' steps, with 'Declaration Details' as the current step and 'Next: KEO Information'. Below the progress indicator is a 'Declarations' section with an information icon and text: 'If you answered "Yes" to any questions below, please provide full details and supporting documents. CEA will verify the accuracy of the declarations made. For more information or further explanation regarding the declarations, please refer to the [explanatory notes](#) and [Terms of Service](#)'. There are four questions, each with radio buttons for 'Yes' and 'No':
1) Does the estate agent hold a moneylender's licence? * (No selected)
2) Does the estate agent have any convictions in Singapore or any country outside of Singapore? You are required to declare all convictions regardless of when they occurred. * (No selected)
3) Does the estate agent have any judgment entered against it at any time that involved a finding of fraud, dishonesty or breach of fiduciary duties in civil proceedings? * (No selected)
4) Is the estate agent in liquidation, wound up, in receivership, or has entered into a composition or scheme of arrangement with its creditors? * (No selected)
At the bottom, there are three buttons: 'Next' (highlighted with a blue box and an orange arrow), 'Back', and 'Save as Draft'.

Step 9: Check that the **“KEO Information”** is correctly pre-populated from the KEO’s ACEAS profile for Individual:

- a) Check that the KEO is renewing his/her RES registration with the correct EA based on the **“Practice Preference”**, which is the EA the KEO is registered with as reflected in CEA’s Public Register (see the blue box in the picture below).
- b) Check that the **“Applicant Information”** of the KEO is correctly pre-populated from the KEO’s ACEAS profile for Individual.
 - Boxes that are greyed out are non-editable (i.e., information from MyInfo or details of your RES registration in CEA’s Public Register).
 - Boxes in white are editable. Please update them if there are any changes.
- c) Click the **“Next”** button.

The screenshot displays the 'EA Licence Renewal Application Form' on the CEA website. The form is titled 'EA Licence Renewal Application Form' and shows '3 of 8' steps completed, with 'KEO Information' as the current step. The 'Applicant Information' section is pre-filled with details for Joe Blanton, including his name, NRIC/FIN, date of birth, gender, citizenship, residential status, and years of residence in Singapore. A 'Deed Poll' upload field is also present. The 'Contact Information' section includes fields for home and business mobile numbers, business number, and email address. The 'Registered Addresses' and 'Mailing Address' sections are also pre-filled with the same address details. A blue box highlights the 'Practice Preference' section, which contains a note about the extraction of director/partner information and a radio button selection for 'Practising' or 'Non-Practising'. At the bottom, there are buttons for 'Next', 'Back', and 'Save as Draft'.

Step 10: Check that the "KEO Education Details" are correctly pre-populated from the KEO's ACEAS profile for Individual. Click the "Next" button.

A Singapore Government Agency Website

CEA Council for Estate Agencies SERVICES Twitty Corp keo

LIC-EA-REN-2208000017 > EA Management > EA Licence Renewal > Form

EA Licence Renewal Application Form

4 of 8 KEO Education Details
Next: KEO Declaration Details

Education Qualification Information

Do you have Singapore-Cambridge GCE O-level (at least 4 passes), OR a higher or equivalent educational qualification? * Yes No

Do you have at least 4 Singapore-Cambridge GCE O-level passes? * Yes No

What is the equivalent educational qualification you have attained? *

Highest Educational Qualification *

Year of Attainment

Upload Education Certification(s) * Upload up to 5 files (email, .pdf, .doc, .jpg, .png, .gif - Maximum file size is 30 MB)


Industry Qualification Information

Industry Examination Qualification *

Year of Attainment

Upload Industry Examination Certification(s) * Upload up to 5 files (email, .pdf, .doc, .jpg, .png, .gif - Maximum file size is 30 MB)

51.4KB

 [Save as Draft](#)

Step 11: Check that the “**KEO Declaration Details**” are correctly pre-populated from the KEO’s ACEAS profile for Individual. Please ensure that the KEO submits his/her latest declaration information to CEA. Click the “**Next**” button.

Note:

- Section 33(6) of the Estate Agents Act 2010 states that any person who, in any application for the grant or renewal of a licence for himself or any other person, submits false documents or makes a statement which is false or misleading in any material particular shall be guilty of an offence and shall be liable on conviction to a fine not exceeding \$50,000 or to imprisonment for a term not exceeding 3 years or to both.
- Section 34(7) of the Estate Agents Act 2010 states that any person who, in any application for registration or renewal of registration for himself or any other person, submits false documents or makes a statement which is false or misleading in any material particular shall be guilty of an offence and shall be liable on conviction to a fine not exceeding \$50,000 or to imprisonment for a term not exceeding 3 years or to both.

The screenshot shows the 'EA Licence Renewal Application Form' on the Council for Estate Agencies (CEA) website. The user is logged in as 'Twitty Corp keo'. The breadcrumb trail is 'EA Management > EA Licence Renewal > Form'. The current step is '5 of 8: KEO Declaration Details', with the next step being 'Directors/Partners and AU Information'. The 'Declarations' section contains an information box and eight questions, each with 'Yes' and 'No' radio button options. The 'Next' button is highlighted with a blue box and an orange arrow pointing to it.


EA Licence Renewal Application Form

5 of 8 **KEO Declaration Details**
Next: Directors/Partners and AU Information

Declarations

! If you answered “Yes” to any questions below, please provide full details and supporting documents. CEA will verify the accuracy of the declarations made.
Please note that a conviction may lead to a rejection of this application if CEA assesses the applicant to be not fit and proper. The applicant will likely need to observe a period of rehabilitation before he can be considered for registration.
A conviction may also lead to revocation of an existing registration if CEA assesses the salesperson to be not fit and proper. The salesperson will likely need to observe a period of rehabilitation before he can be considered for registration again.
For more information or further explanation regarding the declarations, please refer to the [explanatory notes](#) and [Terms of Service](#).

- 1) Have you ever been convicted in a Court of Law (including a military Court) in or outside Singapore? You are required to declare all convictions regardless of when they occurred. *
 Yes No
- 2) Are you currently being charged for any offence under the law in or outside of Singapore? *
 Yes No
- 3) Have you at any time been detained under the Misuse of Drugs Act or served with a detention/police supervision order under the Criminal Law (Temporary Provisions) Act? *
 Yes No
- 4) Are you an undischarged bankrupt or have you entered into a composition or scheme of arrangement (including a debt repayment scheme, e.g. Debt Management Programme (DMP) by Credit Counselling Singapore) with your creditors? *
 Yes No
- 5) Do you have any Court judgements arising from civil proceedings against you, and/or involved you and/or any business entities owned by you or related to you, that involved a finding of fraud, dishonesty or breach of fiduciary duties by you and/or business entities owned by you or related to you, in Singapore or any country outside of Singapore? *
 Yes No
- 6) Are you currently a party to and/or involved in any civil proceedings which may lead to such judgement(s) described above, under any law in or outside Singapore? *
 Yes No
- 7) Are you currently a licensee, director, partner, or employee of a licensed moneylender in Singapore? *
 Yes No
- 8) Are you currently holding a Financial Adviser’s licence granted by Monetary Authority of Singapore (MAS)? *
 Yes No

 [Save as Draft](#)

Step 12: Check the following:

- a) In the **"Directors/Partners Details"** section, that the EA's directors/partners have submitted their renewal applications, with application status at **"Pending EA Submission"** (see "1").
 - If the above is complete, the EA may proceed to Step 13.
 - If the above is incomplete, the EA may choose to **"Save as Draft"** while waiting for the EA's directors/partners to submit their renewal applications.
- b) Check that the **"Authorised Users Details"** are correctly pre-populated from the EA's ACEAS profile (see "2").
- c) Click the **"Next"** button.

The screenshot shows the 'EA Licence Renewal Application Form' interface. At the top, there is a navigation bar with the CEA logo, 'SERVICES' menu, and user profile 'Twitty Corp keo'. The breadcrumb trail indicates the current path: 'EA Management > EA Licence Renewal > Form'. The main heading is 'EA Licence Renewal Application Form'. Below this, a progress indicator shows '6 of 8' steps, with the current step being 'Directors/Partners and AU Information' and the next step being 'PII Details'. The 'Directors/Partners Details' section is highlighted with a blue box and a '1' next to it. It contains a table with the following data:

n ID	Name	NRIC/FIN	Role	Submission Date and Time	Status
N-2208000025	Kyla Adkins	S [REDACTED]	Director	17/08/2022 11:21:45	Pending EA Submission
N-2208000024	Colin Tate	S [REDACTED]	Director	17/08/2022 11:12:28	Pending EA Submission

The 'Authorised Users Details' section is highlighted with a blue box and a '2' next to it. It shows a dropdown menu for 'Authorised User 1' and a checked checkbox labeled 'The EA has no authorised users'. At the bottom, there are three buttons: 'Next' (highlighted with an orange arrow), 'Back', and 'Save as Draft'.

Step 13: Check that the "PII Details" are correctly pre-populated from the EA's ACEAS profile for PII information. Click the "Next" button.

A Singapore Government Agency Website

CEA Council for Estate Agencies SERVICES Twitty Corp keo

LIC-EA-REN-2208000017 > EA Management > EA Licence Renewal > Form

EA Licence Renewal Application Form

7 of 8 PII Details
Next: Confirmation

PII Information

Will the Estate Agent and/or its salesperson be dealing with foreign properties? * Yes No

Name of Insured Company *

Name of Insured *

Insurance Coverage *

Coverage Start Date *

Coverage End Date *

Category *

Minimum Idemnity Limit (\$) for Each Category *


Minimum Sub-Limit (\$) for Each Salesperson *

Maximum Deductible for Salesperson (\$) for Each Category *

Maximum Deductible for EA (\$) for Each Category *

Additional Remarks (Premium Paid) * Yes No

Cover Note * Upload to 1 file (pdf, .doc, .jpg, .png - Maximum file size is 30 MB)
 6.12KB

 [Save as Draft](#)

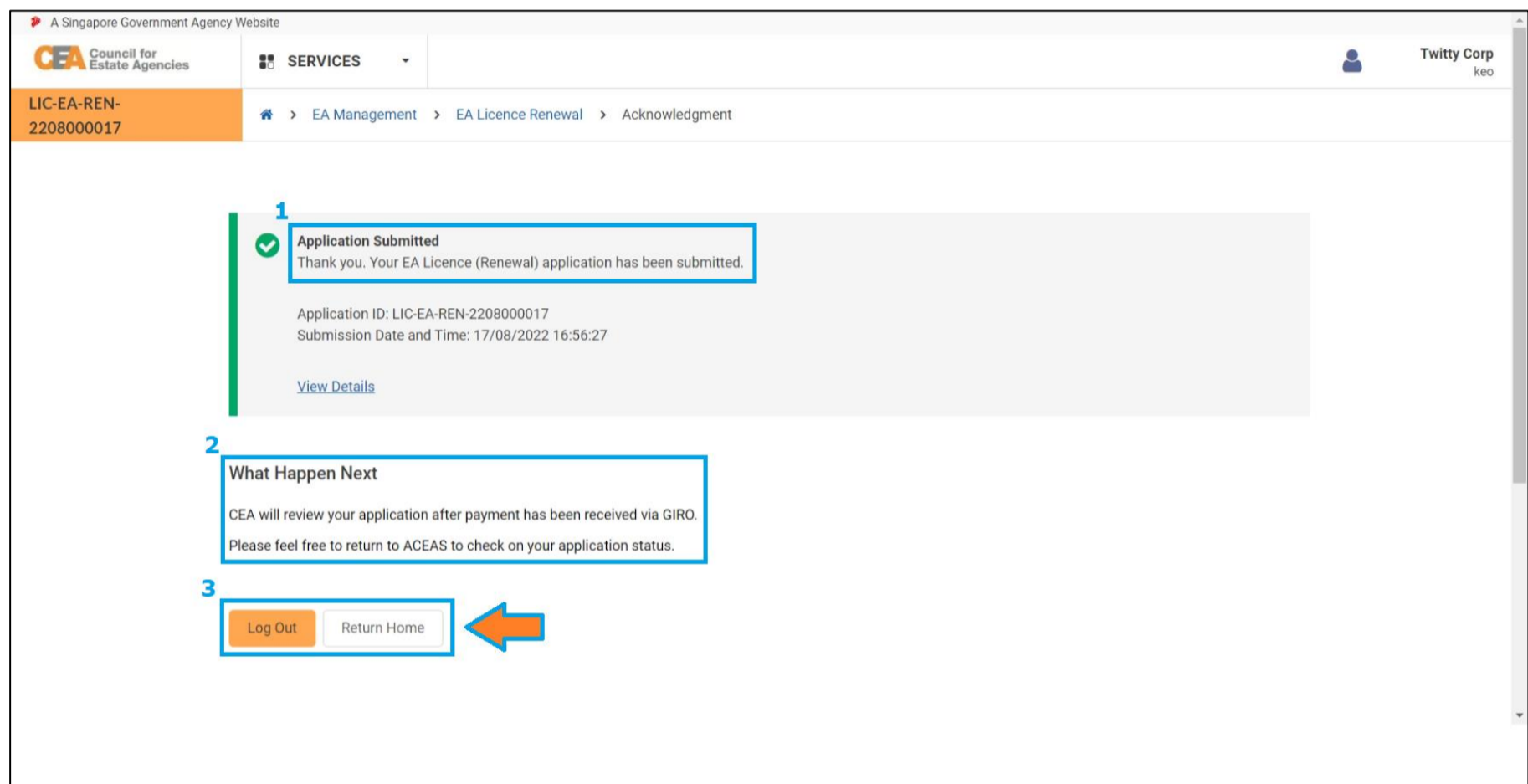
Step 14: Complete the following:

- a) Check that all the details in the EA licence renewal application are correct and updated (See the "1" in Picture below).
- b) Tick the boxes to declare that you agree to CEA's Terms of Service and Privacy Policy, and consent to electronic service of documents (See the "2" in Picture below).
- c) Click the "**Submit**" button.

The screenshot shows the 'EA Licence Renewal Application Form' at the 'Confirmation' stage (8 of 8). The form is divided into several sections, each with a dropdown arrow on the right side, which are collectively highlighted by a blue box and labeled '1'. These sections are: Applicant Information, Declaration Details, KEO Information, KEO Education Details, KEO Declaration Details, Directors/Partners and AU Information, and PII Details. Below these sections, there is a declaration box labeled '2' containing two checkboxes: 'I agree to CEA's Terms of Service and Privacy Policy' and 'I consent to the electronic service of documents'. At the bottom left, an orange arrow labeled '3' points to the 'Submit' button, which is also highlighted with a blue box. Other buttons visible are 'Back' and 'Save as Draft'. The top of the page shows the CEA logo, 'SERVICES' menu, and user information for 'Twitty Corp keo'. The breadcrumb trail indicates the path: EA Management > EA Licence Renewal > Form.

Step 15: This is the **end of the renewal application**, and the application has been submitted to CEA for processing. Based on the picture below:

- a) "1" shows that your application is submitted to CEA.
- b) "2" shows that CEA will review the licence application after the applicable fees are received.
 - As the EA can only submit its RES registration renewal applications after submitting its EA licence renewal to CEA, the EA is advised to submit the licence renewal application early.
 - The EA should ensure that it has sufficient funds in the GIRO account, to allow for smooth payment of the licence and registration renewal fees.
- c) "3" shows that you can choose to log out at this point or return to the "Home" page to check on your application status.



To check the progress and outcome of your EA licence renewal application, you can login to CEA's [e-services](#) for **Corporate** and check the outcome of your application under the Renewal module in EA Management.

If the EA has successfully renewed its licence for 2024, the EA licence end date will be updated to 31 December **2024** and the status of the application will show as "**Licence Renewed**". Similarly, the KEO's registration with the EA will be renewed for 2024, and the KEO's RES registration end date will be updated to 31 December **2024**.

Picture– Check the outcome of the application from the Renewal module in the EA Management.

The screenshot displays the CEA Council for Estate Agencies website interface. The user is logged in as Twitty Corp keo. The navigation menu shows 'EA Management' selected, with a sub-menu for 'EA Licence Renewal'. The main content area is titled 'All Applications' and features a search bar and a filter dropdown set to 'Show All'. Below the search bar is a form with fields for 'Application ID', 'Submission Date and Time', 'Approval Date and Time', and 'Status'. The 'Application ID' field contains 'License Application ID'. The 'Submission Date and Time' field shows '17/08/2022 16:56:27'. The 'Approval Date and Time' field is empty. The 'Status' dropdown is set to 'Show All'. A 'Search' button and a 'Reset' button are located below the form. Below the form is a table with the following data:

Application ID	Submission Date and Time	Approval Date and Time	Status	Action
LIC-EA-REN-2208000017	17/08/2022 16:56:27	-	Pending Application Fee	

The table is on page 1 of 1, showing 10 items per page, and there is 1 - 1 of 1 item.