


## RENEWAL PROCESS GUIDE FOR REAL ESTATE SALESPERSONS

This renewal guide is for Real Estate Salesperson (RES)(without any other roles).

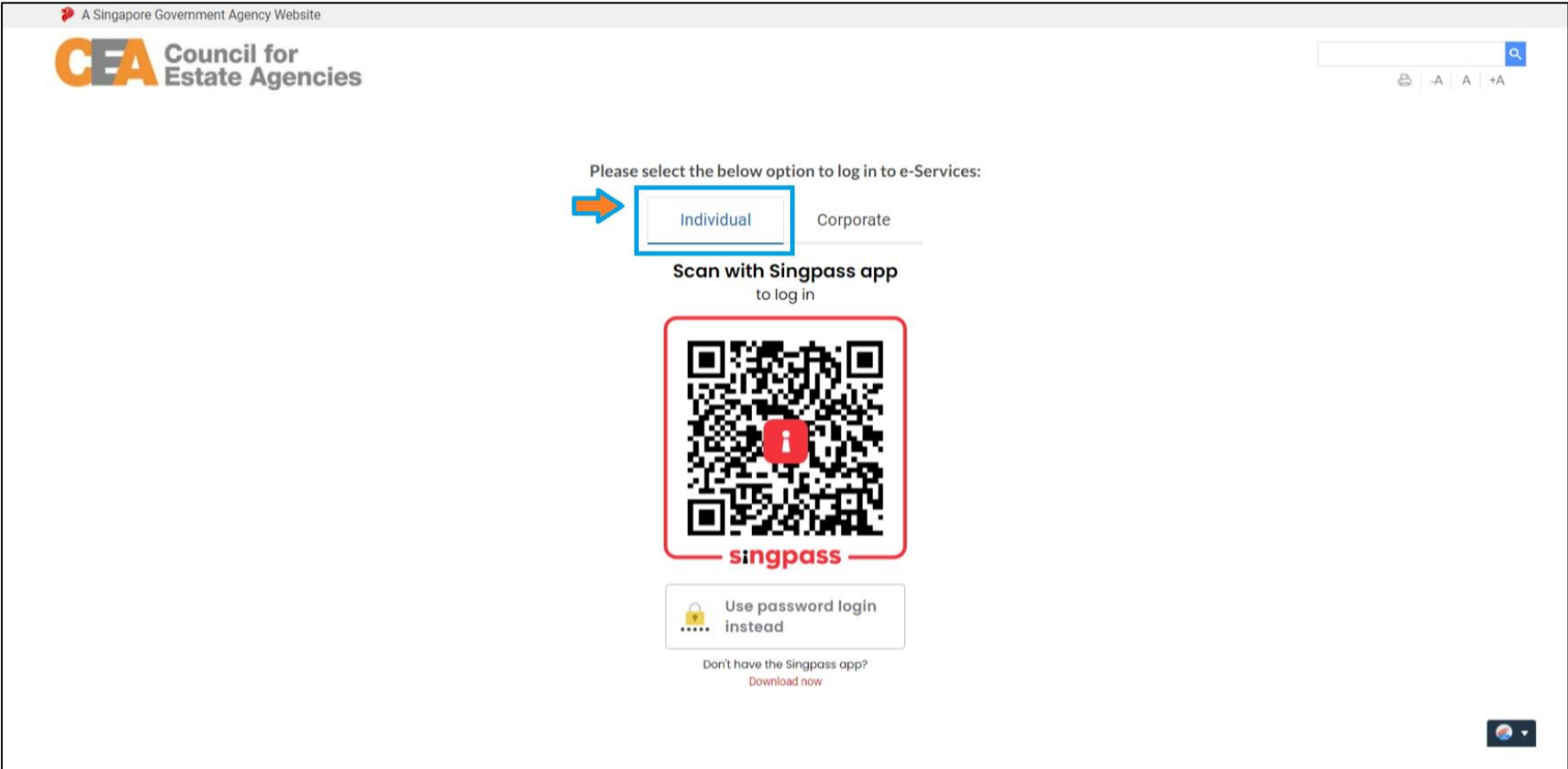
<b>Renewal Category</b>
<b>RES</b> (without Director or KEO roles in ACEAS)


Note: Your renewal category is shown at the top right corner of the ACEAS dashboard below your name when you log in to CEA’s [e-services](#) for **Individual**.

### Renewal Process for RES

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 **Individual**.



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 are two buttons: 'Individual' (highlighted with a blue box and an orange arrow) and 'Corporate'. Underneath is the text 'Scan with Singpass app to log in' followed by a QR code with the Singpass logo. Below the QR code is a button that says 'Use password login instead' and a link that says 'Don't have the Singpass app? Download now'. At the bottom of the page is a dark footer with 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 contains links for 'Report Vulnerabilities', 'Privacy Statement', 'Terms of Use', and 'Sitemap', along with the copyright notice '© 2021 Council for Estate Agencies Last Updated on 30 June 2021'.

**Step 2:** Check that you have fulfilled the Continuing Professional Development (**CPD**) requirements and Central Provident Fund (**CPF**) MediSave contributions by **the green ticks** reflected under the Overview section.

The screenshot displays the ACEAS Workspace interface. At the top, the user is identified as Jeffrey Robbins (RES). The main content area shows a welcome message and a 'Logout' button. Below this is a profile summary table with the following details:

Alias/Business Name	-
Registration No.	R220801J
Registration Start Date	01/01/2022
Registration End Date	31/12/2022
EA Name	Roderick Corp
EA Licence No.	L2208001J
EA Licence Start Date	01/01/2022
EA Licence End Date	31/12/2022

Below the profile is a 'Salesperson Registration Renewal 2022' notification with a 'Renewal Deadline: 10 Oct 2022' and a 'Renew' button. The 'Overview' section contains two green checkmark boxes indicating compliance: 'CPD As of 2022' and 'CPF - Medisave As of 15/08/2022 10:54:47'. Below this are sections for 'Active Applications' and 'Drafts', both showing 'You have no [active applications/drafts] at the moment'.

**Step 3:** When both the CPD requirements and CPF MediSave contributions are fulfilled, you will be able to click on the **“Renew”** button. Click on the button to initiate your RES registration renewal application in ACEAS.

The screenshot displays the ACEAS Workspace interface. At the top, the user is identified as Jeffrey Robbins (res). The main content area shows a welcome message and a profile summary table:

Alias/Business Name	-
Registration No.	R220801J
Registration Start Date	01/01/2022
Registration End Date	31/12/2022
EA Name	Roderick Corp
EA Licence No.	L2208001J
EA Licence Start Date	01/01/2022
EA Licence End Date	31/12/2022

Below the profile, a notification titled "Salesperson Registration Renewal 2022" is displayed, with a "Renewal Deadline: 10 Oct 2022" badge. The notification text states: "You are **eligible to renew** your Salesperson Registration with the Estate Agent that you are currently registered with. Please ensure that your details in the profile are updated first so that the correct information can be pre-populated when initiating your Salesperson 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." A "Renew" button is highlighted with a blue box and an arrow.

The "Overview" section shows two green checkmarks indicating compliance: "CPD As of 2022" and "CPF - Medisave As of 15/08/2022 10:54:47". The "Active Applications" and "Drafts" sections both show "You have no [active applications/drafts] at the moment".

**Step 4:** Read the notes on what you need to do and what you should know before proceeding with the RES registration renewal application. Click the **“Continue”** button.

A Singapore Government Agency Website

CEA Council for Estate Agencies

SERVICES

Jeffrey Robbins  
res

RES Management

RES Management > Renewal > Intro

## Salesperson Registration Application

You are about to renew/apply for a Real Estate Salesperson Registration with CEA.

This application form takes about **10 minutes** to complete.

**You will need to**

- Check your personal details. Most of them are already populated from your ACEAS profile.
- Complete a list of salesperson's declarations.

**You should know**

- You must submit this application within 10 calendar days after you initiate the application.
- You may save the application as a draft.

Continue

**Step 5:** Check that the **“Application Details”** are correctly pre-populated from your ACEAS profile for Individual:

- a) Check that you are renewing your RES registration with the correct estate agent (EA) based on the **“Estate Agent Information”**, which is the EA you are currently registered with as reflected in CEA’s Public Register (see “1” below).
- b) Check that the **“Applicant Information”** details are correctly pre-populated from your 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 shows the 'Salesperson Registration Application' form on the CEA website. The form is titled 'Salesperson Registration Application' and shows 'Application Details' as step 1 of 4. The 'Estate Agent Information' section is highlighted with a blue box and a '1' next to it. The 'Applicant Information' section is pre-filled with data from the user's ACEAS profile. The 'Contact Information' and 'Registered Address' sections are also visible. At the bottom, the 'Next' button is highlighted with a blue box and a '2' next to it, with an orange arrow pointing to it.

**Estate Agent Information**

Estate Agent Licence Number \* L2208001J

Name of Estate Agent \* Roderick Corp

**Applicant Information**

We have pre-filled your information according to your ACEAS Profile.

Name \* Mr Jeffrey Robbins

NRIC/FIN \* S

Date of Birth \* 31/03/1981

Gender \*  Male  Female

Citizenship \* Singapore Citizen

Residential Status \* PR

Years of Residence in Singapore \*  Less than 10 years  More than 10 years

Deed Poll  If you have changed your name, please upload your deed poll (.pdf, .doc, .jpg, .png - Maximum file size is 30 MB)

**Contact Information**

Home No. \* 32145678

Business Mobile Number \* 92145678

Business Number

Email Address \* eesrevamp@xtremax.com

**Registered Address**

Postal Code \* 398679

Block / House No. \* 22

Street Name \* LORONG 22 GEYLANG

Floor No.

Unit No.

Building Name

**Mailing Address**

My mailing address is the same as my registered address

Postal Code \* 398679

Block / House No. \* 22

Street Name \* LORONG 22 GEYLANG

Floor No.

Unit No.

Building Name

**Next**

**Step 6:** Check that the "Education Details" are correctly pre-populated from your ACEAS profile for **Individual**. Click the "Next" button.

A Singapore Government Agency Website

CEA Council for Estate Agencies SERVICES Jeffrey Robbins RES

RES Management > RES Management > Renewal > Form

### Salesperson Registration Application

2 of 4 Education Details  
Next: Declarations

#### 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

Highest Educational Qualification \* A-Level

Year of Attainment 1998


Upload Education Certification(s) \* [+ Upload a File](#) Upload up to 5 files (email, .pdf, .doc, .jpg, .png, .gif - Maximum file size is 30 MB)  
434364.pdf 176.53KB

#### Industry Qualification Information

Industry Examination Qualification \* RES examination (for new applicant: in the immediate 2 years before the date of this applicati

Year of Attainment 2010

Upload Industry Examination Certification(s) \* [+ Upload a File](#) Upload up to 5 files (email, .pdf, .doc, .jpg, .png, .gif - Maximum file size is 30 MB)  
32093.jpg 51.4KB

 [Next](#) [Back](#) [Save as Draft](#)

**Step 7:** Check that the “**Declarations**” are correctly pre-populated from your ACEAS profile for Individual. Please ensure that you submit your latest declarations to CEA. Click the “**Next**” button.

Note:

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.

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RES Management

RES Management > Renewal > Form

### Salesperson Registration Application

3 of 4

**Declarations**  
Next: Confirmation

#### 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

 **Next**  [Save as Draft](#)

Step 8: Complete the following:

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

The screenshot shows the 'Salesperson Registration Application' page at the Council for Estate Agencies website. The user is logged in as Jeffrey Robbins. The page is at the 'Confirmation' step (4 of 4). There are three sections: 'Application Details', 'Education Details', and 'Declaration Details'. The 'Declaration Details' section contains three checkboxes: 'I have read the explanatory notes', 'I agree to CEA's Terms of Service and Privacy Policy', and 'I consent to the electronic service of documents'. At the bottom, there are 'Submit' and 'Back' buttons. Red annotations include a '1' pointing to the right side of the form, a '2' pointing to the checkboxes, and a '3' pointing to the 'Submit' button.

Step 9: This is the **end of the renewal application**, and the application has been submitted to your EA for review. Based on the picture below:

- a) "1" shows that your application is submitted to your EA but not yet submitted to CEA.
- b) "2" shows that your EA is to review your application before submitting it to CEA for processing. You are advised to ensure that your EA submit your application to CEA by 30 November 2023.
- c) "3" shows that you can either choose to log out at this point or return to the "Home" page.

The screenshot shows the 'Acknowledgement' page after the application has been submitted. The user is logged in as Jeffrey Robbins. The page displays a confirmation message: 'Application Submitted. Thank you. Your RES Registration Application has been submitted to your EA.' Below this, it shows the Application ID (LIC-RES-REN-2208000012) and the Submission Date and Time (15/08/2022 12:41:49). There is a 'View Details' link. Below the message, there is a section titled 'What Happens Next' which states: 'Your Estate Agent will submit your application to CEA after review. You may login to ACEAS to check your application status'. At the bottom, there are 'Log Out' and 'Return Home' buttons. Red annotations include a '1' pointing to the confirmation message, a '2' pointing to the 'What Happens Next' section, and a '3' pointing to the 'Log Out' button.



To check the progress and outcome of your RES registration renewal application, you can login to CEA's [e-services](#) for **Individual**:

- a) Check the "Active Applications" section in your ACEAS dashboard (see **Picture A** below). The progress of your renewal application is reflected in the orange box. If your application has been processed by CEA, it will no longer reflect as "active" as there is already an outcome for the application.
  
- b) If you do not see your application under "Active Applications", please check the outcome of your application in the Renewal module in RES Management (see **Picture B**).
  - If your renewal is successful for 2024, the status of the application will show "**Registration Renewed**". Your registration end date will be updated to 31 December **2024**.
  - Please note that the EA that you renewing with must also successfully renew its own EA licence for 2024. Otherwise, your registration will lapse after 31 December 2023.

**Picture A** – Check the status of "active" application from the ACEAS dashboard.

The screenshot shows the ACEAS dashboard for Jeffrey Robbins. The user profile section displays registration details for Roderick Corp, including registration and EA licence numbers and dates. Below this is a 'Salesperson Registration Renewal 2022' notice with a 'Renew' button and a 'Renewal Deadline: 10 Oct 2022' warning. The 'Overview' section shows two green status boxes for CPD and CPF. The 'Active Applications' section contains a table with one application in a 'Pending EA Submission' status, highlighted with an orange box and an arrow.

Application ID	Application Name	Application Type	Submission Date and Time	Status	Action
<a href="#">LIC-RES-REN-2208000012</a>	RES Registration - Renewal	Renewal	15/08/2022 12:41:49	Pending EA Submission	

**Picture B** – Check the outcome of the application from the Renewal module in the RES Management.

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CEA Council for Estate Agencies

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Jeffrey Robbins  
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RES Management

RES Management > Renewal

### Renewal Applications

Show All Search for Application by ID

Application ID	Estate Agent Name	EA License Number	Submission Date and Time	Approval Date and Time	Status	Action
<a href="#">LIC-RES-REN-2208000012</a>	Roderick Corp	L2208001J	16/08/2022 09:54:41	16/08/2022 09:56:42	Registration Renewed	

Page 1 of 1

Showing 10 1 - 1 of 1 Items