

Frequently-Asked Questions on the Advanced CEA Estate Agencies System (ACEAS) Version 2 dated 30 August 2021

A. General questions on key features

1. What is ACEAS?

ACEAS is an enhanced system that will replace the existing Estate Agencies System (EAS) which has been in use by the real estate agency industry since 2011. The system processes estate agent (EA) licence and real estate salesperson (RES) registration applications, among other functions.

2. Why is CEA implementing ACEAS?

In line with the Government's Public Sector Transformation initiatives to work smarter and better through technology, ACEAS aims to deliver services seamlessly as one Public Service and to connect and work with industry and citizens. With enhanced system capabilities and an improved user interface, ACEAS endeavours to provide a better user experience for EAs and RESs.

3. What are the key features of ACEAS?

The industry can expect faster approval of applications, efficient payment modes, and streamlined system workflows. Details of the key features of ACEAS are shown in the [attached document](#).

4. What can Estate Agents (EAs) and Real Estate Salespersons (RESs) view on their dashboards?

The one-stop dashboard webpages on the ACEAS landing page will allow EAs and RESs to view user specific information on the following:

- a. Profile information
- b. Application details and status
- c. Renewal status, e.g. eligibility for renewal, CPF MediSave contributions and CPD fulfilment statuses

5. How does the auto-population of data fields in the application forms work? How much time will EAs and RES save due to this feature?

Under ACEAS, EAs and RESs will enjoy the convenience of pre-filled application forms, with data fields auto-populated from:

- a. The EA's and RES's profile
- b. MyInfo data
- c. Data from the last submitted application

This will bring about time savings of about five minutes per application form.

6. Will EAs be able to submit more than one new RES application at a time? What is the maximum number of applications that can be submitted at one go?

Yes, this is possible under ACEAS. To bring about convenience and a better user experience, ACEAS will allow EAs to submit new RES applications in bulk. EAs can submit a maximum of 50 new RES applications via manual entry and up to 100 RES applications via bulk Excel upload.

7. How can I make payment for applications submitted through ACEAS?

In line with the Digital Government Blueprint to promote e-payment, EAs can opt for e-payment modes such as credit card and PayNow for payment of fees. For existing EAs that already have GIRO arrangements with CEA, the default payment option would be GIRO.

8. How can I check the status of my applications in ACEAS?

EAs and RESs will be kept informed by the system via e-mail notifications at the key stages of the application process. These include:

- a. When the RES has submitted the application to the EA
- b. When the EA has submitted the application to CEA
- c. If CEA has returned the application to the EA for amendment or clarification
- d. When CEA has approved the application

Alternatively, EAs and RESs can login to ACEAS to check the status of their application.

9. How fast can my licence and registration applications be approved under ACEAS?

With enhanced workflows and system verification capability, EAs and RESs can expect a shorter processing time of 2 to 3 weeks (a 50% improvement from 4 to 6 weeks previously) for EA licence and RES registration applications that meet all requirements.

B. Application-related questions

10. I am a returning RES and the 2-year deadline to submit my RES application is within CEA's system freeze period. Will CEA waive the requirement to re-take the RES examination?

Former RESs who re-register within 2 years do not need to retake and pass the RES examination. For former RESs whose 2-year deadline falls within CEA's system freeze period from 23 Jul 2021 to 31 Jul 2021, CEA will not take the system freeze period into account when determining their 2-year deadline for re-registration.

For CEA to consider your application, you are required to submit your application via your EA using ACEAS between 1 Aug 2021 and 7 Aug 2021 with the necessary supporting documents and CEA will evaluate the application accordingly. For applications submitted after 7 Aug 2021, CEA will consider the applicants as having left the industry for more than 2 years and the applicants would need to re-take the RES examination before they can submit their RES registration application.

11. I am applying for a RES registration and my EA submitted my application to CEA in E-Services before the EAS system freeze. I am unable to view the application in the ACEAS portal. When will the application appear on ACEAS and when will the application be processed?

CEA will be migrating applications that were submitted by the EA to CEA before the system freeze into the ACEAS, and these applications will be processed as soon as possible. Please reach us on CEA's General Feedback and Enquiry page at <https://www.cea.gov.sg/feedback> if you are still not able to view application after Fri, 6 Aug 2021.

Applications that were initiated in E-Services but were not submitted to CEA before the system freeze will not be migrated to ACEAS. Applicants are advised to approach their EA to re-initiate the application forms and submit their RES registration applications within ACEAS.

C. Switching application questions

12. What is the new workflow for switching applications?

When a RES decides to join another EA, he can indicate his wish to switch EA by submitting an RES (Switching) request to his current EA in CEA's E-Services. The current EA and the receiving EA will support the request in CEA's E-Services. Thereafter, the RES will be able to log into CEA's E-Services to fill in and submit the RES (Switching) application to the receiving EA. The receiving EA will then verify the application and submit it to CEA for processing.

The current EA should allow the RES to continue conducting estate agency work while his switching application is being processed. The EA should collect the estate agent card from the RES only after CEA has approved the switching application. Once CEA has approved the application, both the current and receiving EAs will be informed of the outcome of the application. Thereafter, the switch will be completed and CEA's Public Register will be updated to reflect the RES under the receiving EA.

13. What happens if the current EA does not support the RES's wish to switch EAs?

The RES is encouraged to work with the current EA to resolve any outstanding issues before initiating the request to switch EAs. The current EA should act in good faith when deciding whether to support the switching application. If the current EA does not support the switching application, the RES will not be able to submit the request to switch EAs to the receiving EA.

14. Once the RES indicates his intention to switch EAs, is there a deadline for the current EA to support the application?

Yes. The current EA has up to 10 days to support the switching application in CEA's E-Services. The current EA should allow the RES to continue conducting estate agency work while his switching application is being processed. The EA should collect the estate agent card from the RES only after CEA has approved the switching application.

15. For switching applications, will the current EA know the new (i.e. the receiving) EA that the RES is joining?

No, the current EA will not know the identity of the receiving EA unless the RES indicates this information in his remarks in the switching initiation form.

16. Under the new workflow, will the RES be required to go through the previous In-Principle Approval (IPA) process?

No, there is no more IPA process in this new workflow for switching applications.

17. How will the current and receiving EA know the date the application will be approved and the date that the RES is switched over?

Both the current and receiving EAs will receive an email notification informing them of the approval of the application by CEA. Both EAs can also view the status and outcome of the application on CEA's E-Services.

18. Is the receiving EA able to initiate the application for the RES?

No, the switching application has to be initiated by the RES.

19. Is the current EA still required to submit an RES removal on the RESs last day of service?

No. This is not required.

20. Will the current EA be notified after the RES has submitted his application to the receiving EA?

No, the current EA will not be notified of this.

21. Is the switching request remarks field non-mandatory?

Yes, the remarks field in the RES Registration (Switching) initiation form is non-mandatory.

22. For the RES Registration (Switching) application, there is a document attachment field. What documents should the RES attach here?

This is an optional field for the uploading of documents such as the RESs resignation letter.

23. Why must my current EA support the application before I can switch EAs?

Under the workflow for switching applications in ACEAS, the current EA's support is obtained upfront, so that the current EA does not need to submit an RES cancellation application after CEA has approved the switching application.

24. Why is the KEO of the current EA only given 10 days to indicate his support (as opposed to 60 days IPA previously)?

Under the workflow for switching applications in ACEAS, the current EA can indicate its support with a click of a button (note: the current EA just needs to click "Support"; there is no data entry required or any form to be filled in by the current EA). Hence, ten days should be sufficient for the KEO of the current EA to indicate his support in ACEAS.

Following industry feedback on the inefficiency of the 60-day IPA process previously (i.e. after CEA's approval, the current EA has another 60 days to support the switching before the RES switches to the new EA), CEA has improved the workflow for switching applications. Under ACEAS, the current EA's support is obtained upfront, so that the current EA does not need to submit an RES cancellation application after CEA has approved the switching application.

25. When should the RES tender resignation with their EA, especially since some of them have to serve an actual 1 month notice to the EA? How long will CEA take to process the application? 2 to 3 weeks or shorter?

The RES can continue to practise under his current EA while the application is being processed. Once CEA has approved the application, both the current and receiving EAs will be informed of the outcome of the switch application. Thereafter, the RES's name will appear in CEA's Public Register under the receiving EA.

CEA does not intervene in contractual matters, such as resignation of RES from an EA. For such matters, the RES should refer to the terms and conditions in the associate agreement signed with the EA.

EAs and RESs should plan the transition carefully bearing in mind that they can expect a shorter processing time of 2 to 3 weeks for applications that meet all requirements.

D. Others

26. Where can I find a preview of the application modules in ACEAS?

KEOs and RESs can preview screen shots of the new ACEAS modules at CEA's website on the [E-Services](#) webpage.

27. What Internet browsers are best suited for ACEAS?

The ACEAS Portal is optimised for use in Chrome (v84), Firefox (v82), Edge (v44), Opera (v62), and Safari (v11.0).

28. How can I contact CEA if I face any technical issues with ACEAS?

Please reach us on CEA's General Feedback and Enquiry page at <https://www.cea.gov.sg/feedback>.

29. Will CEA be providing the industry with training materials, user or video guides for ACEAS?

Yes, this will be made available on our website at a later date.