

ACEAS Internet User Manual

Version 2 dated 26 Oct 2021

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1. Introduction

a. Purpose of the Document

This document will detail the instructions on performing activities within the Advanced CEA Estate Agencies System (ACEAS) portal.

b. About the System

ACEAS is a single touchpoint system that delivers customer-centric, user-friendly and efficient experience for Real Estate Salespersons (RES) and Estate Agents (EA). The system provides a unified online platform to allow the RES and EA to transact with CEA anytime, anywhere with any device.

2. Accessing the System

The ACEAS Portal, hereafter termed as 'System', is optimized for use in Chrome (v84), Firefox (v82), Edge (v44), Opera (v62), and Safari (v11.0).

a. Logging into the System

The Intranet Portal can be accessed via this URL: <https://www.cea.gov.sg/aceas/>

The users will be authenticated through **Singpass (For Individuals)** or **Singpass (For Corporate)** before they are able to log in to the System.

Upon first-time login, users will have to create/update their profile. Please refer to **section 13** for more information.

b. Session Management

The System will control the active and inactive sessions for the ACEAS Portal. The System will track the period that the user or MOP is active or inactive, then perform a specific action based on the period (or when the session times out). There will be a reminder prompt slightly before and after the session timeout for the user or MOP to reauthenticate or renew their session automatically by clicking on the confirmation button provided in

the prompt. If there is no action performed when the session times out the system will log them out automatically and require them to re-login. Please see the example below:



The session timeout period occurs after more than 30 minutes of inactivity.

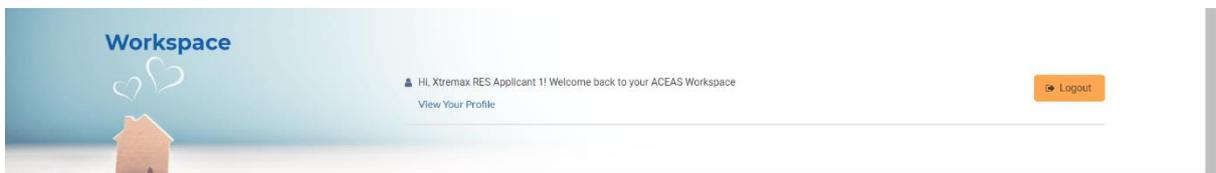
The system will not allow concurrent logins using the same user account. A successful attempt to login using an account that is already logged in will result in the system logging out the previous login.

3. Dashboard

a. Introduction

The dashboard is the welcome page of the System for the users. It is pre-configured to display useful information. The dashboard view depends on the user's profile. There are 2 types of dashboards in the System: Individual and Entity.

Common across both dashboards is the workspace banner, which has a quick link to view your profile, and logout button.



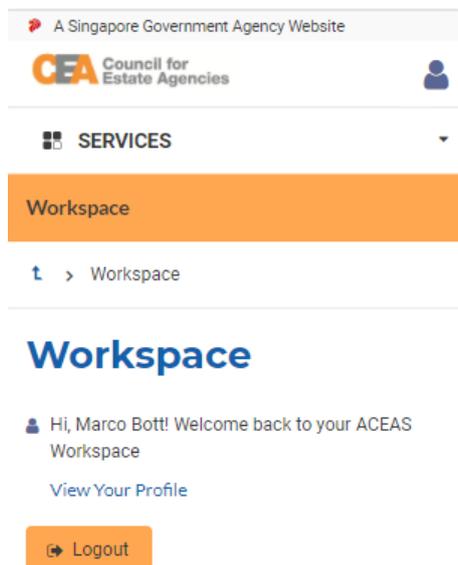
You can also view your profile and logout by clicking on your name in the right-hand side of the global header.



You can return to the dashboard at any time by clicking on the CEA logo in the left-hand side of the global header, or by clicking the home icon in the breadcrumbs.



On mobile devices, the common layout stacks buttons vertically instead.

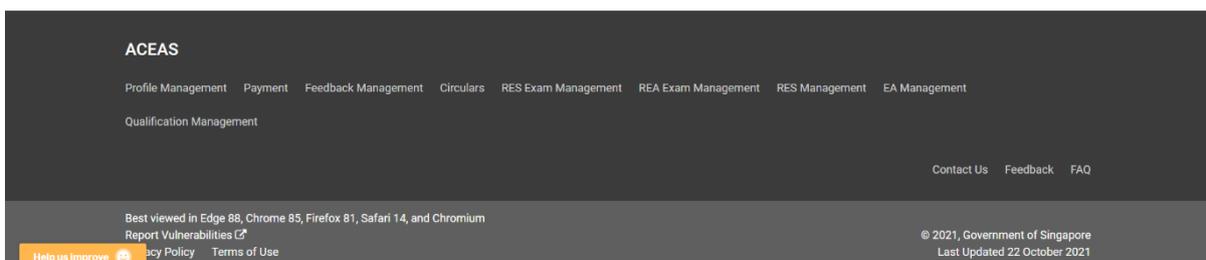
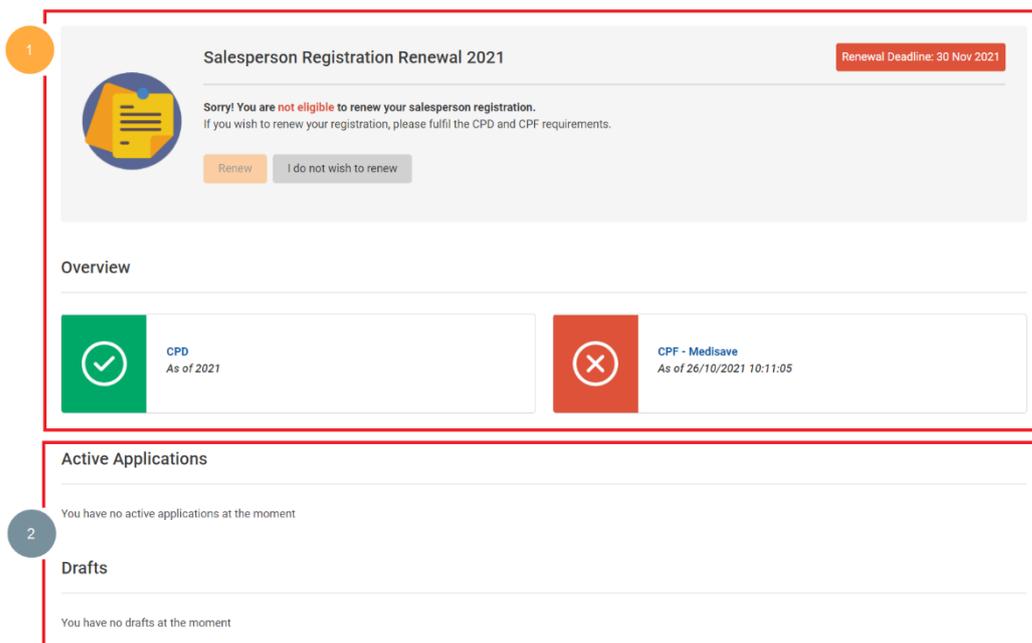
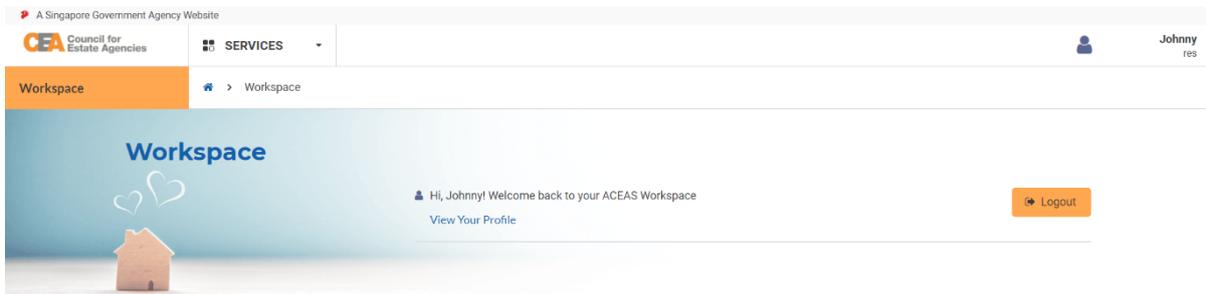


b. Individual Dashboard

You will be brought to the Individual Dashboard after logging in with a Singpass (For Individuals) account.

There are 2 key sections in an Individual Dashboard:

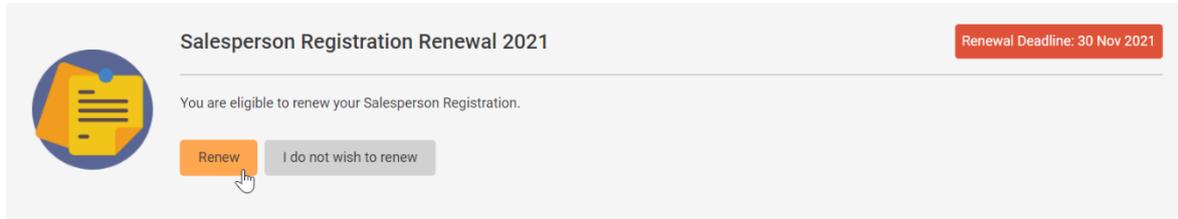
1. Important Actionable Items
2. My Applications



i. Important Actionable Items

The important actionable items section come in the form of banners which help users to make decisions.

For example, during the renewal period, an RES will be prompted to submit their Salesperson Registration Renewal application:



The banner features a yellow folder icon on the left. The title "Salesperson Registration Renewal 2021" is centered, with a red "Renewal Deadline: 30 Nov 2021" badge on the right. Below the title, it states "You are eligible to renew your Salesperson Registration." At the bottom, there are two buttons: an orange "Renew" button and a grey "I do not wish to renew" button.

Before the start of the renewal exercise, the RES will be able to check key information such as their CPD and CPF fulfilment right at the top of the page.

Overview



Two summary cards are shown. The first is for CPD, with a green checkmark icon and the text "CPD As of 2021". The second is for CPF - Medisave, with a green checkmark icon and the text "CPF - Medisave As of 11/06/2021 12:34:00".

ii. My Applications

The applications section shows you a list of active and draft applications you have created in the system in the form of a table listing.

Active Applications

Application ID	Application Name	Application Type	Submission Date and Time	Status	Action
LIC-SWITCH-2105000023	RES Registration - Switching	-	20/05/2021 17:56:57	Pending Application Fee	

Drafts

You have no drafts at the moment

You can click on the application's ID or click on the view action button on the right-hand side of the table to view your applications.

Active Applications

Application ID	Application Name	Application Type	Submission Date and Time	Status	Action
LIC-SWITCH-2105000023	RES Registration - Switching	-	20/05/2021 17:56:57	Pending Application Fee	

c. Entity Dashboard

You will be brought to the Entity Dashboard after logging in with a **Singpass (For Corporate)** account.

There are 3 key sections in an Entity Dashboard:

1. Important Actionable Items
2. Key Statistics Pending EA
3. My Applications

1

EA Licence Renewal 2021 Renewal Deadline: 30 Nov 2021

You are eligible to renew your EA licence.

KEO Eligibility

CPD
As of 2021

CPF - Medisave
As of 08/10/2021 20:53:58

Directors/Partners Details

No directors/partners data available at the moment.

2

RES Registration Application Pending EA Action

Pending Submission

Pending Resubmission

3

Active EA Applications

You have no active applications at the moment

Drafts

You have no drafts at the moment

i. Important Actionable Items

The important actionable items section come in the form of banners which help users to make decisions.

For example, during the renewal period, the EA will be prompted to submit their EA Licence Renewal application:



EA Licence Renewal 2021

Renewal Deadline: 30 Nov 2021

You are eligible to renew your EA licence.

Renew

I do not wish to renew

Before the start of the renewal exercise, the EA will be able to check key information such as their KEO's CPD and CPF fulfilment.

KEO Eligibility

✓

CPD
As of 2021

✓

CPF - Medisave
As of 09/05/2021 16:35:45

ii. Key Statistics Pending EA

The key statistics pending EA section shows you the number of applications per service which are pending the EA's action in the system.

RES Registration Application Pending EA Action

Pending Submission

1 New and Returning

0 Switching (Incoming)

0 Switching (Outgoing)

0 Renewals

Pending Resubmission

0 New and Returning

1 Switching (Incoming)

0 Renewals

iii. My Applications

The applications section shows you a list of active and draft applications related to the EA in the system.

Active EA Applications

Application ID	Application Name	Application Type	Submission Date and Time	Status	Action
LIC-NEW&RET-2103000134	RES Registration - New & Returning	New	25/05/2021 00:04:20	Pending EA Submission	👁
LIC-NEW&RET-2103000121	RES Registration - New & Returning	New	08/03/2021 18:00:58	CEA Processing	👁

Drafts

You have no drafts at the moment

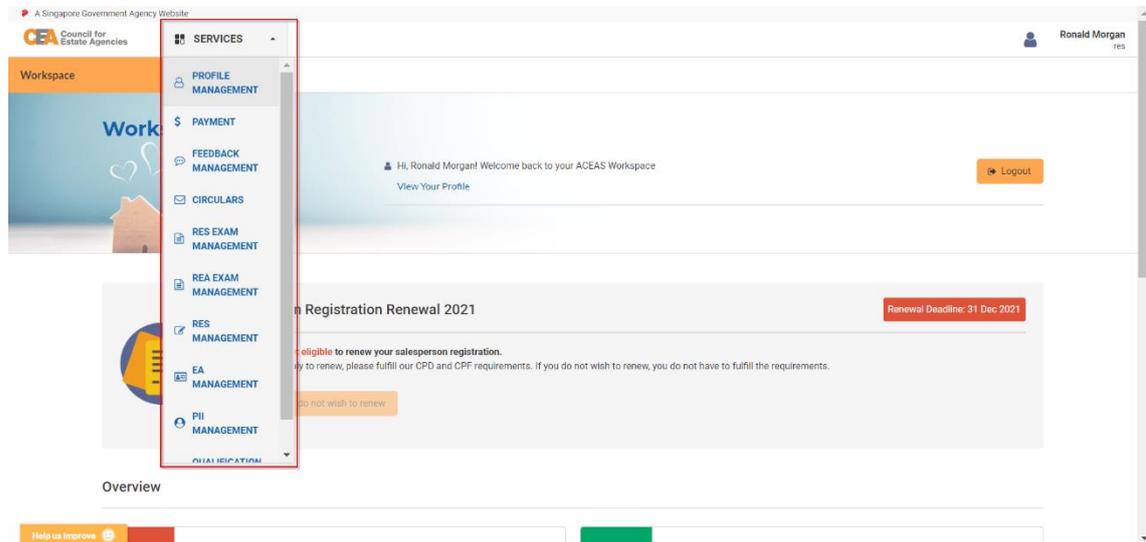
You can click on the application's ID or click on the view action button on the right-hand side of the table to view the EA's active applications.

Active EA Applications

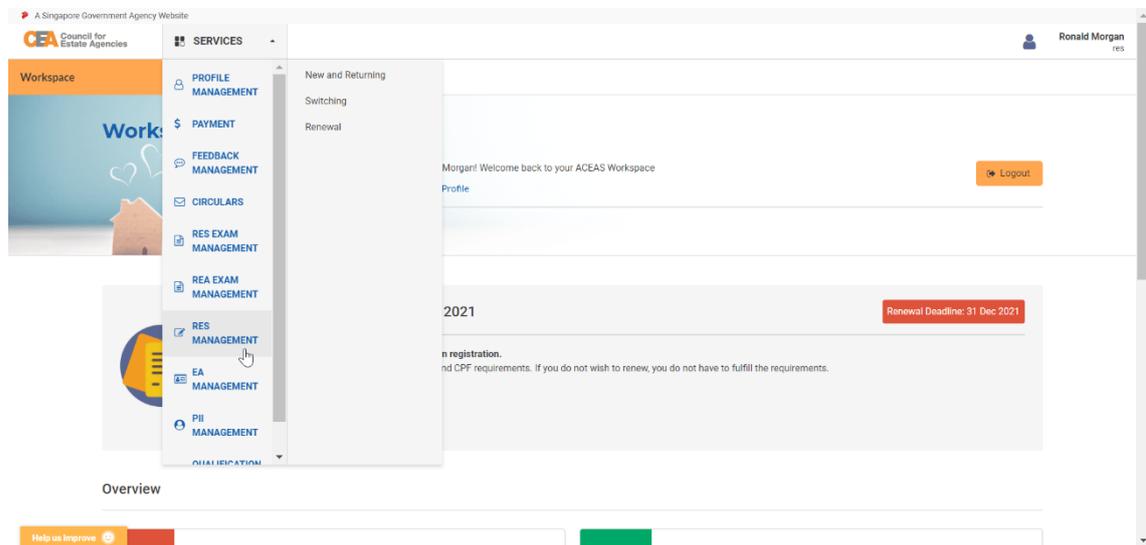
Application ID	Application Name	Application Type	Submission Date and Time	Status	Action
LIC-NEW&RET-2103000134	RES Registration - New & Returning	New	25/05/2021 00:04:20	Pending EA Submission	
LIC-NEW&RET-2103000121	RES Registration - New & Returning	New	08/03/2021 18:00:58	CEA Processing	

4. Services

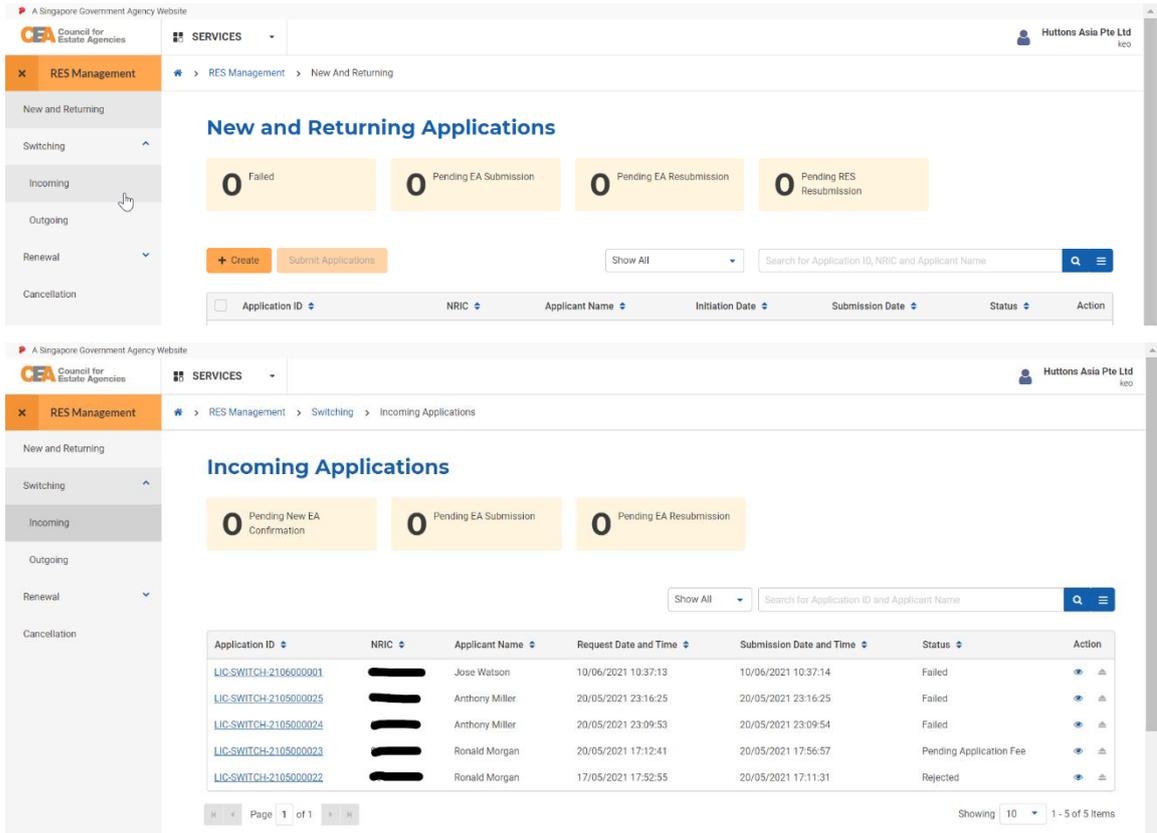
The list of applications and services available in the System depends on the user's profile. You can view the list by clicking on the Services dropdown list in the global header.



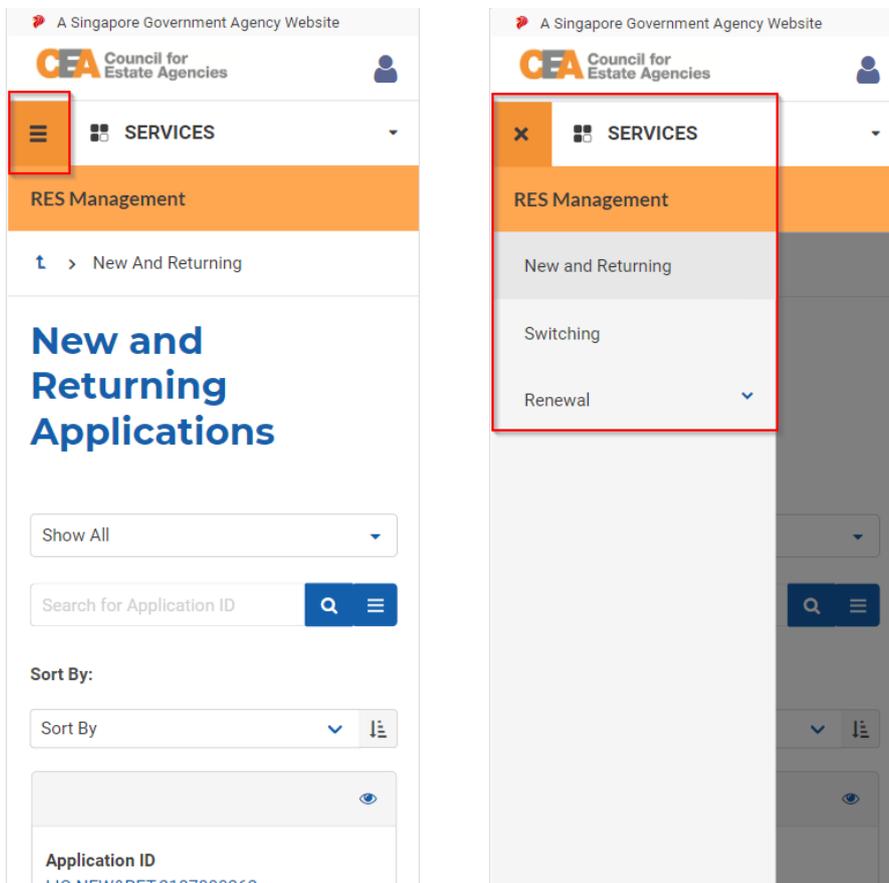
You can hover over a service to view the available sub-services (if applicable) in the System. Clicking on an option in the Services dropdown list will redirect you to the service's listing page.



You can also click on a sub-service from the side menu (on the left, if applicable) to be redirected to the service's listing page.



On mobile devices, the side menu can be expanded by clicking on the hamburger icon in the top left.

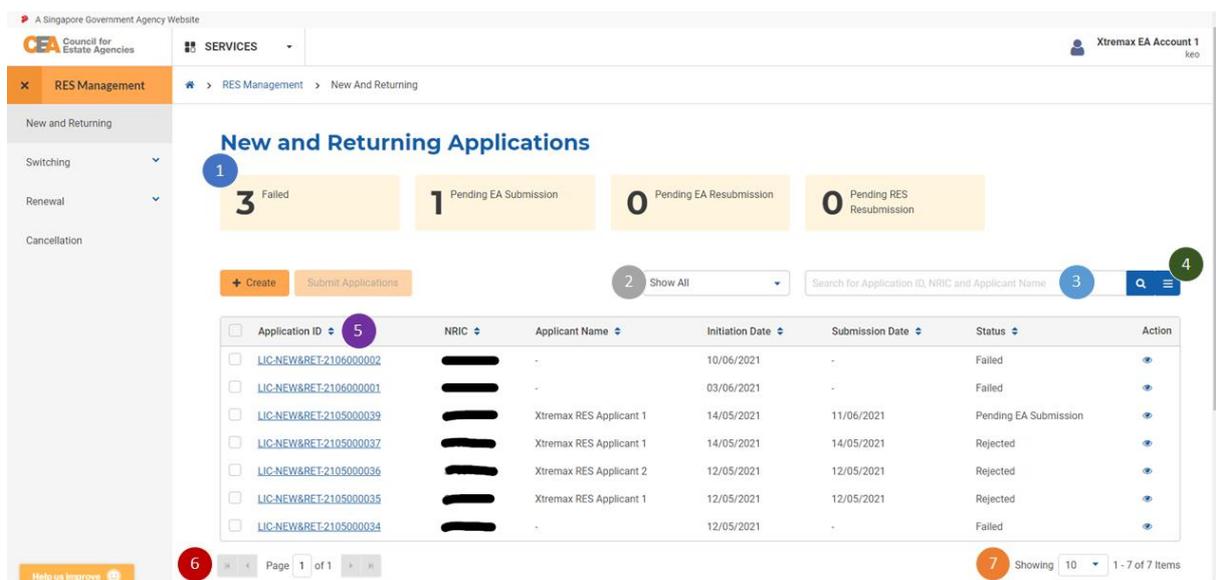


a. Service Listing Page

Every service has a listing page to display all past and present applications created for the service in a table format.

Common functions within a service listing page are:

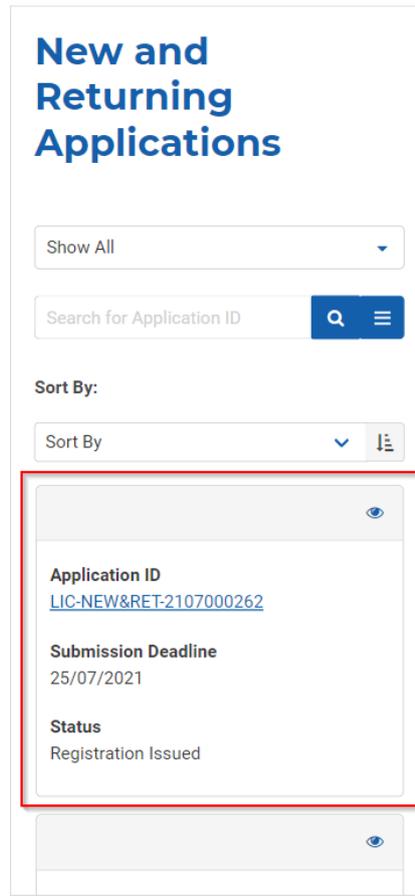
1. Special Filter
2. Quick Filter
3. Quick Search
4. Advanced Search
5. Sorting
6. Pagination
7. Showing the number of items



The screenshot displays the 'New and Returning Applications' page. At the top, there are four summary cards: '3 Failed', '1 Pending EA Submission', '0 Pending EA Resubmission', and '0 Pending RES Resubmission'. Below these are buttons for '+ Create', 'Submit Applications', and a 'Show All' dropdown menu. A search bar is present with the placeholder text 'Search for Application ID, NRIC and Applicant Name'. The main content is a table with columns: Application ID, NRIC, Applicant Name, Initiation Date, Submission Date, Status, and Action. The table contains seven rows of application data. At the bottom, there is a pagination control showing 'Page 1 of 1' and a 'Showing 10' dropdown menu.

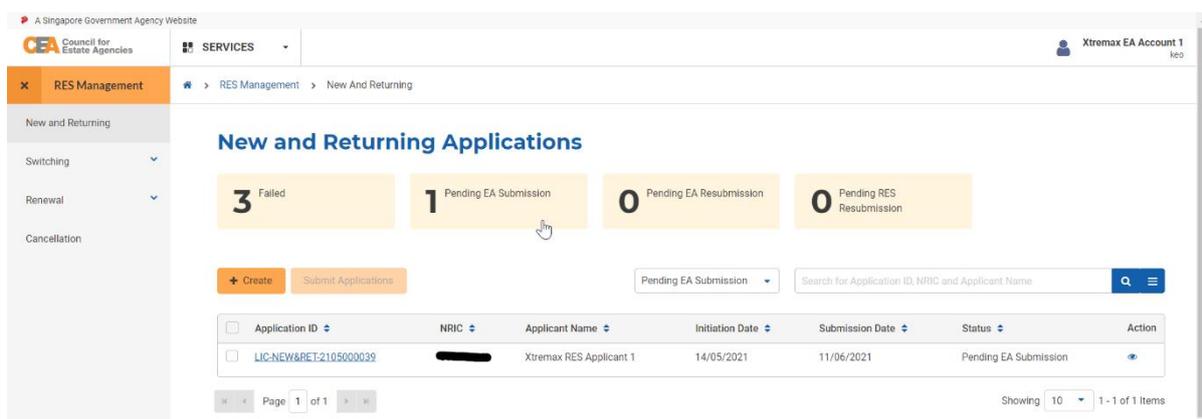
Application ID	NRIC	Applicant Name	Initiation Date	Submission Date	Status	Action
LIC-NEW&RET-2106000002	[REDACTED]	-	10/06/2021	-	Failed	[Action]
LIC-NEW&RET-2106000001	[REDACTED]	-	03/06/2021	-	Failed	[Action]
LIC-NEW&RET-2105000039	[REDACTED]	Xtremax RES Applicant 1	14/05/2021	11/06/2021	Pending EA Submission	[Action]
LIC-NEW&RET-2105000037	[REDACTED]	Xtremax RES Applicant 1	14/05/2021	14/05/2021	Rejected	[Action]
LIC-NEW&RET-2105000036	[REDACTED]	Xtremax RES Applicant 2	12/05/2021	12/05/2021	Rejected	[Action]
LIC-NEW&RET-2105000035	[REDACTED]	Xtremax RES Applicant 1	12/05/2021	12/05/2021	Rejected	[Action]
LIC-NEW&RET-2105000034	[REDACTED]	-	12/05/2021	-	Failed	[Action]

There are similar functions on mobile devices. However, tables are transformed into cards to fit onto the smaller screen size.



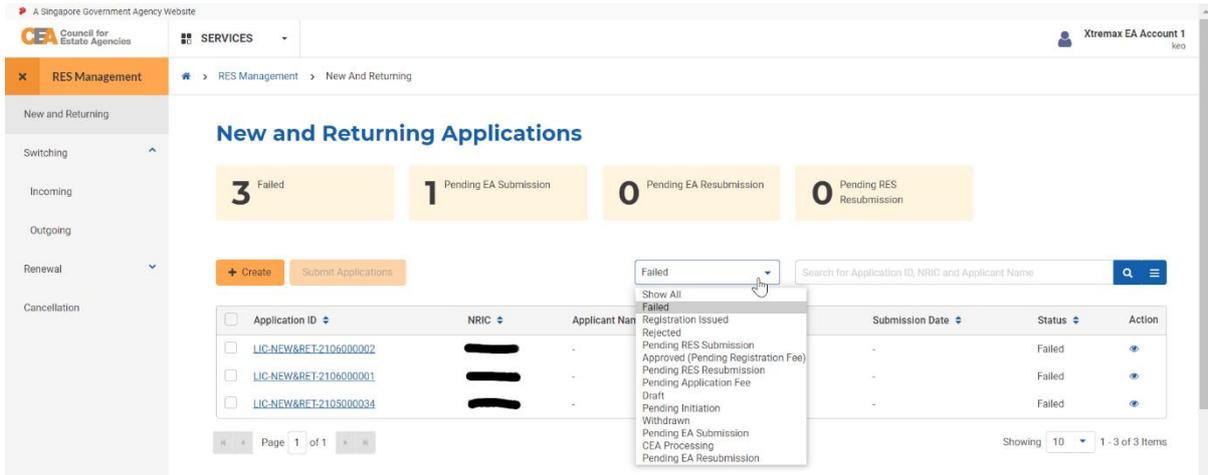
i. Special Filter

Allows you to filter records in the service’s table listing based on a specific value (e.g. “Pending EA Submission” status) by clicking on the actionable bubble.



ii. Quick Filter

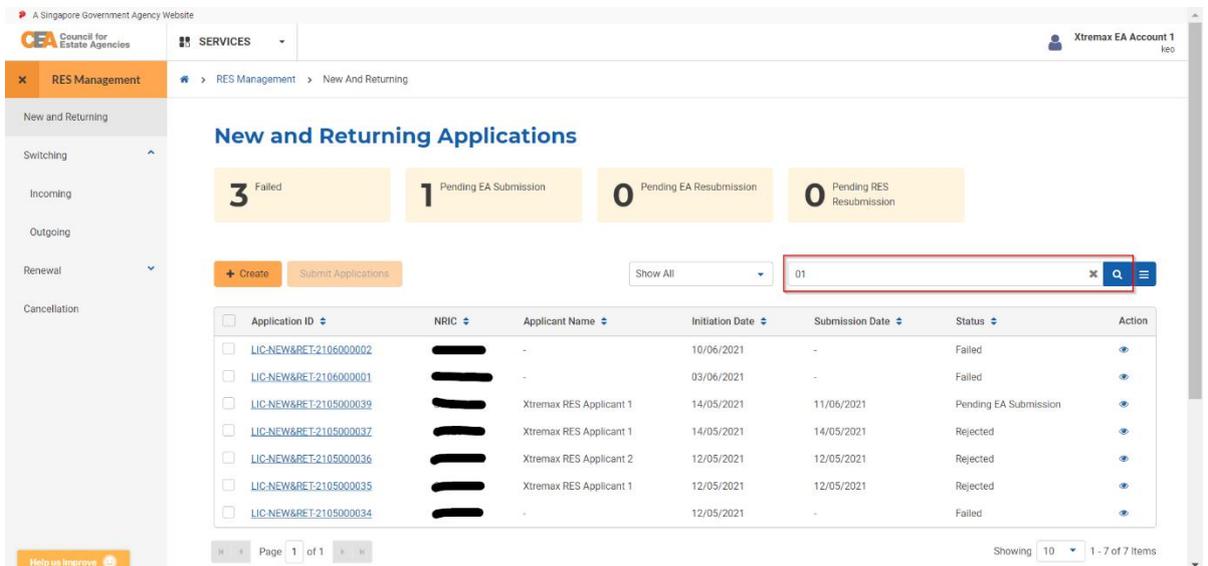
Allows you to filter records in the service’s table listing based on a specific field (usually by “Status”) by selecting an option in the dropdown list.



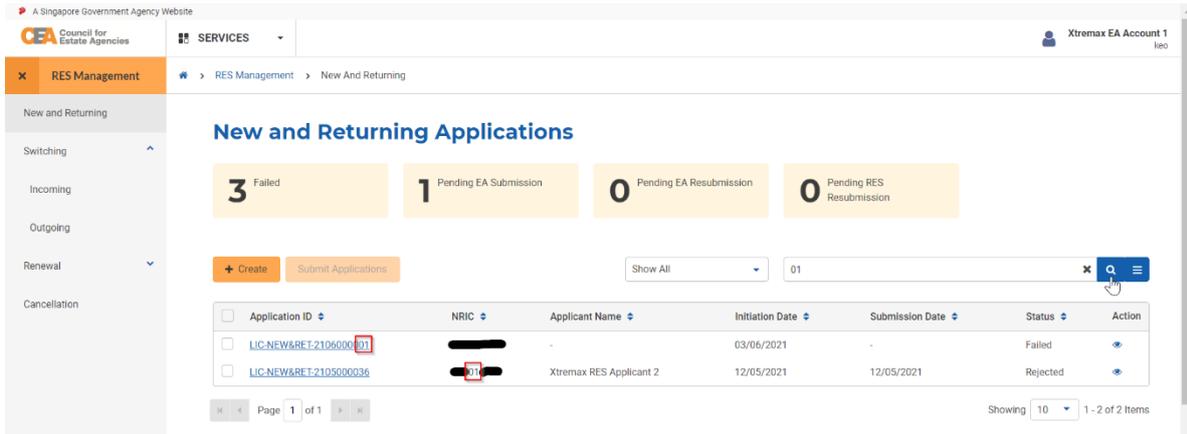
iii. Quick Search

Allows you to search for records in the service’s table listing based on up to 3 fields by using the quick search textbox.

For example, given a quick search textbox which allows you to search “Application ID”, “NRIC”, and “Applicant Name”, you can enter “01”.



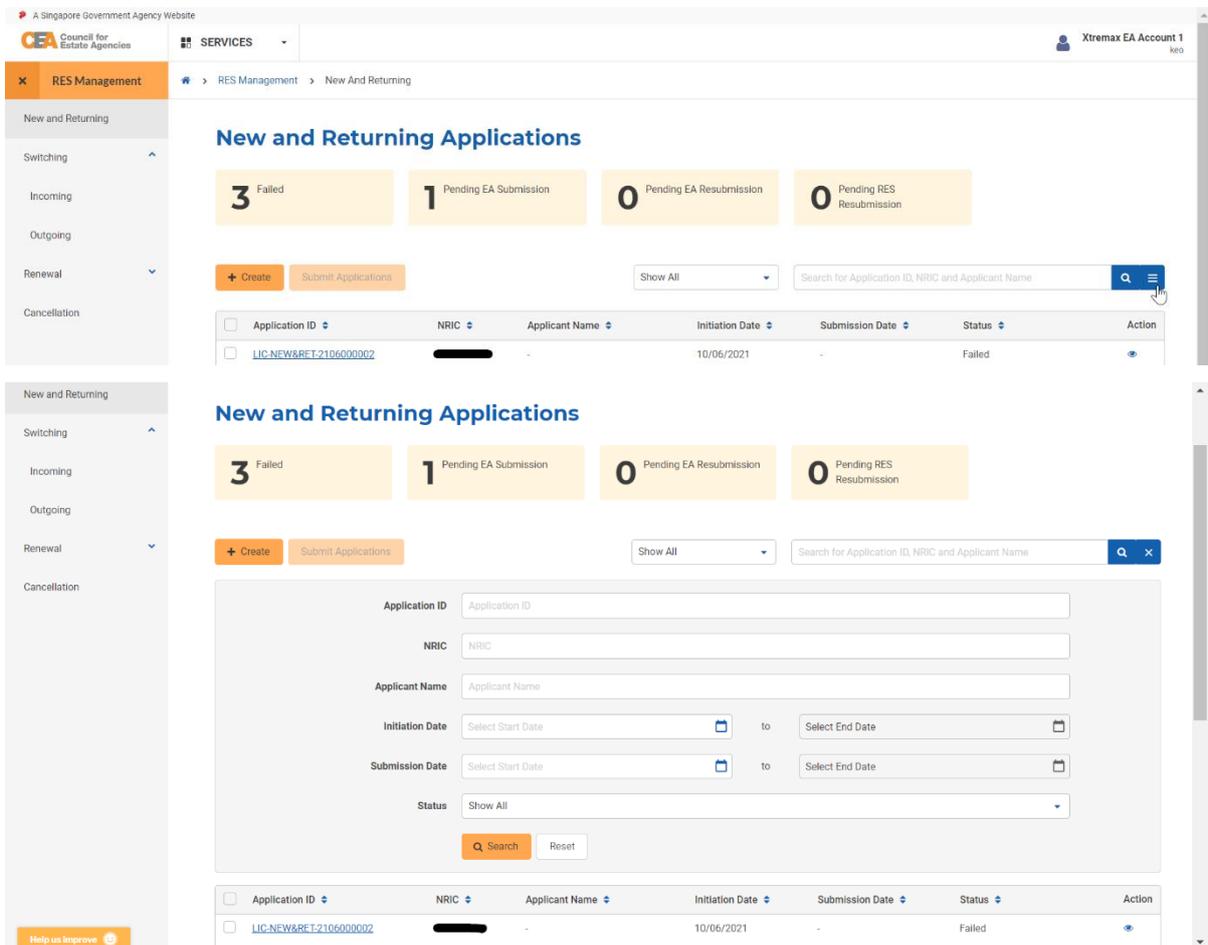
Then, click on the magnifying glass icon or the enter key to search. The service’s table listing will be filtered to only show records with “01” in either the “Application ID”, “NRIC”, and/or “Applicant Name”.



iv. Advanced Search

Allows you to search for records in the service's table listing based on a combination of values.

Click on the hamburger icon to expand the advanced search box. The advanced search box will contain fields corresponding to the service's table columns.



Enter values for the relevant fields required for your search, then click on the search button in the advanced search box to search for records with the specific values you have entered.

The screenshot shows an advanced search form with the following fields filled in:

- Application ID: Application ID
- NRIC: NRIC
- Applicant Name: Applicant 1
- Initiation Date: 11/05/2021 to 15/05/2021
- Submission Date: Select Start Date to Select End Date
- Status: Show All

The search results table is as follows:

<input type="checkbox"/>	Application ID	NRIC	Applicant Name	Initiation Date	Submission Date	Status	Action
<input type="checkbox"/>	LIC-NEW&RET-2105000039	██████████	Xtremax RES Applicant 1	14/05/2021	11/06/2021	Pending EA Submission	👁
<input type="checkbox"/>	LIC-NEW&RET-2105000037	██████████	Xtremax RES Applicant 1	14/05/2021	14/05/2021	Rejected	👁
<input type="checkbox"/>	LIC-NEW&RET-2105000035	██████████	Xtremax RES Applicant 1	12/05/2021	12/05/2021	Rejected	👁

Page 1 of 1 | Showing 10 | 1 - 3 of 3 Items

To clear your search / to show all records, click on the reset button in the advanced search box.

The screenshot shows the advanced search form with empty fields:

- Application ID: Application ID
- NRIC: NRIC
- Applicant Name: Applicant Name
- Initiation Date: Select Start Date to Select End Date
- Submission Date: Select Start Date to Select End Date
- Status: Show All

The search results table is as follows:

<input type="checkbox"/>	Application ID	NRIC	Applicant Name	Initiation Date	Submission Date	Status	Action
<input type="checkbox"/>	LIC-NEW&RET-2106000002	██████████	-	10/06/2021	-	Failed	👁
<input type="checkbox"/>	LIC-NEW&RET-2106000001	██████████	-	03/06/2021	-	Failed	👁
<input type="checkbox"/>	LIC-NEW&RET-2105000039	██████████	Xtremax RES Applicant 1	14/05/2021	11/06/2021	Pending EA Submission	👁
<input type="checkbox"/>	LIC-NEW&RET-2105000037	██████████	Xtremax RES Applicant 1	14/05/2021	14/05/2021	Rejected	👁
<input type="checkbox"/>	LIC-NEW&RET-2105000036	██████████	Xtremax RES Applicant 2	12/05/2021	12/05/2021	Rejected	👁
<input type="checkbox"/>	LIC-NEW&RET-2105000035	██████████	Xtremax RES Applicant 1	12/05/2021	12/05/2021	Rejected	👁
<input type="checkbox"/>	LIC-NEW&RET-2105000034	██████████	-	12/05/2021	-	Failed	👁

Page 1 of 1 | Showing 10 | 1 - 7 of 7 Items

You can collapse the advanced search box by clicking on the close icon.

[+ Create](#) [Submit Applications](#)

 Show All Search for Application ID, NRIC and Applicant Name Q X

Application ID

NRIC

Applicant Name

Initiation Date to

Submission Date to

Status Show All

[Q Search](#) [Reset](#)

<input type="checkbox"/>	Application ID	NRIC	Applicant Name	Initiation Date	Submission Date	Status	Action
<input type="checkbox"/>	LIC-NEW&RET-2106000002	██████	-	10/06/2021	-	Failed	

[+ Create](#) [Submit Applications](#)

 Show All Search for Application ID, NRIC and Applicant Name Q ☰

<input type="checkbox"/>	Application ID	NRIC	Applicant Name	Initiation Date	Submission Date	Status	Action
<input type="checkbox"/>	LIC-NEW&RET-2106000002	██████	-	10/06/2021	-	Failed	

v. Sorting

Allows you to sort records in the service's table listing in ascending/descending order.

Click on the table header to sort the records in ascending/descending order based on the column selected.

<input type="checkbox"/>	Application ID	NRIC	Applicant Name	Initiation Date	Submission Date	Status	Action
<input type="checkbox"/>	LIC-NEW&RET-2106000002	██████	-	10/06/2021	-	Failed	
<input type="checkbox"/>	LIC-NEW&RET-2106000001	██████	-	03/06/2021	-	Failed	
<input type="checkbox"/>	LIC-NEW&RET-2105000039	██████	Xtremax RES Applicant 1	14/05/2021	11/06/2021	Pending EA Submission	
<input type="checkbox"/>	LIC-NEW&RET-2105000037	██████	Xtremax RES Applicant 1	14/05/2021	14/05/2021	Rejected	
<input type="checkbox"/>	LIC-NEW&RET-2105000036	██████	Xtremax RES Applicant 2	12/05/2021	12/05/2021	Rejected	
<input type="checkbox"/>	LIC-NEW&RET-2105000035	██████	Xtremax RES Applicant 1	12/05/2021	12/05/2021	Rejected	
<input type="checkbox"/>	LIC-NEW&RET-2105000034	██████	-	12/05/2021	-	Failed	

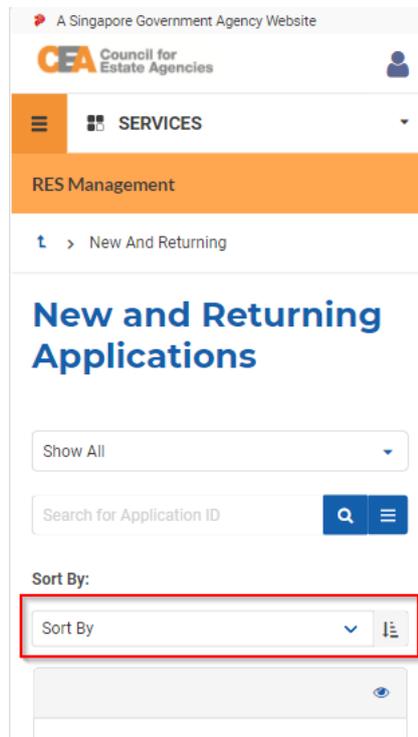
When the arrow points up, the records are sorted by that column in ascending order (e.g. alphabetical, smallest to largest number, earliest to latest date, etc.).

<input type="checkbox"/>	Application ID	NRIC	Applicant Name	Initiation Date	Submission Date	Status	Action
<input type="checkbox"/>	LIC-NEW&RET-2105000034	██████	-	12/05/2021	-	Failed	
<input type="checkbox"/>	LIC-NEW&RET-2106000001	██████	-	03/06/2021	-	Failed	
<input type="checkbox"/>	LIC-NEW&RET-2106000002	██████	-	10/06/2021	-	Failed	
<input type="checkbox"/>	LIC-NEW&RET-2105000039	██████	Xtremax RES Applicant 1	14/05/2021	11/06/2021	Pending EA Submission	
<input type="checkbox"/>	LIC-NEW&RET-2105000035	██████	Xtremax RES Applicant 1	12/05/2021	12/05/2021	Rejected	
<input type="checkbox"/>	LIC-NEW&RET-2105000036	██████	Xtremax RES Applicant 2	12/05/2021	12/05/2021	Rejected	
<input type="checkbox"/>	LIC-NEW&RET-2105000037	██████	Xtremax RES Applicant 1	14/05/2021	14/05/2021	Rejected	

When the arrow points down, the records are sorted by that column in descending order (e.g. reverse alphabetical, largest to smallest number, latest to earliest date, etc.).

Application ID	NRIC	Applicant Name	Initiation Date	Submission Date	Status	Action
LIC-NEW&RET-2105000037	██████	Xtremax RES Applicant 1	14/05/2021	14/05/2021	Rejected	
LIC-NEW&RET-2105000036	██████	Xtremax RES Applicant 2	12/05/2021	12/05/2021	Rejected	
LIC-NEW&RET-2105000035	██████	Xtremax RES Applicant 1	12/05/2021	12/05/2021	Rejected	
LIC-NEW&RET-2105000039	██████	Xtremax RES Applicant 1	14/05/2021	11/06/2021	Pending EA Submission	
LIC-NEW&RET-2106000002	██████	-	10/06/2021	-	Failed	
LIC-NEW&RET-2106000001	██████	-	03/06/2021	-	Failed	
LIC-NEW&RET-2105000034	██████	-	12/05/2021	-	Failed	

On mobile devices, sorting can be done by clicking on the dropdown list instead.



vi. Pagination

Allows you to browse through records in the service's table listing if there is more than one page (minimum 11 records).

<input type="checkbox"/>	Application ID	NRIC	Applicant Name	Initiation Date	Submission Date	Status	Action
<input type="checkbox"/>	LIC-NEW&RET-2105000045	██████	-	24/05/2021	-	Failed	
<input type="checkbox"/>	LIC-NEW&RET-2105000044	██████	-	24/05/2021	-	Failed	
<input type="checkbox"/>	LIC-NEW&RET-2105000043	██████	-	24/05/2021	-	Failed	
<input type="checkbox"/>	LIC-NEW&RET-2104000042	██████	Jesse Edwards	23/04/2021	23/04/2021	Registration Issued	
<input type="checkbox"/>	LIC-NEW&RET-2104000021	██████	Leefa	07/04/2021	08/04/2021	Rejected	
<input type="checkbox"/>	LIC-NEW&RET-2104000017	██████	-	06/04/2021	-	Failed	
<input type="checkbox"/>	LIC-NEW&RET-2104000016	██████	test profile 3	06/04/2021	06/04/2021	CEA Processing	
<input type="checkbox"/>	LIC-NEW&RET-2104000015	██████	-	06/04/2021	-	Failed	
<input type="checkbox"/>	LIC-NEW&RET-2104000014	██████	-	06/04/2021	-	Failed	
<input type="checkbox"/>	LIC-NEW&RET-2104000013	██████	-	06/04/2021	-	Failed	

Page 1 of 5

Showing 10 1 - 10 of 47 Items

Click on the > button to go to the next page.

<input type="checkbox"/>	Application ID	NRIC	Applicant Name	Initiation Date	Submission Date	Status	Action
<input type="checkbox"/>	LIC-NEW&RET-2104000012	██████	-	06/04/2021	-	Failed	
<input type="checkbox"/>	LIC-NEW&RET-2104000011	██████	Leefa	06/04/2021	07/04/2021	Rejected	
<input type="checkbox"/>	LIC-NEW&RET-2104000010	██████	Leefa	06/04/2021	06/04/2021	Rejected	
<input type="checkbox"/>	LIC-NEW&RET-2103000181	██████	Leefa	24/03/2021	29/03/2021	Rejected	
<input type="checkbox"/>	LIC-NEW&RET-2103000177	██████	Gunawan Dwi	23/03/2021	23/03/2021	Rejected	
<input type="checkbox"/>	LIC-NEW&RET-2103000175	██████	test profile 3	23/03/2021	06/04/2021	Rejected	
<input type="checkbox"/>	LIC-NEW&RET-2103000174	██████	-	23/03/2021	-	Failed	
<input type="checkbox"/>	LIC-NEW&RET-2103000172	██████	-	22/03/2021	-	Failed	
<input type="checkbox"/>	LIC-NEW&RET-2103000171	██████	-	22/03/2021	-	Failed	
<input type="checkbox"/>	LIC-NEW&RET-2103000169	██████	Kabayan	22/03/2021	24/05/2021	Rejected	

Page 2 of 5

Showing 10 11 - 20 of 47 Items

Click on the >| button to go to the last page.

<input type="checkbox"/>	Application ID	NRIC	Applicant Name	Initiation Date	Submission Date	Status	Action
<input type="checkbox"/>	LIC-NEW&RET-2103000066	██████	-	04/03/2021	08/03/2021	Registration Issued	
<input type="checkbox"/>	LIC-NEW&RET-2103000065	██████	-	04/03/2021	04/03/2021	Rejected	
<input type="checkbox"/>	LIC-NEW&RET-2103000064	██████	-	04/03/2021	-	Pending RES Submission	
<input type="checkbox"/>	LIC-NEW&RET-2103000063	██████	-	04/03/2021	-	Pending RES Submission	
<input type="checkbox"/>	LIC-NEW&RET-2103000062	██████	Dewi Peach	04/03/2021	30/03/2021	Pending RES Resubmission	
<input type="checkbox"/>	LIC-NEW&RET-2103000061	██████	Pampam	04/03/2021	04/03/2021	Withdrawn	
<input type="checkbox"/>	LIC-NEW&RET-2103000057	██████	mop2@profile	04/03/2021	04/03/2021	Rejected	

Page 5 of 5

Showing 10 41 - 47 of 47 Items

Click on the < button to go to the previous page.

<input type="checkbox"/>	Application ID	NRIC	Applicant Name	Initiation Date	Submission Date	Status	Action
<input type="checkbox"/>	LIC-NEW&RET-2103000101	██████	-	05/03/2021	-	Failed	👁
<input type="checkbox"/>	LIC-NEW&RET-2103000081	██████	-	05/03/2021	05/03/2021	Rejected	👁
<input type="checkbox"/>	LIC-NEW&RET-2103000079	██████	-	04/03/2021	05/03/2021	Rejected	👁
<input type="checkbox"/>	LIC-NEW&RET-2103000078	██████	-	04/03/2021	05/03/2021	Rejected	👁
<input type="checkbox"/>	LIC-NEW&RET-2103000077	██████	-	04/03/2021	05/03/2021	Rejected	👁
<input type="checkbox"/>	LIC-NEW&RET-2103000076	██████	-	04/03/2021	05/03/2021	Rejected	👁
<input type="checkbox"/>	LIC-NEW&RET-2103000075	██████	-	04/03/2021	05/03/2021	Rejected	👁
<input type="checkbox"/>	LIC-NEW&RET-2103000069	██████	-	04/03/2021	04/03/2021	Rejected	👁
<input type="checkbox"/>	LIC-NEW&RET-2103000068	██████	-	04/03/2021	04/03/2021	Rejected	👁
<input type="checkbox"/>	LIC-NEW&RET-2103000067	██████	-	04/03/2021	04/03/2021	CEA Processing	👁

Page 4 of 5

Showing 10 31 - 40 of 47 Items

Click on the |< button to go to the first page.

<input type="checkbox"/>	Application ID	NRIC	Applicant Name	Initiation Date	Submission Date	Status	Action
<input type="checkbox"/>	LIC-NEW&RET-2105000045	██████	-	24/05/2021	-	Failed	👁
<input type="checkbox"/>	LIC-NEW&RET-2105000044	██████	-	24/05/2021	-	Failed	👁
<input type="checkbox"/>	LIC-NEW&RET-2105000043	██████	-	24/05/2021	-	Failed	👁
<input type="checkbox"/>	LIC-NEW&RET-2104000042	██████	Jesse Edwards	23/04/2021	23/04/2021	Registration Issued	👁
<input type="checkbox"/>	LIC-NEW&RET-2104000021	██████	Leefa	07/04/2021	08/04/2021	Rejected	👁
<input type="checkbox"/>	LIC-NEW&RET-2104000017	██████	-	06/04/2021	-	Failed	👁
<input type="checkbox"/>	LIC-NEW&RET-2104000016	██████	test profile 3	06/04/2021	06/04/2021	CEA Processing	👁
<input type="checkbox"/>	LIC-NEW&RET-2104000015	██████	-	06/04/2021	-	Failed	👁
<input type="checkbox"/>	LIC-NEW&RET-2104000014	██████	-	06/04/2021	-	Failed	👁
<input type="checkbox"/>	LIC-NEW&RET-2104000013	██████	-	06/04/2021	-	Failed	👁

Page 1 of 5

Showing 10 1 - 10 of 47 Items

vii. Showing the number of items

Allows you to choose the number of records to be displayed per page.

Click on dropdown list and choose a number to change the number of records displayed per page.

<input type="checkbox"/>	Application ID	NRIC	Applicant Name	Initiation Date	Submission Date	Status	Action
<input type="checkbox"/>	LIC-NEW&RET-2105000045	██████	-	24/05/2021	-	Failed	👁
<input type="checkbox"/>	LIC-NEW&RET-2105000044	██████	-	24/05/2021	-	Failed	👁
<input type="checkbox"/>	LIC-NEW&RET-2105000043	██████	-	24/05/2021	-	Failed	👁
<input type="checkbox"/>	LIC-NEW&RET-2104000042	██████	Jesse Edwards	23/04/2021	23/04/2021	Registration Issued	👁
<input type="checkbox"/>	LIC-NEW&RET-2104000021	██████	Leefa	07/04/2021	08/04/2021	Rejected	👁
<input type="checkbox"/>	LIC-NEW&RET-2104000017	██████	-	06/04/2021	-	Failed	👁
<input type="checkbox"/>	LIC-NEW&RET-2104000016	██████	test profile 3	06/04/2021	06/04/2021	CEA Processing	👁
<input type="checkbox"/>	LIC-NEW&RET-2104000015	██████	-	06/04/2021	-	Failed	👁
<input type="checkbox"/>	LIC-NEW&RET-2104000014	██████	-	06/04/2021	-	Failed	👁
<input type="checkbox"/>	LIC-NEW&RET-2104000013	██████	-	06/04/2021	-	Failed	👁

Page 1 of 5

Showing 10 1 - 10 of 47 Items

- 10
- 25
- 50
- 100

b. Service Details page

Clicking on the record ID's hyperlink or the view action button will redirect you to the service details page.

There are 3 types of service details pages:

1. Form Introduction Page
2. Form Edit Page
3. Form Details page

i. Form Introduction Page

The form introduction page consists of the following sections:

1. **Service name and description** (e.g. what it is for and the form filling duration)
2. **You will need to** – the information and documents required for the form.
3. **You should know** – the information you should know before filling the form.
4. **Continue button** – redirects you to the form edit page.

The screenshot shows a web browser window with the URL 'A Singapore Government Agency Website'. The page header includes the CEA Council for Estate Agencies logo, a 'SERVICES' dropdown menu, and a user profile for 'Xtremax RES Applicant 1 member-of-public'. The breadcrumb trail is 'RES Management > New And Returning > Intro'. The main content area is titled 'Salesperson Registration Application' and contains the following sections:

- 1 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.
- 2 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.
- 3 You should know**
 - You must submit this application within 10 calendar days of receiving the email invitation.
 - You may save the application as a draft.
- 4 Continue** (button)

A 'Help us Improve' feedback icon is located at the bottom left of the page.

ii. Form Edit Page

The form edit page contains all the steps and fields required to submit the form: The steps and fields in this page will be different based on the service.

On mobile devices, the fields will be scaled down to fit on the smaller screen size.

You must fill in all mandatory fields (marked with *****) to be able to complete the form.

Some forms allow you to save your application as a **draft**. Please note that there is an expiry for draft applications. The system will remove unsubmitted applications automatically after 30 calendar days.

Clicking the submit button on the last step allows you to submit the form.

LIC-NEW&RET-2105000039 > RES Management > New And Returning > Form

4 of 4 **Confirmation**

Application Details

Education and Employment Details

Declaration Details

I declare that:

I have read the explanatory notes

I agree to CEA's Terms of Service and Privacy Policy.

I consent to the electronic service of documents

Submit
Back

Help us improve

You will be redirected to the form submission page.

iii. Form Submission Page

The form submission page consists of the following sections:

1. **Application submission details** (e.g. application ID, date and time, and hyperlink to the form details page)
2. **What happens next** – the action you should take next

A Singapore Government Agency Website

CEA Council for Estate Agencies SERVICES Xtremax RES Applicant 1 member of public

LIC-NEW&RET-2105000039 > RES Management > New And Returning > Acknowledgement

1

✔
Application Submitted

Thank you. Your RES Registration Application has been submitted to your EA.

Application ID: LIC-NEW&RET:2105000039
Submission Date and Time: 11/06/2021 11:29:36

[View Details](#)

2

What Happens Next

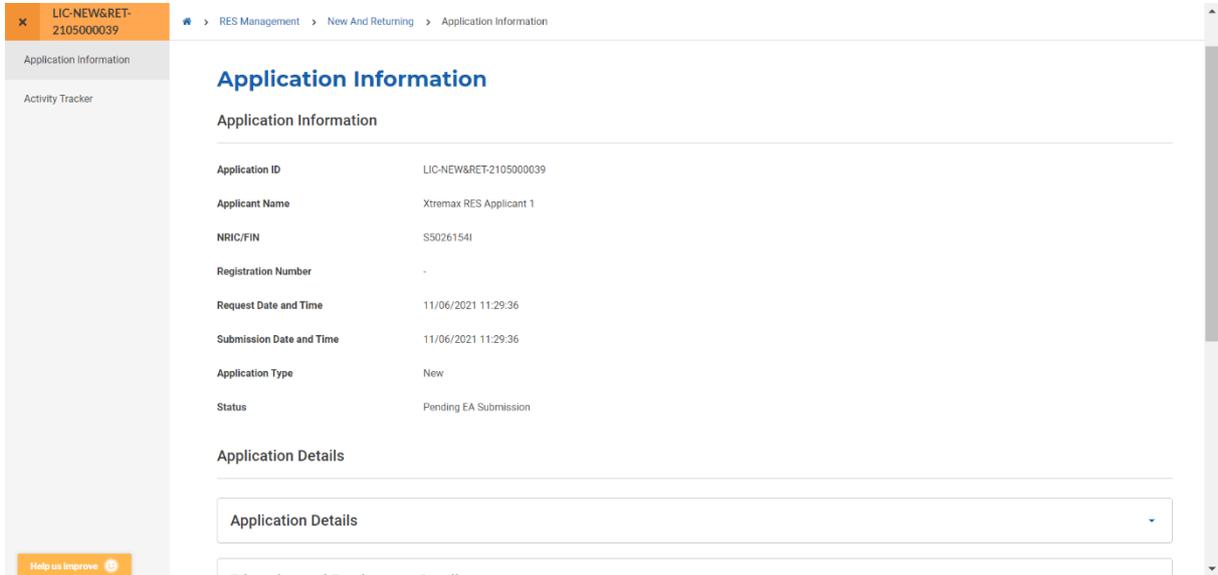
Your Estate Agent will submit your application to CEA after review.
Please feel free to return to ACEAS to check on your application status.

Log Out
Return Home

Help us improve

iv. Form Details Page

The form details page contains all the fields that were filled to submit the form: The fields in this page will be different based on the service.



LIC-NEW&RET-210500039

RES Management > New And Returning > Application Information

Application Information

Activity Tracker

Application Information

Application Information

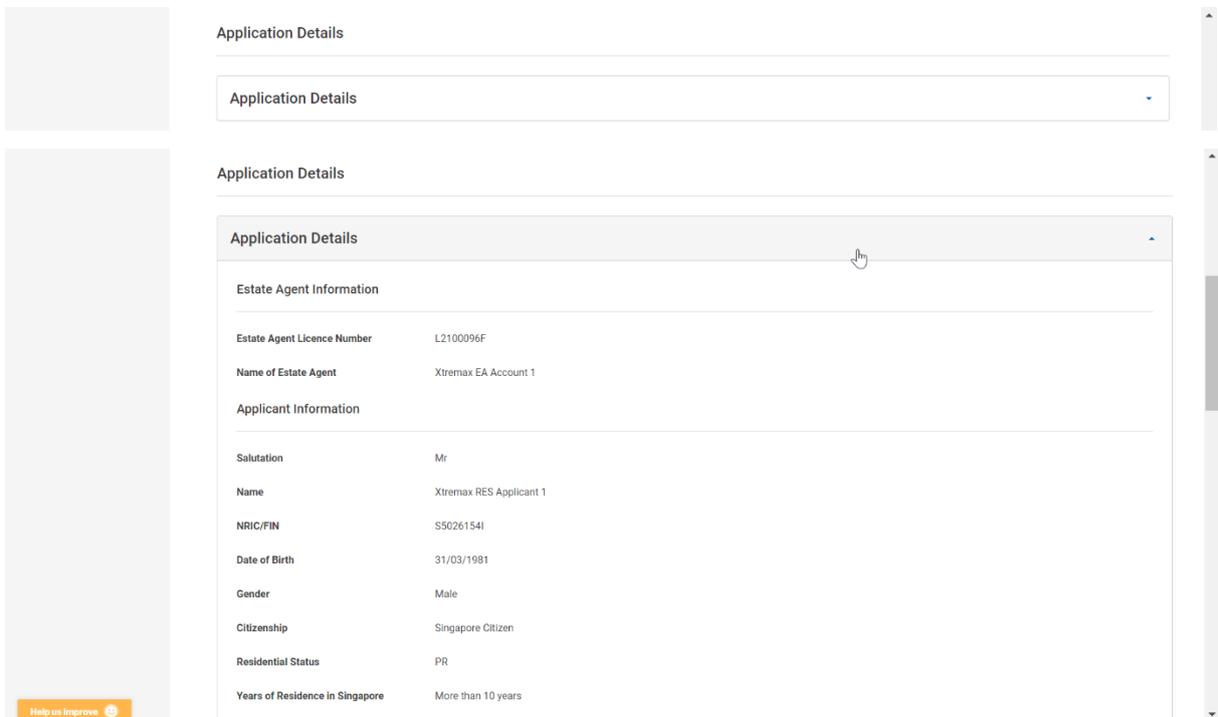
Application ID	LIC-NEW&RET-210500039
Applicant Name	Xtremax RES Applicant 1
NRIC/FIN	S5026154I
Registration Number	-
Request Date and Time	11/06/2021 11:29:36
Submission Date and Time	11/06/2021 11:29:36
Application Type	New
Status	Pending EA Submission

Application Details

Application Details

Help us Improve

Some fields are organised in collapsed accordions by default, which can be expanded by clicking on the accordion title.



Application Details

Application Details

Application Details

Estate Agent Information

Estate Agent Licence Number	L2100096F
Name of Estate Agent	Xtremax EA Account 1

Applicant Information

Salutation	Mr
Name	Xtremax RES Applicant 1
NRIC/FIN	S5026154I
Date of Birth	31/03/1981
Gender	Male
Citizenship	Singapore Citizen
Residential Status	PR
Years of Residence in Singapore	More than 10 years

Help us Improve

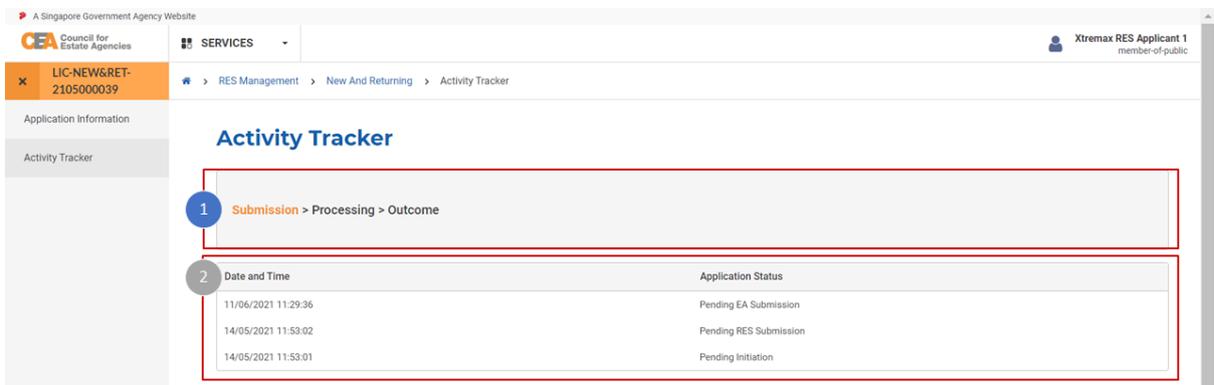
Activity Tracker

Some form details pages (based on service) also have an **activity tracker**, which can be accessed by clicking on the function in the side menu of a form details page.



The activity tracker allows you to track submission of the form in two sections:

1. **Form processing stage tracker** – highlights whether the form has yet to be submitted to CEA, is being processed by CEA, or has reached an outcome after processing by CEA)
2. **Application status tracker** – tracks the date and time of each change of application status



5. Addition/Removal of Directors/Partners

a. Introduction

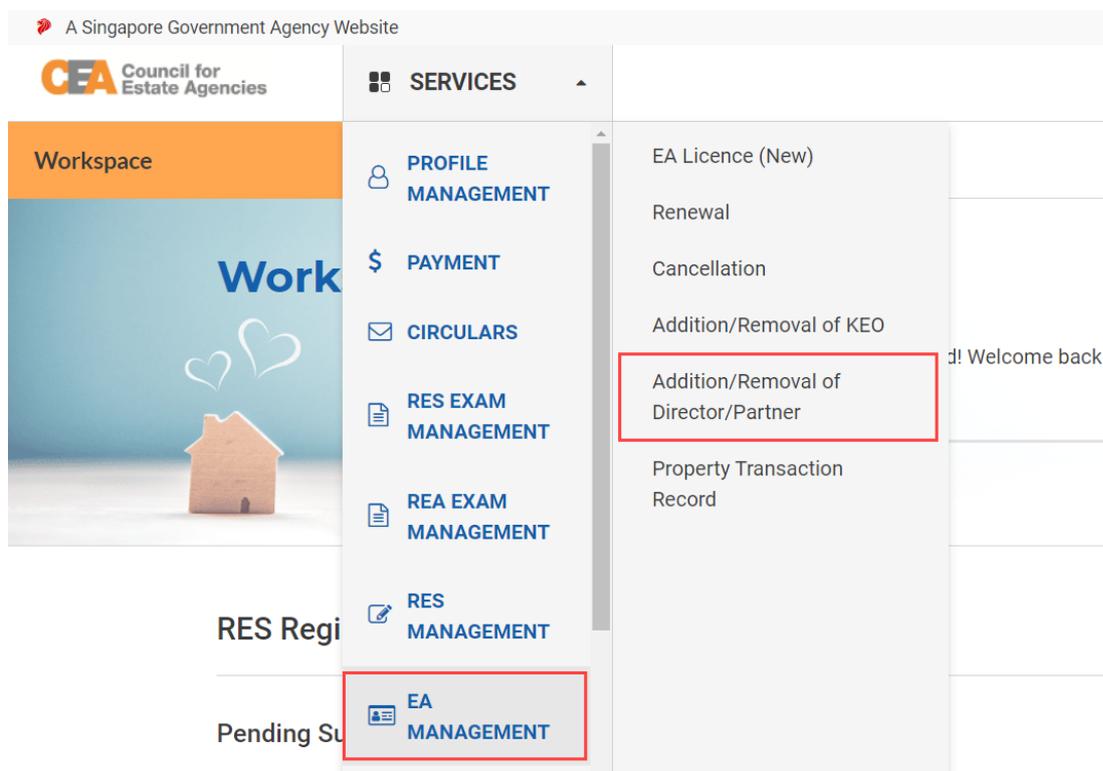
The Addition/Removal of Directors/Partners service is for authorised users of an EA (who login via **Singpass (For Corporate)**) to create/view applications for Directors/Partners under their EA. If logging in for the first time, users will have to create/update their profile. Please refer to **section 13** for more information.

b. Addition of Director/Partner

i. Initiation of Addition of Director/Partner Application

To initiate the addition of Director/Partner, follow these steps:

1. Login with **KEO or Authorised User's (AU)** account from the internet facing ACEAS portal using **Singpass (For Corporate)**.
2. Hover over **EA Management** then click **Addition and Removal of Directors and Partners** on the global menu. You will be redirected to the Addition of Directors and Partners List page.



EA Management > EA Management > Addition Of Director Partner Application

Addition of Directors and Partners List

1 Pending EA Submission 0 Pending EA Resubmission

[+ Create](#) Show All Search for Application ID, NRIC, and Ap...

Application ID	NRIC	Applicant Name	Initiation Date and Time	Submission Date and Time	Status	Action
LIC-ADD-DP-2106000016	F8450861Q	Eddie Spicer	18/06/2021, 19:37:35	18/06/2021, 19:40:56	Pending EA Submission	👁
LIC-ADD-DP-2105000045	S5822697A	Billy Liddell	19/05/2021, 10:47:13	04/06/2021, 14:38:57	CEA Processing	👁

Page 1 of 1 Showing 10 1 - 2 of 2 Items

3. Click the **Create** button. You will be redirected to the initiation form.

A Singapore Government Agency Website

CEA Council for Estate Agencies SERVICES

EA Management > EA Management > Addition Of Director Pa... > Initiation Intro

Addition of Director/Partner Application Initiation

You are about to initiate the Addition of Director/Partner Application.

This application form takes about **5 minutes** to complete.

You will need to

- Enter the Director's or Partner's NRIC/FIN.

You should know

- After you have successfully initiated the application, an email notification will be sent to the Director/Partner to complete the application

[Continue](#)

4. Click the **Continue** button. The initiation form asks for the Director's/Partner's NRIC/FIN.

Addition of Director/Partner Application Initiation

Director's or Partner's Information

NRIC / FIN**

Submit

5. Fill in the NRIC / FIN with valid input in the Director's or Partner's Information page.
6. Click the **Submit** button.

Addition of Director/Partner Application Initiation

Application Submitted

You have successfully initiated the Addition of Director/Partner Application
Initiation Date and Time : 2021-03-17T11:45:06.08778+08:00

[View Details](#)

What Happens Next

After the successful initiation of the application, the Director/Partner must complete their details before the Estate Agent can submit the application to CEA.

Log Out

Return Home

The system will check if the NRIC/FIN submitted fulfills the following criteria:

1. Has a corresponding ACEAS Profile.
2. The EA does not have an active EA Licence (Renewal) application.

If the NRIC/FIN fulfills all the above criteria, the application is successfully initiated. The system will automatically send an invitation email to the Director/Partner. Otherwise, the application will fail to initiate.

ii. Submission of Addition of Director/Partner Application to EA

After initiation, the Directors/Partners must submit the Director/Partner Details to their EA by following these steps:

1. Login with **Director/Partner** account from the internet facing ACEAS portal using **Singpass (For Individuals)**.
2. Hover over **EA Management** then click **Addition and Removal of Directors and Partners** on the global menu. You will be redirected to the Addition of Directors and Partners List page.
3. Click the **View** action button on the record with status **Pending Submission** that initiated by your EA. You will be redirected to Addition of Director/Partner Application intro page.

EA Management > EA Management > Addition Of Director Partner Application

Addition of Directors and Partners List

0 Pending EA Submission 0 Pending EA Resubmission

Show All Search for Application ID, NRIC, and Applicant Name

Application ID	NRIC	Applicant Name	Initiation Date and Time	Submission Date and Time	Status	Action
LIC-ADD-DP-2103000004	S6005043J	TANGAMALA DO GAVINDARAYA	3/17/2021, 10:45:06 AM	1/1/1970, 7:00:00 AM	Pending Submission	

A Singapore Government Agency Website

CEA Council for Estate Agencies SERVICES

LIC-ADD-DP-2103000004 > EA Management > Addition Of Director Pa... > Intro

Addition of Director/Partner Application

You are about to complete the Addition of Director/Partner Application with <estateAgentName> .

This application form takes about 15 minutes to complete.

You will need to

- Complete personal information and declarations
- Most of the information are already populated from your ACEAS profile.

You should know

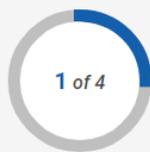
- You must submit this application within 10 calendar days of receiving the email invitation
- You may save the application as a draft.

Continue

4. Click the **Continue** button.
5. There will be 4 steps to the Addition of Director/Partner application form:
 - a. **Application Details**

The form will be pre-filled according to your ACEAS profile. Click the **Next** button.

Addition of Director/Partner Application



Application Details

Next: Educational Qualification Details

Estate Agent Information

Name of requesting Estate Agent *

KC Property Pte Ltd

Licence Number of requesting Estate Agent *

201800001A

Applicant Information



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

Name *

Mr

Eddie Spicer

NRIC/FIN *

F8450861Q

Date of Birth *

02/03/1990



Gender *



Male



Female

Citizenship *

Singapore Citizen



Registration Number

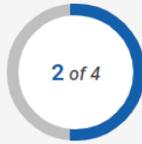
Practising as Salesperson *

Non-Practising

- b. **Educational Qualification Details**

Fill in the mandatory fields with valid input and click the **Next** button.

Addition of Director/Partner Application



Educational Qualification Details

Next: Declarations

Education Qualification Information

Have you taken
Singapore-Cambridge
GCE-O Levels? *

Yes No

Do you at least have 4
passes? ? *

Yes No

Do you have any
equivalent education
qualification with
Singapore-Cambridge
GCE O-Level? *

Yes No

What is the equivalent
Singapore Cambridge
GCE O-Level
qualification you have
attained? *

Singapore-Cambridge

Highest Educational
Qualification *

Postgraduate Degree e.g. Master's or Doctorate

Name of Institution *

Others

c. Declarations

Fill in the mandatory fields with valid input and click the **Next** button.

Addition of Director/Partner Application



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. 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

Please provide all relevant details *

- i) Please state any offences committed, places and dates of offences, sentences received
- ii) Please provide a copy of all Charges, Statements of Facts, Notes of Evidence and any other Court documents
- iii) Please declare all criminal offences, including spent criminal records

d. Confirmation

Check all the declarations and click the **Submit** button.

Addition of Director/Partner Application

 Confirmation

Application Details ▾

Education and Employment Details ▾

Declaration Details ▾

I declare that

- I have read the [explanatory notes](#)
- I agree to CEA's [Terms of Service](#) and [Privacy Policy](#)
- I consent to the electronic service of documents

iii. Submission of Addition of Director/Partner Application to CEA

After the Director's/Partner's application form has been submitted successfully, the system will automatically send an email to the EA. The EA can view the application by logging in via **Singpass (For Corporate)**, navigating to the Addition of Directors and Partners List, and clicking on the ID hyperlink or the view action button.

Addition of Directors and Partners List

1 Pending EA Submission

0 Pending EA Resubmission

+ Create

Show All ▼

🔍 ☰

Application ID	NRIC	Applicant Name	Initiation Date and Time	Submission Date and Time	Status	Action
LIC-ADD-DP-2106000016	F8450861Q	Eddie Spicer	18/06/2021, 19:37:35	18/06/2021, 19:40:56	Pending EA Submission	👁
LIC-ADD-DP-2105000045	S5822697A	Billy Liddell	19/05/2021, 10:47:13	04/06/2021, 14:38:57	CEA Processing	👁

⏪ ⏩ Page 1 of 1 ⏪ ⏩

Showing 10 1 - 2 of 2 Items

The EA can choose to submit it to CEA for approval from the Recommendation section by selecting **“Submit Application”** from the Action dropdown list. The EA can also cancel the application by selecting **“Reject Applicant”** from the Action dropdown list. The system will automatically send an email to the Director/Partner.

EA's Decision - Support Application

Date and Time 24/05/2021, 21:16:18

From KC Property Pte Ltd

Assign To CEA

Recommendation

Action * Submit Application ▼

Supporting Documents

+ Upload a File

Upload up to 5 files (.pdf, .doc, .jpg, .png - Maximum file size is 30MB)

pdf 1.pdf

14.09KB

Submit

Cancel

Save as Draft

After submission, you can view more information about the application pending CEA processing by clicking on the **view** action button from the applications listing page. You can also click on the Activity Tracker function in the side menu and use the activity tracker to track the processing of the application. Please refer to section **4.b.iv. Activity Tracker** for more information.

The system will automatically send an email to the EA once CEA approves/rejects the application.

iv. Return of Addition of Director/Partner Application to Director/Partner

The EA can also return the application form to the Director/Partner for amendments by selecting “Return to Applicant” from the Action dropdown list. The Director/Partner must then submit the Addition of Director/Partner Application again (i.e. repeat the steps from section 5.b.ii.).

Recommendation

Action *

Supporting Documents

[Save as Draft](#)

v. Withdrawal of Addition of Director/Partner Application

Once submitted to CEA and before the approval/rejection of the application by CEA, the EA can withdraw the application by clicking the **Withdraw** button from the details page.

1. Log in with **EA** account from the internet facing ACEAS portal using **Singpass (For Corporate)**.
2. Navigate to the application listing page from the global menu.
3. Click the **View** action button on the record with status **CEA Processing**.

🏠 > EA Management > Addition Of Director Partner Application

Addition of Directors and Partners List

1 Pending EA Submission **0** Pending EA Resubmission

[+ Create](#) Show All Search for Application ID, NRIC, and Ap... 🔍

Application ID	NRIC	Applicant Name	Initiation Date and Time	Submission Date and Time	Status	Action
LIC-ADD-DP-2106000016	F8450861Q	Eddie Spicer	18/06/2021, 19:37:35	18/06/2021, 19:40:56	Pending EA Submission	👁
LIC-ADD-DP-2105000045	S5822697A	Billy Liddell	19/05/2021, 10:47:13	04/06/2021, 14:38:57	CEA Processing	👁

Page 1 of 1 Showing 10 1 - 2 of 2 Items

4. Click the **Withdraw** button.

Declaration Details

EA's Decision - Support Application

Date and Time	04/06/2021, 14:38:57
From	Pineapple Pte Ltd
Assign To	CEA

WithdrawBack

For Addition of Director/Partner application, the system will automatically send an email to the EA and Director/Partner upon withdrawal.

vi. Resubmission of Addition of Director/Partner Application to CEA

Once submitted to CEA, CEA might request that the EA makes amendments and **resubmit** the application. The system will automatically send an email to the EA. The EA must then resubmit the Addition of Director/Partner Application again by following these steps:

1. Login with **EA** account from the internet facing ACEAS portal using **Singpass (For Corporate)**.
2. Hover over **EA Management** then click **Addition and Removal of Directors and Partners** on the global menu. You will be redirected to Addition of Directors and Partners List page.
3. Click the **View** action button on the record with status **Pending EA** Resubmission. You will be redirected to Addition of Director/Partner Application intro page. It allows you to view more details about why the application was returned.
4. Click the **Edit** button. Repeat the step from section **5.b.iii**.

c. Removal of Director/Partner

To initiate the removal of Director/Partner, follow these steps:

1. Login with **KEO or Authorised User's (AU)** account from the internet facing ACEAS portal using **Singpass (For Corporate)**.
2. Hover over **Profile Management** then click **Member List** on the global menu. You will be redirected to the Member Information page.

- Click the **Remove** icon in the Action column of the Director's/Partner's record in the table.
Alternatively, the EA can click the **Remove** button from the Director's/Partner's details page.

The screenshot shows the 'Member Information' page. On the left is a sidebar with 'Profile Management' selected. The main content area has a breadcrumb 'Profile Management > Member Information'. Below the breadcrumb is a search bar 'Search for NRIC/FIN, Registration No' and a table with 5 columns: 'NRIC/FIN', 'Role', 'Registration No', 'Name', and 'Action'. The table contains 4 rows of data. The third row, for 'TANGAMALA DO GAVINDARAYA', has a red box around the 'Remove' icon in the 'Action' column. Below the table is a pagination control showing 'Page 1 of 1' and 'Showing 10 1 - 4 of 4 Items'.

NRIC/FIN	Role	Registration No	Name	Action
S2429154E	KEO	R20200004	Steven S	
S5371605I	Authorised User	R3000003	Bob Eldia	
S6005042B	Director	R6005042B	TANGAMALA DO GAVINDARAYA	
S8278100E	Authorised User	R3000004	Bob Tutupoly	

The screenshot shows the 'KEO Detail' page. On the left is a sidebar with 'Profile Management' selected. The main content area has a breadcrumb 'Profile Management > Member Information'. Below the breadcrumb is the title 'KEO Detail' and a list of details: 'NRIC/FIN: S6005042B', 'Role: Director', 'Registration No: R6005042B', 'Name: TANGAMALA DO GAVINDARAYA', 'Registration Status: Un-registered', 'Licence Number: -', and 'Estate Agent Name: -'. At the bottom are two buttons: 'Back' and 'Remove'. The 'Remove' button is highlighted with a red box.

NRIC/FIN S6005042B

Role Director

Registration No R6005042B

Name TANGAMALA DO GAVINDARAYA

Registration Status Un-registered

Licence Number -

Estate Agent Name -

[Back](#) [Remove](#)

- The confirmation dialog will appear, click the **Yes** button to confirm the removal of the Director/Partner.

KEO Detail

NRIC/FIN S6005042B

Role

Registration No

Name

Registration Status Unregistered

Licence Number -

Estate Agent Name -

Back

Remove



Are you sure you want to remove?

No

Yes

6. Addition/Removal of KEO

a. Introduction

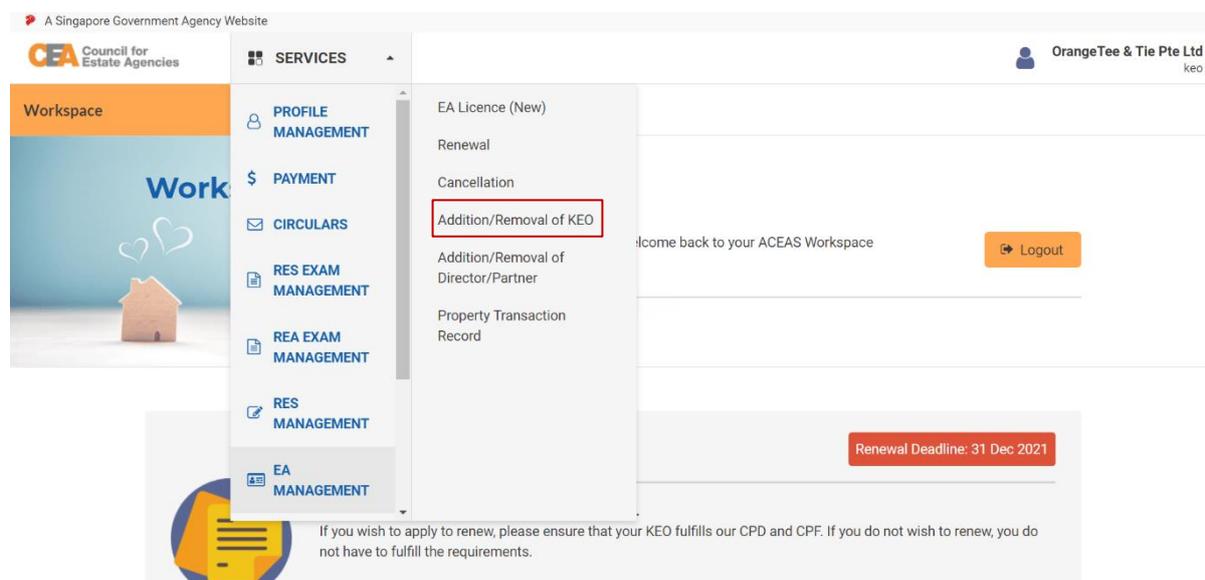
The Addition/Removal of KEO service is for Estate Agents to create/remove applications of KEO when the EA wishes to change KEO. If logging in for the first time, users will have to create/update their profile. Please refer to **section 13** for more information.

b. Addition of KEO

i. Initiation of Addition of KEO Application

To initiate the addition of KEO, follow these steps:

1. Login with **KEO or Authorised User's (AU)** account from the internet facing ACEAS portal using **Singpass (For Corporate)**.
2. Hover over **EA Management** then click **Addition/Removal of KEO** on the global menu.



3. You will be redirected to the **Addition of KEO List** page. On this page is where you can create your Addition of KEO application. Click the **Create** button.

A Singapore Government Agency Website

CEA Council for Estate Agencies SERVICES Antique Ltd keo

EA Management > EA Management > Addition Of KEO

Addition of KEO List

[+ Create](#) Search for Application ID, EA Name, an...

Data Empty.

EA Licence (New)
Renewal
Cancellation
Addition/Removal of KEO
Addition of KEO
Removal of KEO
Addition and Removal of Directors and Partners

4. You will be redirected to the Addition of KEO initiation introduction page. Click the **Continue** button.

A Singapore Government Agency Website

CEA Council for Estate Agencies SERVICES Esence Corp keo

EA Management > EA Management > Addition Of KEO > Initiation Introduction

Addition of KEO Initiation

You are about to initiate the Addition of KEO application.
This application form takes about **5 minutes** to complete.

You will need to

- Provide the new KEO's NRIC/UEN

You should know

- The KEO-applicant cannot be a KEO of another EA.
- The KEO-applicant must have an ACEAS Profile.
- After you have successfully initiated the application, an email notification will be sent to the KEO-applicant to complete the application

[Continue](#)

5. There will be 2 steps to the Addition of KEO application form:

a. **KEO-Applicant Initiation**

Fill in the NRIC/FIN field, then click the **Next** button.

Addition of KEO Initiation

1 of 2 KEO-Applicant Initiation
Next: Confirmation

KEO-Applicant Initiation

NRIC/FIN * T7328197G
Next Cancel Save as Draft

b. Confirmation

Check all the declarations and click the **Submit** button. You will be redirected to the submission page.

Addition of KEO Initiation

2 of 2 Confirmation

KEO-Applicant Initiation

I declare that

- I have verified that the KEO-applicant is not currently a KEO of another EA.
- I agree to CEA's [Terms of Service](#) and [Privacy Policy](#).

Submit Back Cancel Save as Draft

ii. Submission of Addition of KEO Application to EA

After initiation, the KEO-Applciant must submit the KEO Details to their EA by following these steps:

1. Login with **KEO** account from the internet facing ACEAS portal using **Singpass (For Individuals)**.
2. Hover over **EA Management** then click **Addition and Removal of KEO** on the global menu. You will be redirected to the Addition of KEO List page.
3. Click the **View** action button on the record with status **Pending KEO Submission** that initiated by your EA. You will be redirected to Addition of KEO Application intro page.

Application ID	Estate Agent Name	Estate Agent Licence Number	KEO Applicant's Name	KEO Applicant's NRIC/FIN	KEO Applicant Type	Application Date and Time	Status	Action
LIC-ADD-KEO-210600007	Avenger	L12344321	Clint Barton	S0306006C	-	28/06/2021, 15:55:12	Pending KEO Submission	
LIC-ADD-KEO-2104000036	Avenger	L12344321	Clint Barton	S0306006C	NEW	20/04/2021, 17:34:25	Approved	
LIC-ADD-KEO-2104000032	Avenger	L12344321	Clint Barton	S0306006C	NEW	15/04/2021, 14:11:51	Approved	
LIC-ADD-KEO-2104000018	Avenger	L12344321	Clint Barton	S0306006C	NEW	09/04/2021, 14:47:37	Withdrawn	
LIC-ADD-KEO-2104000016	Avenger	L12344321	Clint Barton	S0306006C	NEW	09/04/2021, 11:34:39	Withdrawn	
LIC-ADD-KEO-2104000015	Avenger	L12344321	Clint Barton	S0306006C	NEW	09/04/2021, 10:46:45	Withdrawn	
LIC-ADD-KEO-2104000014	Avenger	L12344321	Clint Barton	S0306006C	NEW	09/04/2021, 10:16:32	Withdrawn	

KEO Application

You have been invited by an EA to apply as its KEO.

This application form takes about **15 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 declarations.

You should know

- You must submit this application within 10 calendar days of receiving the email invitation.
- You may save the application as a draft.

[Continue](#)

4. Click the **Continue** button.
5. There will be 5 steps to the Addition of KEO application form:
 - a. **KEO – Applicant Information**

The form will be pre-filled according to your ACEAS profile. Click the **Next** button.

KEO Application

1 of 5 **KEO-Applicant Information**
Next: KEO-Applicant Education and Employment Details

Estate Agent Information

Requesting Estate Agent's Name * Avenger

Requesting Estate Agent's Licence No. * L12344321

Requesting Estate Agent's Mode of Business * Local Company

b. KEO-Applicant Education and Employment Details

Fill in the mandatory fields with valid input and click the **Next** button.

KEO Application

2 of 5 **KEO-Applicant Education and Employment Details**
Next: KEO-Applicant Declaration Details

Education Qualification Information

Have you taken Singapore-Cambridge GCE-O Levels? *
 Yes No

Do you have at least 4 passes? ⓘ *
 Yes No

Highest Education Qualification * Diploma

c. KEO-Applicant Declaration Details

Fill in the mandatory fields with valid input and click the **Next** button.

KEO Application



KEO-Applicant Declaration Details

Next: KEO-Applicant Property Transaction Details

Declarations

i 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](#)

- 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 Back Cancel [Save as Draft](#)

d. KEO-Applicant Property Transaction Details

Check your details and click the **Next** button.

A Singapore Government Agency Website
Council for Estate Agencies
SERVICES
CLINT Barton res

LIC-ADD-KEO-210600007
EA Management > Addition Of KEO > Form Keo Application

KEO Application

4 of 5 KEO-Applicant Property Transaction Details
Next: Confirmation

Property Transaction Details

Listing Information

There is no record found

<< Page 1 of 0 >> Showing 10 0 - 0 of 0 Items

e. KEO-Applicant Declaration Details

Check all the declarations and click the **Submit** button.

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Council for Estate Agencies
SERVICES
CLINT Barton res

LIC-ADD-KEO-210600007
EA Management > Addition Of KEO > Form Keo Application

KEO Application

5 of 5 Confirmation

KEO-Applicant Information

KEO-Applicant Education and Employment Details

KEO-Applicant Declaration Details

KEO-Applicant Property Transaction Details

I declare that

I agree to CEA's [Terms of Service](#) and [Privacy Policy](#)

I consent to the electronic service of documents

Submit Back Cancel [Save as Draft](#)

iii. Submission of Addition of KEO Application to CEA

After the KEO's application form has been submitted successfully, the system will automatically send an email to the EA. The EA can view the application by logging in via **Singpass (For Corporate)**, navigating to the Addition of KEO List, and clicking on the ID hyperlink or the view action button.

1. Login with **EA** account from the internet facing ACEAS portal using **Singpass (For Corporate)**.

2. Hover over **EA Management** then click **Addition and Removal of KEO** on the global menu. You will be redirected to the Addition of KEO List page.
3. Click the **View** action button on the record with status **Pending EA Submission**

A Singapore Government Agency Website

CEA Council for Estate Agencies SERVICES Plus Corp keo

EA Management EA Management Addition Of KEO

Addition of KEO List

+ Create Search for Application ID, EA Name, and EA Licence N...

Application ID	Estate Agent Name	Estate Agent Licence Number	KEO Applicant's Name	KEO Applicant's NRIC/FIN	KEO Applicant Type	Application Date and Time	Status	Action
LIC-ADD-KEO-210600008	Plus Corp	L2100042B	Joseph Davis	F0424589W	-	29/06/2021, 16:02:02	Pending EA Submission	

Page 1 of 1 Showing 10 1 - 1 of 1 Items

4. Click the **Continue** Button

A Singapore Government Agency Website

CEA Council for Estate Agencies SERVICES Plus Corp keo

LIC-ADD-KEO-210600008 EA Management Addition Of KEO Introduction

Addition of KEO Application

You are about to apply to add a new KEO to the EA.
This application form takes about **15 minutes** to complete.

You will need to

- Check the KEO's application form.
- Check the EA's information. Most of it is already populated from the EA's ACEAS Profile.
- Complete a list of declarations.

You should know

- You can return the KEO's application back to him/her to make changes.
- You may save the application as a draft.

Continue

There will be 4 steps to the Addition of KEO application form:

- a. **EA Information**

The form will be pre-filled according to your ACEAS profile. Click the **Next** button.

Addition of KEO Application



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

General

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

Name of Company *

b. EA Declarations

Fill in the mandatory fields with valid input and click the **Next** button.

Addition of KEO Application



EA Declarations

i 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](#)

1) Does the estate agent hold a moneylender's licence? *
 Yes No

c. KEO Application

Fill in the mandatory fields with valid input and click the **Next** button.

Addition of KEO Application

3 of 4

KEO Application

Next: Confirmation

KEO Application

Listing Information

NRIC/FIN	Applicant Name	Submission Date and Time	Status	Action
FD424589W	Joseph Davis	29/06/2021, 16:02:02	Pending EA Submission	View

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

d. Confirmation

Check all the declarations and click the **Submit** button.

Addition of KEO Application

4 of 4

Confirmation

EA Information

EA Declarations

After submission, you can view more information about the application pending CEA processing by clicking on the **view** action button from the applications listing page. You can also click on the Activity Tracker function in the side menu and use the activity tracker to track the processing of the application. Please refer to section **4.b.iv.Activity Tracker** for more information.

The system will automatically send an email to the EA and KEO-Applciant once CEA approves/rejects the application.

iv. Return of Addition of KEO Application

Similar to the Addition of Director/Partner Application, the EA can also return the application form to the KEO for amendments. Please refer section **5.b.iv.** for more information.

1. Login with **EA** account from the internet facing ACEAS portal using **Singpass (For Corporate)**.
2. Hover over **EA Management** then click **Addition and Removal of KEO** on the global menu. You will be redirected to the Addition of KEO List page.
3. Click the **View** action button on the record with status **Pending EA Resubmission**

Addition of KEO List

[+ Create](#)

Application ID	Estate Agent Name	Estate Agent Licence Number	KEO Applicant's Name	KEO Applicant's NRIC/FIN	KEO Applicant Type	Application Date and Time	Status	Action
LIC-ADD-KEO-2106000009	Plus Corp	L2100042B	Joseph Davis	F0424589W	NEW	29/06/2021, 17:45:38	Pending EA Resubmission	
LIC-ADD-KEO-2106000008	Plus Corp	L2100042B	Joseph Davis	F0424589W	NEW	29/06/2021, 16:14:42	Withdrawn	

Page 1 of 1 Showing 10 1 - 2 of 2 Items

4. Click the **View** action button on the **KEO Application**

KEO Application

Listing Information

NRIC/FIN	Applicant Name	Submission Date and Time	Status	Action
F0424589W	Joseph Davis	29/06/2021, 17:45:38	Pending EA Resubmission	

Recommendation

Action:

Remarks *

[Submit](#)

v. Withdrawal of Addition of KEO Application

Similar to the Addition of Director/Partner Application, the EA can also withdraw the application form after submission of the application to CEA and before its approval/rejection. Please refer section **5.b.v.** for more information.

For Addition of KEO application, the system will automatically send an email confirmation to the EA upon withdrawal.

vi. Resubmission of Addition of KEO Application

Similar to the Addition of Director/Partner Application, CEA can also request for the EA to make amendments to the application form. The system will automatically send an email to the EA. The EA will have to resubmit the application.

1. Login with **EA** account from the internet facing ACEAS portal using **Singpass (For Corporate)**.
2. Hover over **EA Management** then click **Addition and Removal of KEO** on the global menu. You will be redirected to the Addition of KEO List page.
3. Click the **View** action button on the record with status **Pending EA Resubmission**

Addition of KEO List

[+ Create](#) Search for Application ID, EA Name, and EA Licence N...

Application ID	Estate Agent Name	Estate Agent Licence Number	KEO Applicant's Name	KEO Applicant's NRIC/FIN	KEO Applicant Type	Application Date and Time	Status	Action
LIC-ADD-KEO-2106000009	Plus Corp	L2100042B	Joseph Davis	F0424589W	NEW	29/06/2021, 17:45:38	Pending EA Resubmission	View Edit
LIC-ADD-KEO-2106000008	Plus Corp	L2100042B	Joseph Davis	F0424589W	NEW	29/06/2021, 16:14:42	Withdrawn	View Edit

Page 1 of 1 Showing 10 1 - 2 of 2 Items

4. Click the **Edit** button.

CEA Council for Estate Agencies SERVICES Plus Corp KEO

[x](#) LIC-ADD-KEO-2106000009 EA Management > Addition Of KEO > Application Information

Application Information

Activity Tracker

Application Information

Overview

Application ID	LIC-ADD-KEO-2106000009
Applicant Name	Joseph Davis
Applicant Licence No.	L2100042B
Submission Date and Time	29/06/2021, 18:45:38
Submitted by	-
Application Type	Change of KEO
Application Name	EA License - Additional of KEO (Change KEO)
Status	Pending EA Resubmission

KEO Application ▲

Listing Information

NRIC/FIN	Applicant Name	Submission Date and Time	Status	Action
F0424589W	Joseph Davis	29/06/2021, 17:45:38	Pending EA Resubmission	👁

Confirmation ▼

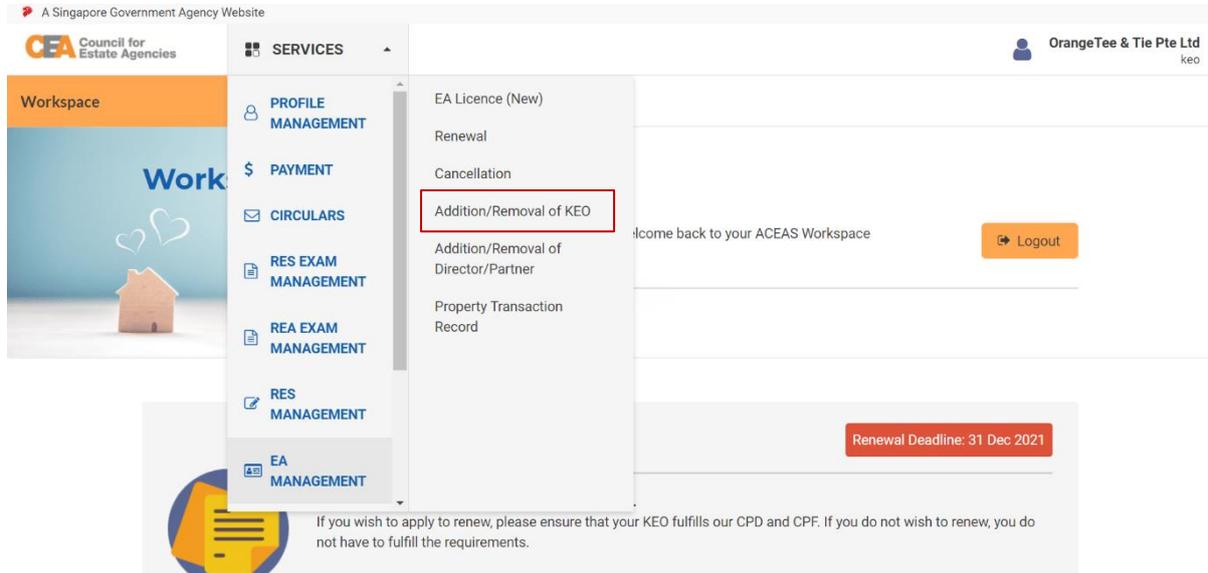
[Edit](#) [Withdraw](#) [Back](#)

5. Repeat the step from section **6.b.iii.**

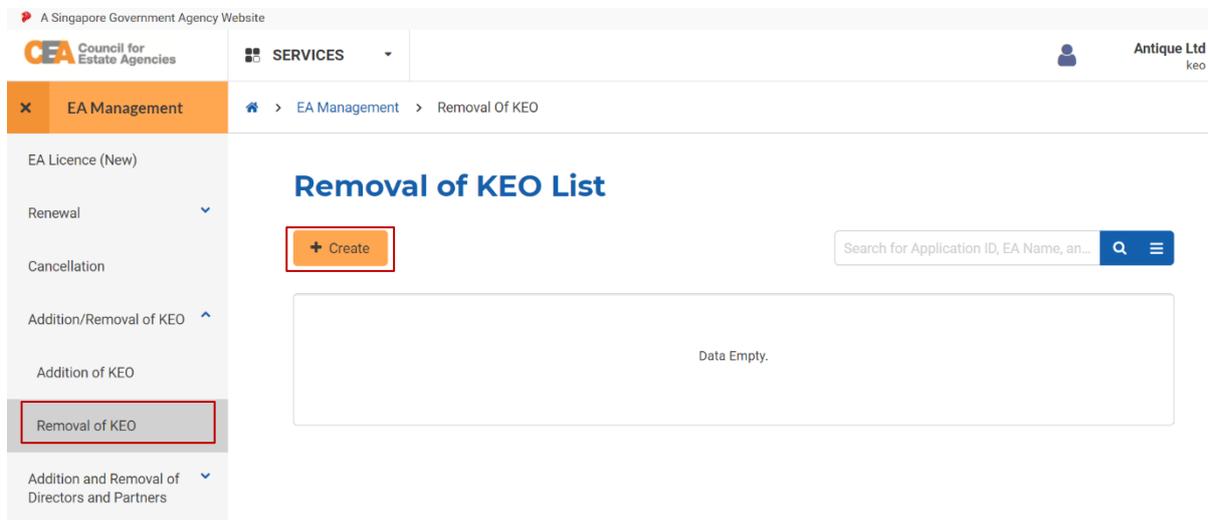
c. Removal of KEO

To initiate the removal of KEO, follow these steps:

1. Login with **EA** account from the internet facing ACEAS portal using **Singpass (For Corporate)**.
2. Hover over **EA Management** then click **Addition/Removal of KEO** on the global menu.



3. Click on **Removal of KEO** on Sidebar. You will be redirected to **Removal of KEO List** page. You can create your Removal of KEO application on this page. Click the **Create** button.



4. You will be directed into Removal of KEO introduction page. Click the **Continue** button.

Removal of KEO Application

You are about to remove the current KEO from the EA.
This application form takes about **5 minutes** to complete.

You will need to

- Provide the Covering KEO's contact information

You should know

- Once this application form is submitted, the KEO is removed from the EA.
- The EA is responsible for adding a new KEO. A failure to do so will result in the revocation of the EA's licence.
- Authorized Users can add the new KEO for the EA.

Continue

5. There will be 2 steps to the Removal of KEO application form:

a. **Application Details**

Fill in the mandatory fields with valid input and click the **Next** button.

Removal of KEO Application

1 of 2 Application Details
Next: Confirmation

Current KEO Details

Current KEO's Name *

Current KEO's Registration No. *

Current KEO's Last Day * 14/06/2021

Covering KEO Details

Covering KEO's Name *

Covering KEO's Contact No. *

Covering KEO's Email Address *

Next Cancel Save as Draft

b. Confirmation

Check all the declarations and click the **Submit** button. You will be redirected to the submission page.

A Singapore Government Agency Website

CEA Council for Estate Agencies

SERVICES

Antique Ltd keo

EA Management

EA Management > Removal Of KEO > Form

Removal of KEO Application

2 of 2 Confirmation

Application Details

I declare that

- The EA understands that its licence will be revoked if a replacement KEO is not submitted to CEA for approval within **30 days**.
- All RES in the EA have been informed that the current KEO is leaving on the last day specified above.
- I agree to CEA's [Terms of Service](#) and [Privacy Policy](#).

Submit Back Cancel Save as Draft

d. Change of KEO

To initiate a change of KEO, follow these steps:

1. There must first be a Removal of KEO application. Please refer to section **6.c.** for more information about the removal process. The current KEO will no longer be considered the KEO of the EA based on the "Current KEO's Last Day" date as indicated in the application form.
2. Once the KEO is removed, the EA can proceed with the Addition of KEO application. Please refer to section **6.b.** for more information about the addition process. Please note that the EA must login with an AU account via **Singpass (For Corporate)** to proceed with the Addition of KEO application. To add an AU, please refer to section **13.c.iv.** for more information.

7. EA Licence (Cancellation)

a. Introduction

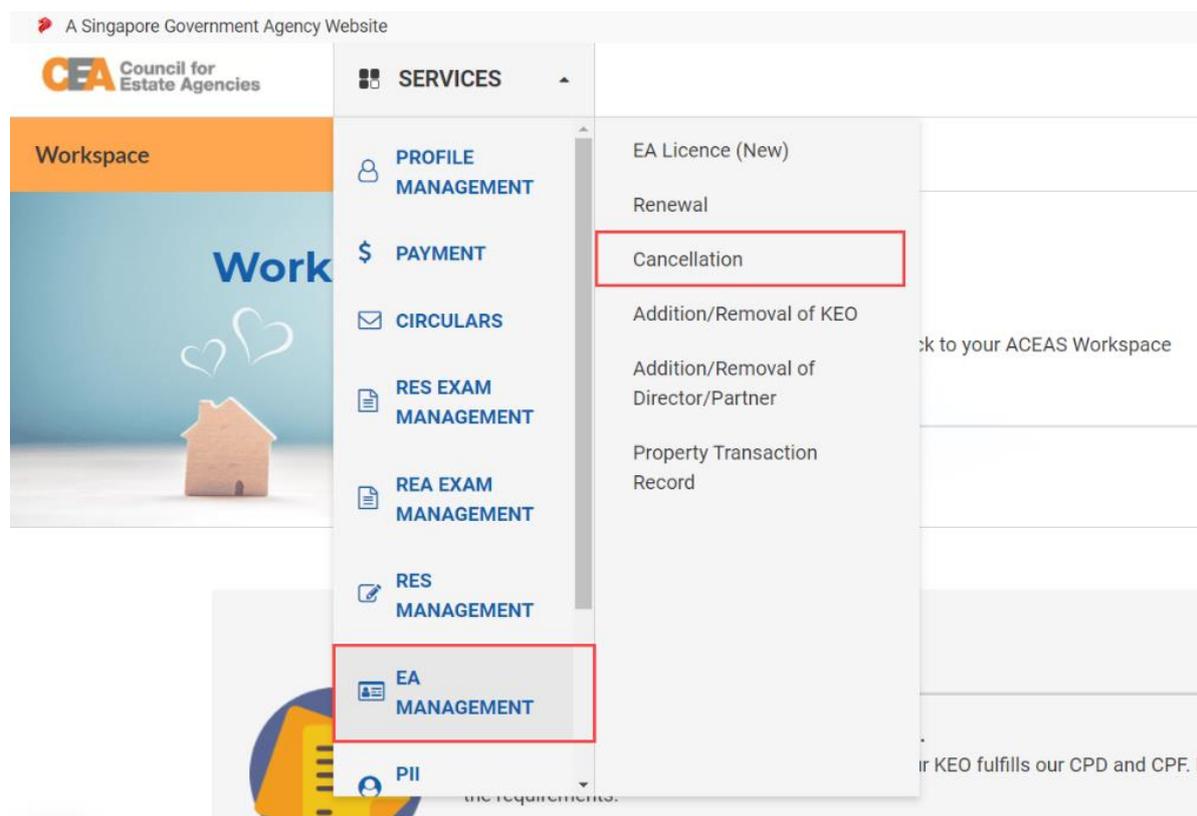
The EA Licence (Cancellation) service is for **Singpass (For Corporate)** users to create/view applications for cancellation of EA Licence when the EA no longer wishes to conduct estate agency work. If logging in for the first time, users will have to create/update their profile. Please refer to **section 13** for more information.

b. Creation of EA Licence (Cancellation)

i. Submission of EA Licence (Cancellation) Application to CEA

To submit the cancellation of EA Licence application, follow these steps:

1. Login with **EA** account from the internet facing ACEAS portal using **Singpass (For Corporate)**.
2. Hover over **EA Management** then click **Cancellation** on the global menu.



3. You will be redirected to EA Licence **Cancellation List** page. The EA Licence Cancellation List is where you can **create** your EA Licence (Cancellation) application.

A Singapore Government Agency Website

CEA Council for Estate Agencies SERVICES Aqua Pte Ltd keo

EA Management EA Management > Cancellation

Cancellation List

+ Create

Search for Application ID, Estate Agent Nam...

Application ID	Estate Agent Name	Estate Agent Licence Number	Name of KEO	KEO's Registration Number	Application Date and Time	Requested Date for Cancellation of Licence	Action
LIC-EA-CANCEL-2106000001	Company test EA	L2220001	Jefrey	R22200001	23/06/2021, 19:09:44	30/06/2021	
LIC-EA-CANCEL-2104000014	Real Estate Agent 1	L20200126	Ellie Holt	R20200116	19/04/2021, 00:06:53	02/05/2021	
LIC-EA-CANCEL-2104000013	PropertyBank Pte Ltd	L20200125	James Fridman	R20200006	19/04/2021, 00:05:43	05/05/2021	
LIC-EA-CANCEL-2104000012	PropertyBank Pte Ltd	L20200115	Steve	R20200006	16/04/2021, 07:33:58	08/05/2021	
LIC-EA-CANCEL-2104000011	Xtremax-1	L20120011	John Wick	R2000001	20/01/2021, 18:10:40	22/01/2021	
LIC-EA-CANCEL-2104000009	Microsoft	L20200045	Bill Gates	R2000004	08/02/2021, 21:31:09	10/04/2021	

4. Click the **Create** button. You will be brought to the **Application Information** page.

A Singapore Government Agency Website

CEA Council for Estate Agencies SERVICES Aqua Pte Ltd keo

EA Management EA Management > Cancellation

Cancellation List

+ Create

Search for Application ID, Estate Agent Nam...

Application ID	Estate Agent Name	Estate Agent Licence Number	Name of KEO	KEO's Registration Number	Application Date and Time	Requested Date for Cancellation of Licence	Action
LIC-EA-CANCEL-2106000001	Company test EA	L2220001	Jefrey	R22200001	23/06/2021, 19:09:44	30/06/2021	
LIC-EA-CANCEL-2104000014	Real Estate Agent 1	L20200126	Ellie Holt	R20200116	19/04/2021, 00:06:53	02/05/2021	
LIC-EA-CANCEL-2104000013	PropertyBank Pte Ltd	L20200125	James Fridman	R20200006	19/04/2021, 00:05:43	05/05/2021	
LIC-EA-CANCEL-2104000012	PropertyBank Pte Ltd	L20200115	Steve	R20200006	16/04/2021, 07:33:58	08/05/2021	
LIC-EA-CANCEL-2104000011	Xtremax-1	L20120011	John Wick	R2000001	20/01/2021, 18:10:40	22/01/2021	
LIC-EA-CANCEL-2104000009	Microsoft	L20200045	Bill Gates	R2000004	08/02/2021, 21:31:09	10/04/2021	

- EA Licence (New)
- Renewal ▼
- Cancellation
- Addition/Removal of KEO ▼
- Addition and Removal of Directors and Partners ▼
- Property Transaction Record Management

Application Information

Application Information

Estate Agent Name	Aqua Pte Ltd
Estate Agent Licence Number	L2100007G
Name of KEO	Scott Thomas
KEO's Registration Number	R2100043A
KEO's e-mail address	[REDACTED]
Size of Estate Agent	Large
Application Type	PRACTISING

Confirmation

Requested Date for Cancellation of Licence *

5. Fill in the mandatory fields with valid input and click the **Submit** button. Successful submission will redirect you to the Cancellation List page.

Size of Estate Agent Large

Application Type PRACTISING

Confirmation

Requested Date for Cancellation of Licence *

Reason for Cancellation of Licence * ▼

I confirm that no estate agency work as defined under the [Estate Agents Act](#) will be performed under the company's name.

Cancellation List

+ Create

Search for Application ID, Estate Agent Nam... Q ☰

Application ID	Estate Agent Name	Estate Agent Licence Number	Name of KEO	KEO's Registration Number	Application Date and Time	Requested Date for Cancellation of Licence	Acti
LIC-EA-CANCEL-2105000001	Aqua Pte Ltd	L2100007G	Scott Thomas	R2100043A	25/05/2021, 16:16:05	26/05/2021	👁
LIC-EA-CANCEL-2104000016	Axis Pte Ltd	L2100008H	Clarence Lopez	R2100044A	27/04/2021, 10:52:06	28/04/2021	👁
LIC-EA-CANCEL-2104000015	Axis Pte Ltd	L2100008H	Clarence Lopez	R2100044A	27/04/2021, 10:20:39	28/04/2021	👁
LIC-EA-CANCEL-2104000014	Real Estate Agent 1	L20200126	Ellie Holt	R20200116	19/04/2021, 00:06:53	02/05/2021	👁

The system will automatically send an email to the EA and RES of the EA upon submission of the application.

ii. Approval of EA Licence (Cancellation)

All cancellations will be automatically approved by the system upon submission. However, the actual cancellation will only take effect on the **Effective Date of Licence Cancellation** that was specified in the application form.

When the cancellation is effected, the EA's Licence status changes from **Licensed** to **Cancelled**. The system will automatically remove the EA's information on the CEA Public Register.

8. EA Licence (New)

a. Introduction

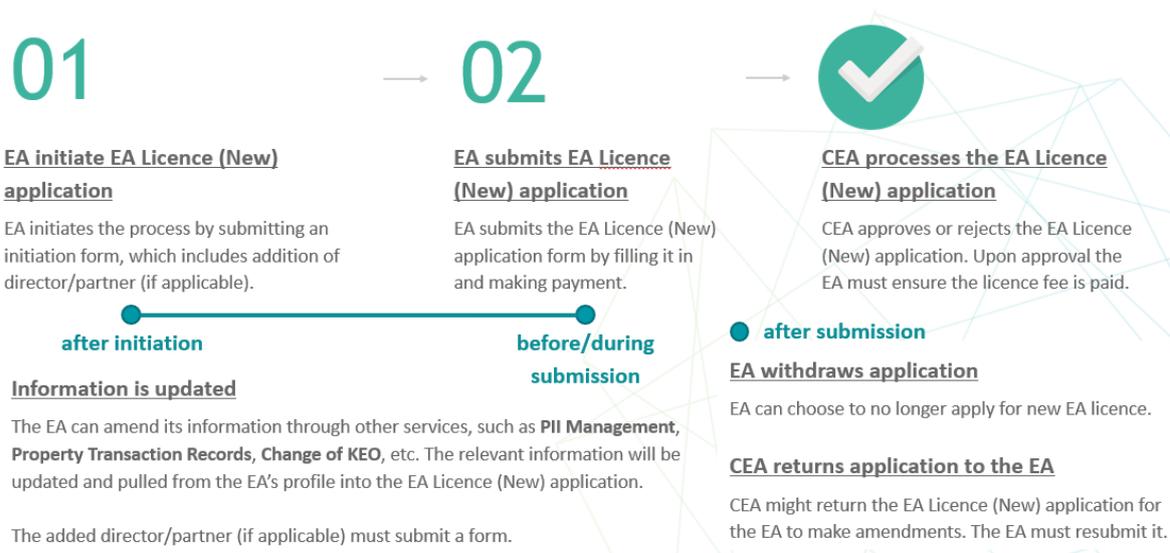
The EA Licence (New) service is for Singpass (For Corporate) users to create/view applications for a new EA Licence. If logging in for the first time, users will have to create/update their profile. Please refer to **section 13** for more information.

There are a few scenarios when this is required, such as:

1. Setting up a new licensed Estate Agent
2. After changing the entity's Mode of Business

b. Creation of EA Licence (New)

The EA Licence (New) workflow is shown in the figure below.

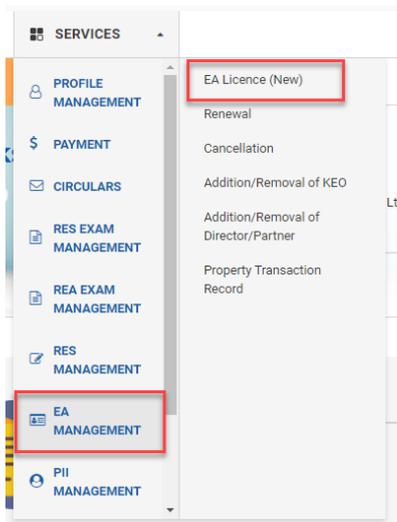


i. Initiation of EA Licence (New) Application

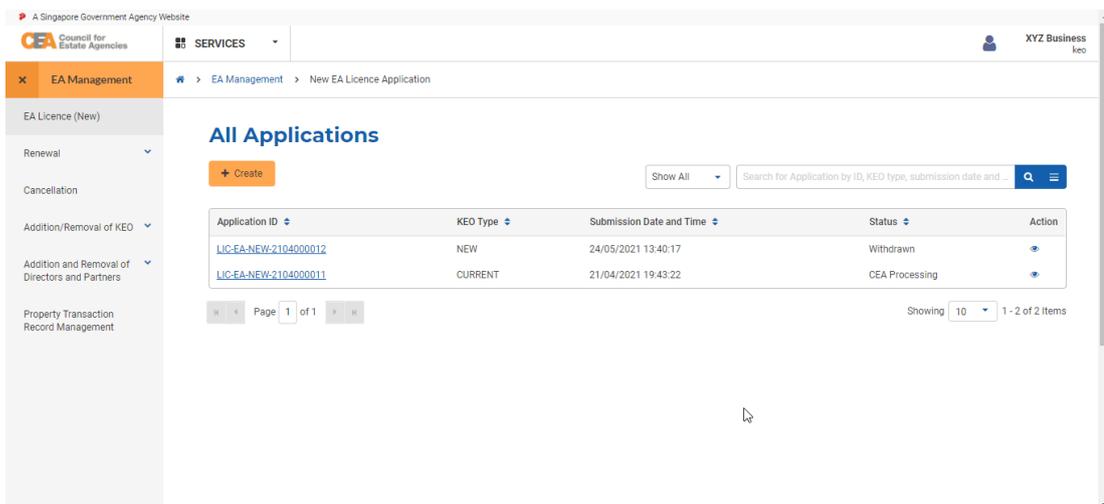
To initiate the new EA Licence application, follow these steps:

1. The KEO-Applclicant must login with the **EA** account from the internet facing ACEAS portal using **Singpass (For Corporate)**.

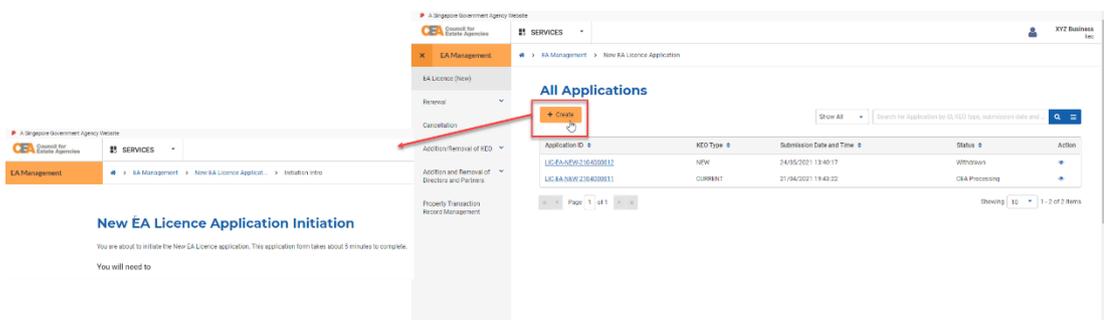
2. Hover over **EA Management** then click **EA Licence (New)** on the global menu.



3. You will be redirected to the **EA Licence (New) List** page. The EA Licence (New) List is where you can create your EA Licence (New) application.



4. Click the **Create** button. You will be brought to the **EA Licence (New) Initiation Application** introduction page.



5. Click the **Continue** button. There are 2 steps to the form:

- a. **New EA Licence Initiation.**

Some of the fields will be pre-populated based on your profile. However, you will need to fill in the NRIC or FIN of your Director(s)/Partner(s), if applicable. Click the **Next** button.

New EA Licence Application Initiation

1 of 2 New EA Licence Initiation
Next: Confirmation

KEO's Information

KEO's NRIC/FIN

Directors/Partners' Information

The EA has no Directors/Partners

NRIC/FIN * 1)

[+ Add lines](#)

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

b. Confirmation

You must check all the declarations to submit the form. Click the **Submit** button.

New EA Licence Application Initiation

2 of 2 Confirmation

KEO's Information

KEO's NRIC/FIN 202104902B

Directors/Partners Information

Directors/Partners NRIC

Page 1 of 1 Showing 10 1 - 1 of 1 Items

I declare that

I have read the [explanatory notes](#)

I agree to CEA's [Terms of Service](#) and [Privacy Policy](#)

I consent to the electronic service of documents

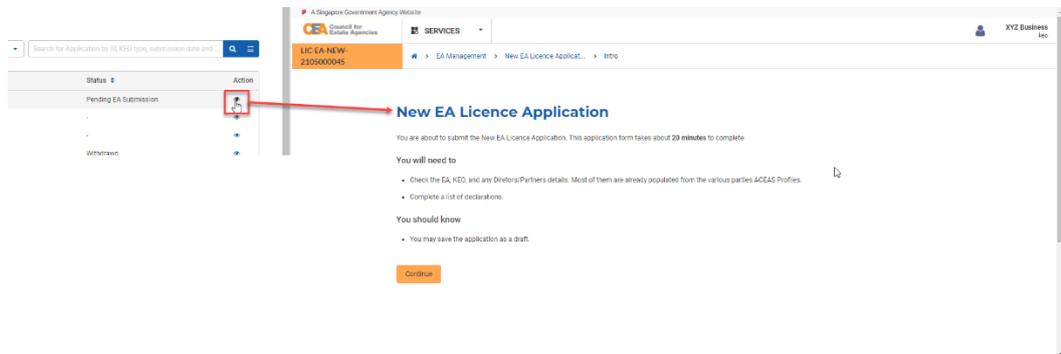
If the KEO-Applicant for a New EA Licence application is already a RES of an existing EA, the KEO-Applicant should be approved to switch EAs first before applying for new EA licence application. Please refer to section **20.b.** for the creation of RES Registration (Switching).

ii. Submission of EA Licence (New) Application to CEA

After the submission of the EA Licence (New) initiation application, the authorised user must wait for the director/partner to fill in the Addition of Director/Partner application (please refer to section **5.b.ii**) if applicable, before proceeding with the submission of the EA Licence (New) application.

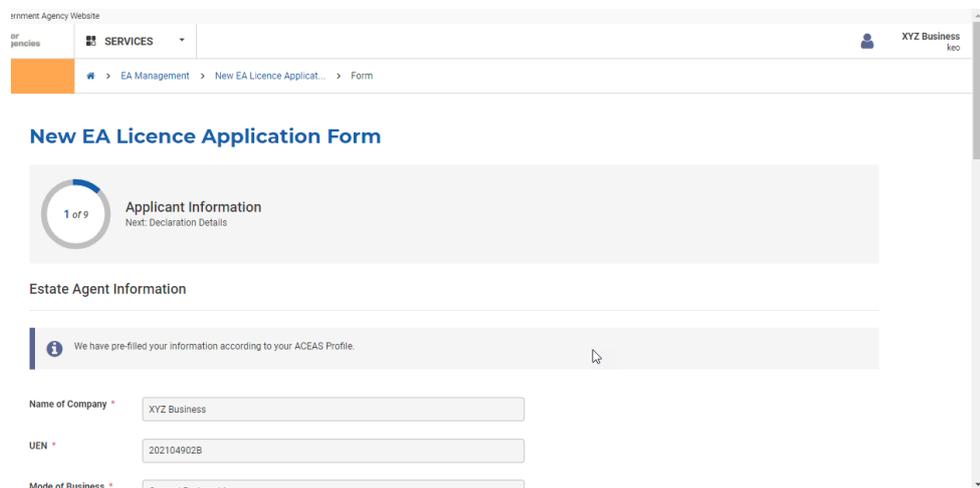
1. Login with **EA** account from the internet facing ACEAS portal using **Singpass (For Corporate)**.
2. Hover over **EA Management** then click **EA Licence (New)** on the global menu.

3. Access the form by clicking the **View** action button. You will be brought to the **EA Licence (New) Application introduction page**.



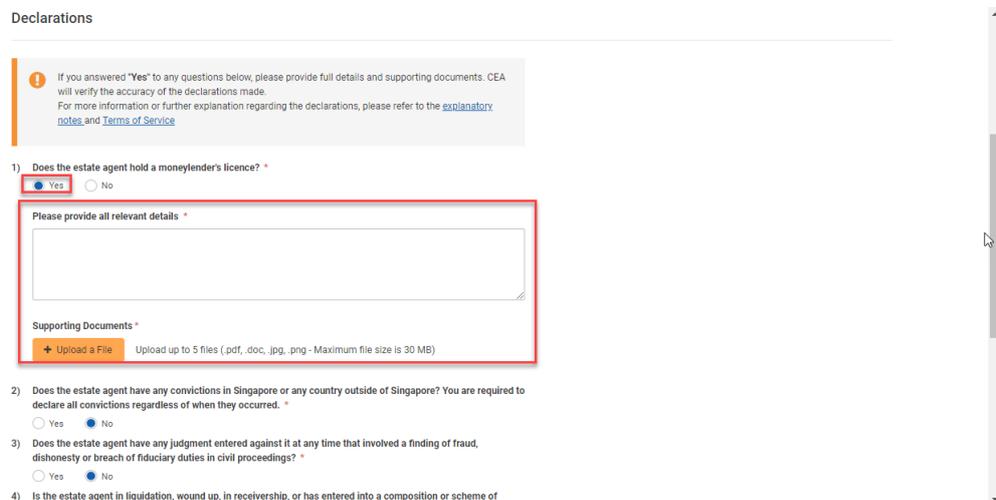
4. Click the **Continue** button. There are 9 steps to the EA Licence (New) Application form.
 - a. **Applicant Information**

Some of the fields will be pre-populated based on your profile. Click the **Next** button.



- b. **Declaration Details**

If **“Yes”** is selected for any of the declarations, you must provide remarks and supporting documents as proof. Click the **Next** button.



c. **KEO Information**

Some of the fields will be pre-populated based on your profile. Click the **Next** button.

ment Agency Website

SERVICES

XYZ Business keo

EA Management > New EA Licence Applicat... > Form

New EA Licence Application Form

3 of 9 **KEO Information**
Next: KEO Education and Employment Details

Applicant Information

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

Name *

NRIC/FIN *

Date of Birth *

d. **KEO Education and Employment Details**

Some of the fields will be pre-populated based on your profile. If you are an existing or returning RES, then there should be a pre-existing template for the Education Certification(s) and Industry Examination Certification(s) field. Nevertheless, you may choose to edit some of the pre-populated fields. Click the **Next** button.

ment Agency Website

SERVICES

XYZ Business keo

EA Management > New EA Licence Applicat... > Form

New EA Licence Application Form

4 of 9 **KEO Education and Employment Details**
Next: KEO Declaration Details

Education Qualification Information

Have you taken Singapore-Cambridge GCE-O Levels? * Yes No

Do you have at least 4 passes? * Yes No

Highest Educational Qualification *

This is a local private/foreign institution

e. **KEO Declaration Details**

If “Yes” is selected for any of the declarations, you must provide remarks and supporting

documents as proof. Click the **Next** button.

f. **KEO Property Transaction Details**

The data will be pre-populated based on the EA’s KEO’s Property Transaction Records, which can be added by the EA via the Property Transaction Records service (please refer to section 14). Click the **Next** button.

Block	Floor	Unit Number	Postal Code	Property Type	Transaction Date	Sale/Rental Type
30	03	01	217820	Executive Condominium	09/09/2020 23:00:00	New Sale
28	03	03	217820	Condominium or Apartments	09/09/2020 23:00:00	Sub-sale
27	03	87	217820	Executive Condominium	09/09/2020 23:00:00	New Sale
26	03	56	050005	HDB	09/09/2020 23:00:00	Room Rental
25	03	02	050004	HDB	09/09/2020 23:00:00	Whole Rental
24	-	-	150088	Landed	09/09/2020 23:00:00	Resale
23	-	-	150088	Landed	09/01/2020 23:00:00	Room Rental
22	02	99	150088	Condominium or Apartments	09/09/2020 23:00:00	New Sale
19	04	01	217820	Executive Condominium	09/09/2020 23:00:00	New Sale
17	04	03	217820	Condominium or Apartments	09/09/2020 23:00:00	Sub-sale

g. **Directors/Partners and Authorised Users (AU) Information**

The data will be pre-populated based on the EA’s added Directors and Partners, which was added from the initiation step and can be added by the EA via the Addition/Removal of Director and Partner service.

To add an AU, please ensure the user has an existing ACEAS profile, fill in the feedback form here: <https://www.cea.gov.sg/feedback> and submit it to CEA.

Click the **Next** button.

Next Agency Website

SERVICES

Fresh Corp

EA Management > New EA Licence Applicat... > Form

New EA Licence Application Form

7 of 9 Directors/Partners and AU Information
Next: PII Details

Directors/Partners Details

Name	NRIC/FIN	Role	Submission Date and Time	Status	Action
Louis Campbell	F1713548K	-	21/05/2021 11:03:36	Pending EA Submission	
Louis Campbell	F1713548K	-	10/05/2021 20:03:15	Approved	
Louis Campbell	F1713548K	-	10/05/2021 19:55:29	Rejected	
Louis Campbell	F1713548K	-	09/05/2021 15:42:21	Withdrawn	

Page 1 of 1

Showing 10 1 - 4 of 4 Items

h. **PII Details**

The fields will be pre-populated based on the EA's PII details [if added previously by the EA or PII Brokers through the PII Management service (please refer to section 12)] or must otherwise be input in this step. Click the **Next** button.

PII Information

Name of Insurance Company * Name of Insurance Company

Name of Insured * Propnex Realty Pte Ltd

Insurance Coverage * Singapore

PII Coverage Start Date * 27/02/2021

PII Coverage End Date * 27/03/2021

Category * EA with 11-30 salespersons

Minimum Indemnity Limit (\$) for Each Category * 300000

Minimum Sub-Limit (\$) for Each Salesperson * 100000

Maximum Deductible for Salesperson (\$) for Each Category * 5000

Maximum Deductible 5000

i. **Confirmation**

You must check all the declarations to submit the form. Click the **Submit** button.

KEO Education and Employment Details

KEO Declaration Details

KEO Property Transaction Details

Directors/Partners and AU Information

PII Details

I declare that:

- I have read the explanatory notes.
- I agree to CEAs Terms of Service and Privacy Policy
- I consent to the electronic service of documents

Submit Back

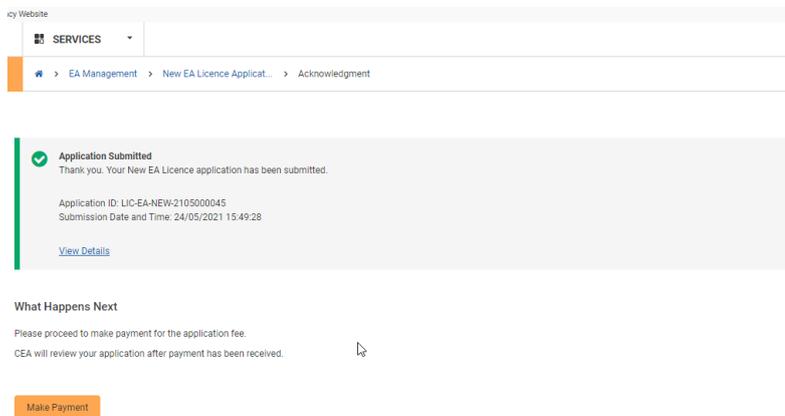
- j. You will be redirected to the Acknowledgement page and status about your application.

After payment, the application will be processed by CEA. The system will automatically send an email to the applicant to confirm the submission of the application.

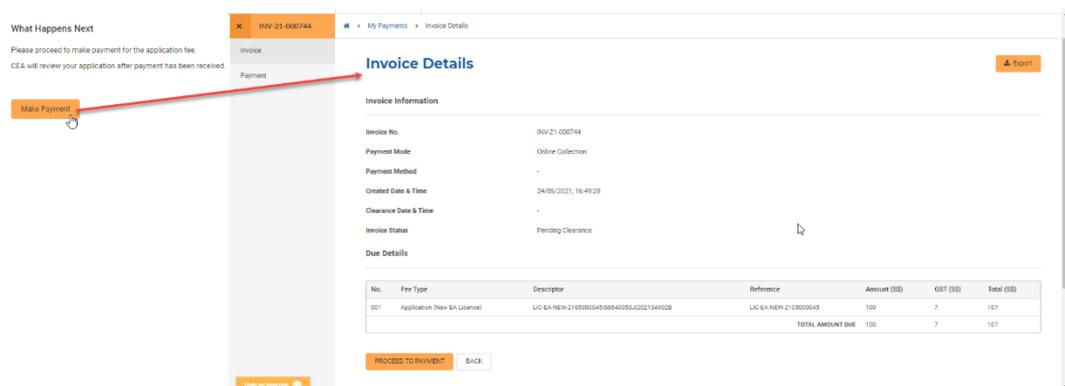
iii. Payment of EA Licence (New) Application

After submission of the EA Licence (New) Application, payment must be made.

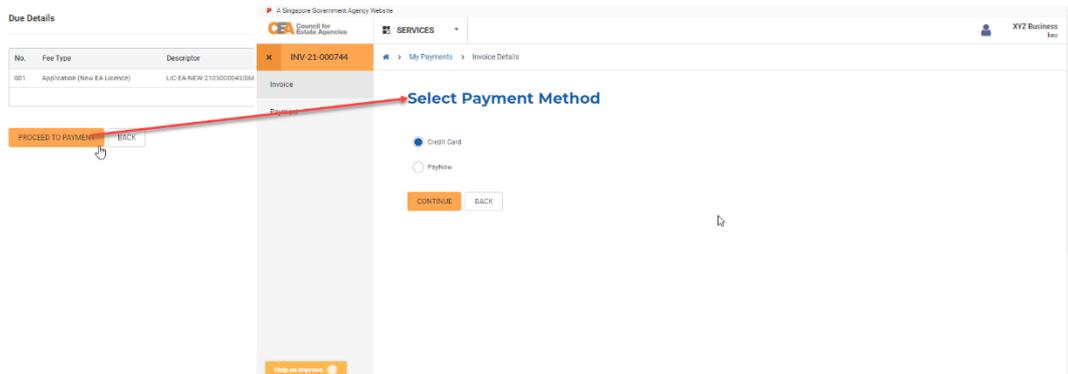
1. There are two methods of EA Licence (New) Application payment:
 - a. **Online Collection** for setting up a new licensed Estate Agent
 - b. **GIRO** for after changing the entity's Mode of Business
2. Online Collection process started at the Submission page by clicking the **Make Payment** button.



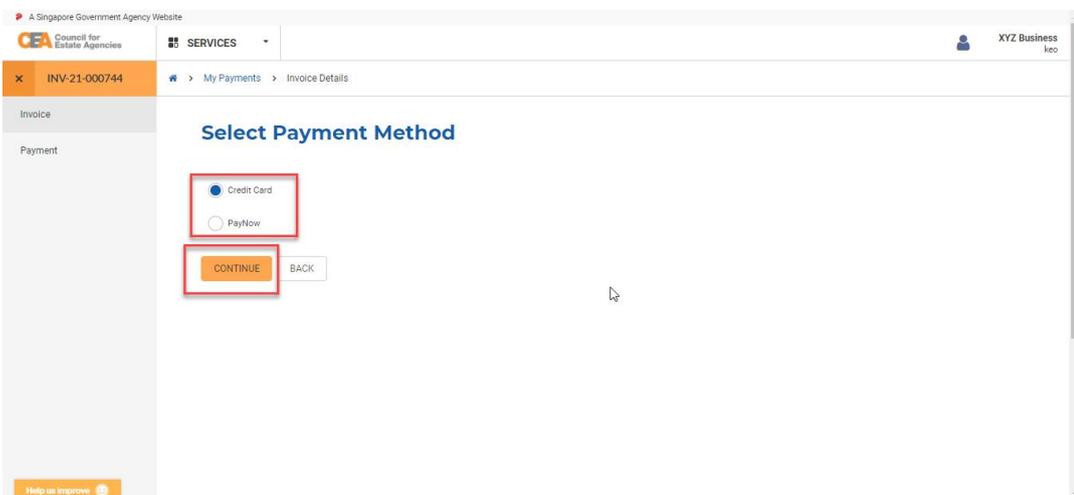
3. Clicking the **Make Payment** button will bring you to the relevant invoice's payment page.



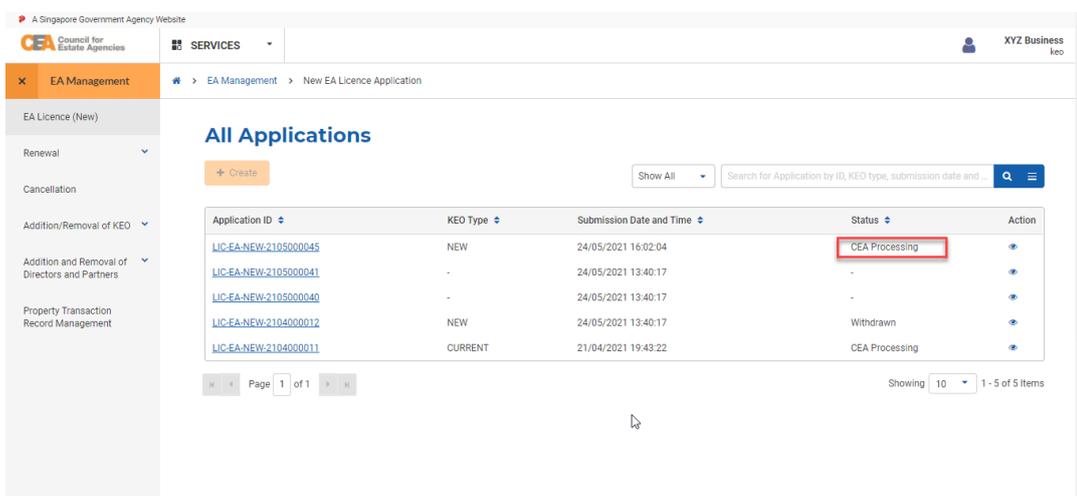
4. After looking through the payment details, click the **Proceed to Payment** button. It will bring you to payment gateway page.



5. You will need to select a payment method by clicking on the radio button, then click on the **Continue** button.



6. After payment is made, you can return to the All EA Licence (New) Applications List to see that the status of your application is now **CEA Processing**.



- For GIRO method of payment, you can see the Invoice Details in the **Payment** record's **Invoice** page to check the amount that needed to be paid.

Invoice Details Export

Invoice Information

Invoice No.	INV-21-010467
Payment Mode	GIRO
Payment Method	-
Created Date & Time	13/06/2021, 23:59:01
Clearance Date & Time	-
Invoice Status	Pending Clearance

Due Details

No.	Fee Type	Descriptor	Reference	Amount (S\$)	GST (S\$)	Total (S\$)
001	Application (New EA Licence)	LIC-EA-NEW-2106000065\F3688975Q\202104033C	LIC-EA-NEW-2106000065	100	7	107
002	Application (New EA Licence)	LIC-EA-NEW-2106000069\F3688975Q\202104033C	LIC-EA-NEW-2106000069	100	7	107
003	Application (New EA Licence)	LIC-EA-NEW-2106000074\F3688975Q\202104033C	LIC-EA-NEW-2106000074	100	7	107
TOTAL AMOUNT DUE				300	21	321

[BACK](#)

After submission and payment, you can view more information about the application pending CEA processing by clicking on the **view** action button from the applications listing page. You can also click on the Activity Tracker function in the side menu and use the activity tracker to track the processing of the application. Please refer to section **4.b.iv.Activity Tracker** for more information.

The system will automatically send an email to the KEO-applicant once CEA approves/rejects the application.

iv. Withdrawal of EA Licence (New)

Similar to the Addition of Director/Partner Application, the EA can also withdraw the application form after submission of the application to CEA and before its approval/rejection. Please refer section **5.b.v.** for more information on the process.

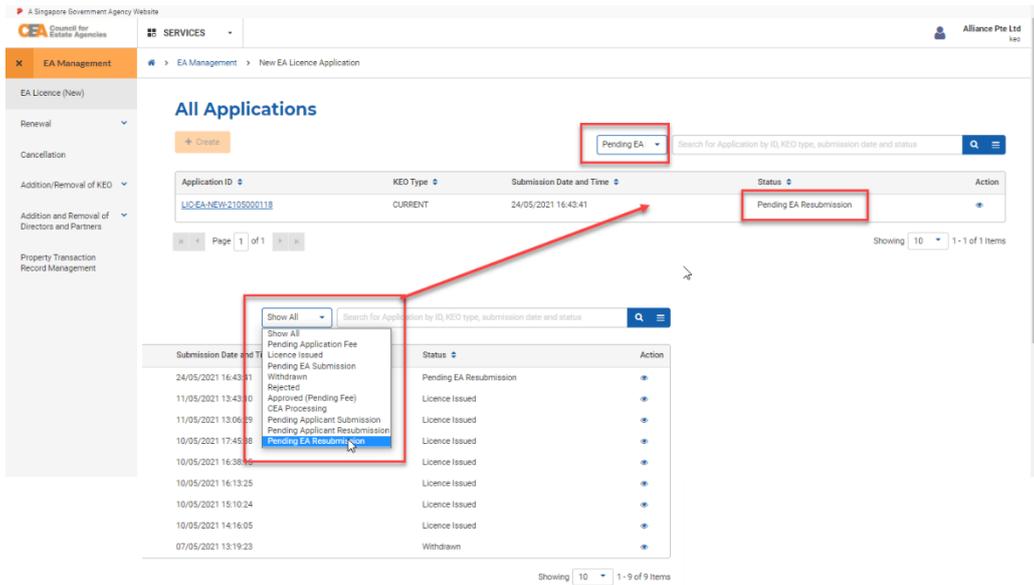
For EA Licence (New) application, the system will automatically send an email to the Director(s)/Partner(s) upon withdrawal.

v. Resubmission of EA Licence (New)

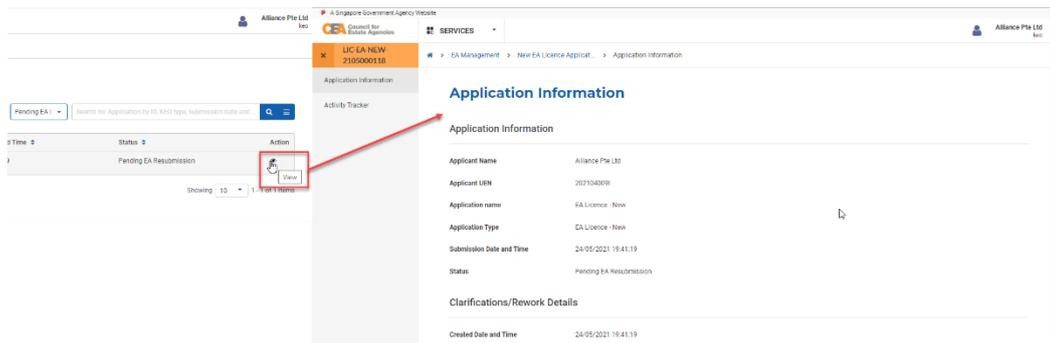
Similar to the Addition of Director/Partner Application, CEA can also request for you to make amendments to the application form. The system will automatically send an email to the EA. You will have to resubmit the application.

- Login with **EA** account from the internet facing ACEAS portal using **Singpass (For Corporate)**.
- Hover over **EA Management** then click **EA Licence (New)** on the global menu. You will be redirected to the **EA Licence (New)** List page.

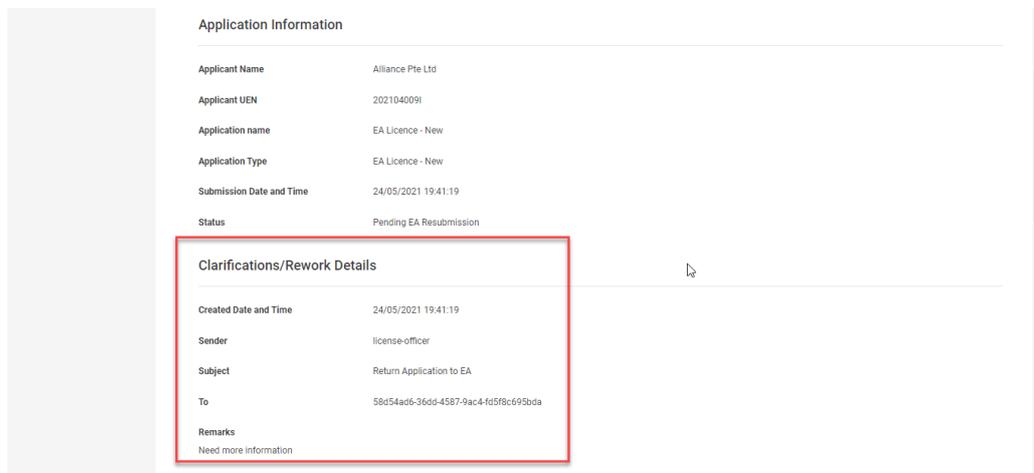
- You can use the quick filter from the EA Licence (New) Applications List to see if there are any applications with the status **Pending EA Resubmission**.



- Access the returned application by clicking on the **View** action button of the relevant application. It allows you to view more details about why the application was returned.



- The **Clarification/Rework Remarks** section will contain CEA's remarks/instructions.



- To make amendments, you must click the **Edit** button at the bottom of the page.

7. Repeat the steps from section 8.b.ii.

The screenshot displays the ACEAS web portal interface. At the top, there are sections for 'Directors/Partners and AU Information' and 'PII Details'. Below these, an 'Edit' button is highlighted with a red box, and a red arrow points from it to the 'Continue' button on the 'New EA Licence Application' page. The application page includes a header for 'New EA Licence Application', a note that the form takes about 20 minutes to complete, and two sections: 'You will need to' and 'You should know'. The 'You will need to' section lists two requirements: checking EA, KEO, and Directors/Partners details, and completing a list of declarations. The 'You should know' section notes that the application can be saved as a draft. The 'Continue' button is located at the bottom of the page.

vi. Payment for EA Licence (New) Licence Fee

After CEA has approved your application, your application will be pending licence fee – this fee must be paid (via GIRO or online payment) from the Payments module for the licence to be issued.

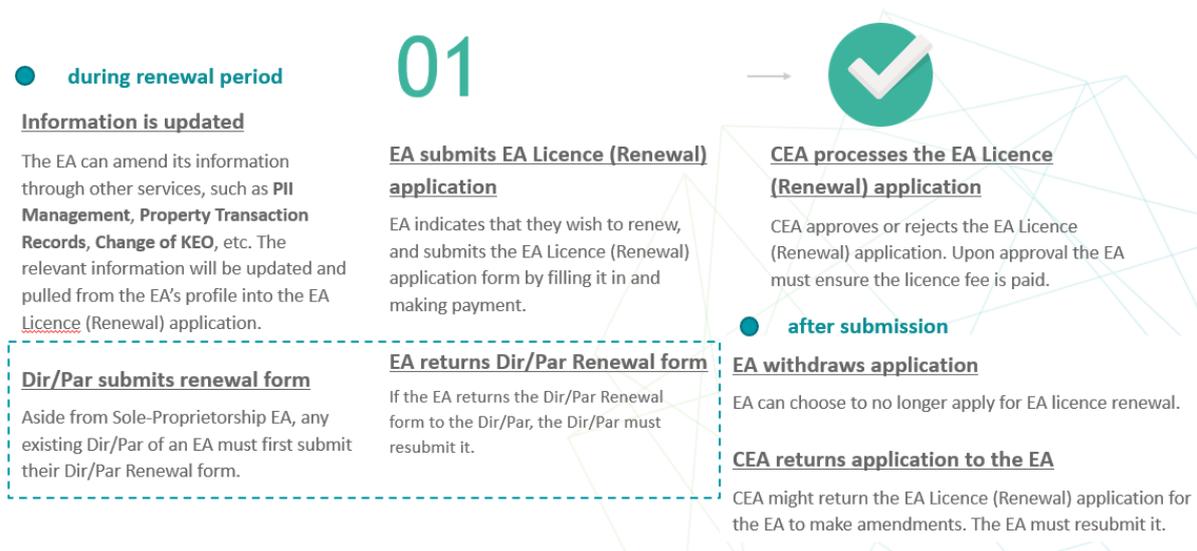
9. EA Licence (Renewal)

a. Introduction

The EA Licence (Renewal) service is for Singpass (For Individuals) users to create/view applications for renewal (or non-renewal) of EA Licence during the renewal period. If logging in for the first time, users will have to create/update their profile. Please refer to **section 13** for more information.

b. Creation of EA Licence (Renewal)

The EA Licence (Renewal) workflow is shown in the figure below.

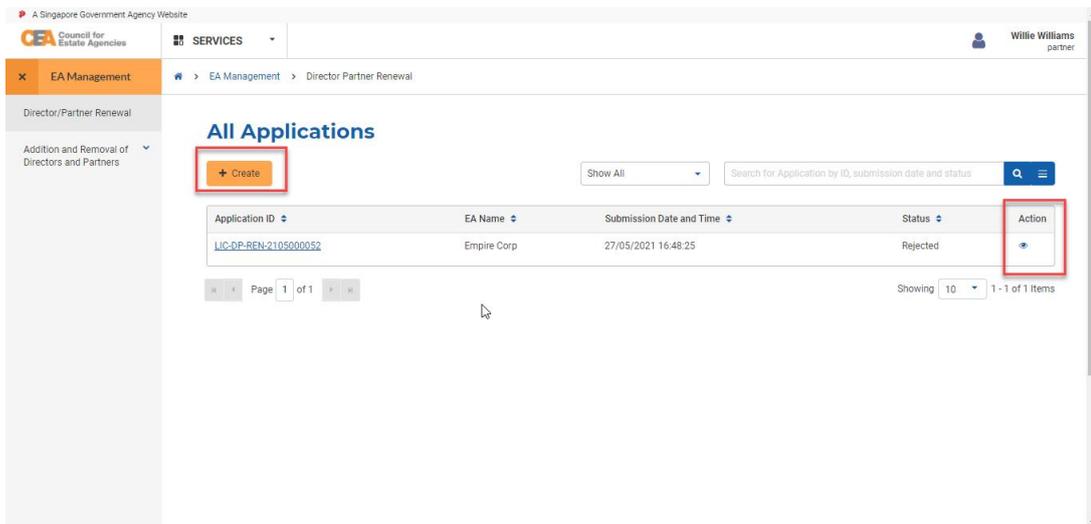


i. Submission of Director/Partner Renewal Application to EA

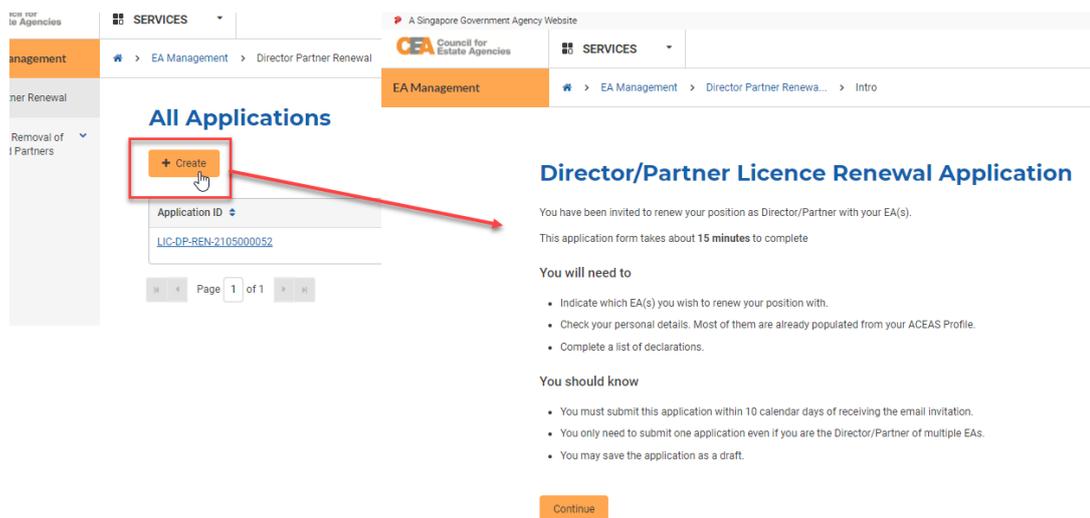
If you are an existing Director/Partner of an EA, you will receive an email notification once renewal period starts. You must submit the Director/Partner Renewal Application before your EA can submit the renewal application to CEA.

1. Login with **Director/Partner** account from the internet facing ACEAS portal using **Singpass (For Individuals)**.
2. Hover over **EA Management** then click **Director/Partner Renewal** on the global menu.
3. You will be redirected to the **Director/Partner Renewal Applications** List page. The Director/Partner Renewal Applications list shows a list of your Director/Partner Renewal applications in the System.

You can **create** new applications, **view** past applications, and **edit** active applications.



4. Click the **Create** button. You will be brought to the **Director/Partner Renewal Application introduction page**.



5. Click the **Continue** button. You will be brought to the **Director/Partner Renewal Application form**. There are 4 steps to the form:

a. **Applicant Information**

Some of the fields will be pre-populated based on your profile. Click the **Next** button.

Estate Agent Information

Estate Agent(s) To Renew With: Empire Corp (202104025E)

Applicant Information

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

Name *
Mr Willie Williams

NRIC/FIN *
F0426671N

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

b. **Education and Employment Details**

Some of the fields will be pre-populated based on your profile. If you are an existing or returning RES, then there should be a pre-existing template for the Education Certification(s) and Industry Examination Certification(s) field. Nevertheless, you may choose to edit some of the pre-populated fields. Click the **Next** button.

2 of 4 Education Details
Next: 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

Highest Educational Qualification *
WPLN

Year of Attainment
2010

Upload Education Certification(s) *
 Upload up to 5 files (email, .pdf, .doc, .jpg, .png, .gif - Maximum file size is 30 MB)
Educational Qualification Certificate template.pdf 199.42KB

c. **Declaration Details**

If “**Yes**” is selected for any of the declarations, you must provide remarks and supporting

documents as proof. Click the **Next** button.

The screenshot shows the 'Director/Partner Renewal Application' form. The left sidebar contains sections for 'Industry Qualification Information', 'Former Employment Records', and 'Add Employment Record'. The main content area is titled 'Declaration Details' and shows '3 of 4' steps. Below this, there are three numbered declarations with radio button options for 'Yes' and 'No'. The 'Next' button is highlighted with a red box, and a red arrow points from it towards the right side of the page.

d. **Confirmation**

You must check all the declarations to submit the form. Click the **Submit** button.

The screenshot shows the 'Application Submitted' confirmation screen. The left sidebar contains sections for 'Education and Employment Details' and 'Declaration Details'. The main content area shows a green checkmark and the text 'Application Submitted'. Below this, there is information about the application ID and submission date. The 'Submit' button is highlighted with a red box, and a red arrow points from it towards the right side of the page.

- You can view more information about your submitted application by clicking on the **View** action button from the Director/Partner Renewal Applications List.

All Applications

Application ID	EA Name	Submission Date and Time	Status	Action
LIC-DP-REN-2105000070	Empire Corp	27/05/2021 17:39:09	Pending EA Submission	
LIC-DP-REN-2105000052	Empire Corp	27/05/2021 16:48:25	Rejected	View

Page 1 of 1

Showing 10 of 2 of 2 Items

Singapore Government Agency Website

Council for Estate Agencies

SERVICES

Willie Williams partner

LIC-DP-REN-2103000070

EA Management > Director Partner Renewa... > Application Information

Application Information

Application Information

Applicant Name: Willie Williams

Applicant NRIC/FIN: F0426671N

Application Name: EA Licence - Directors and Partners Renewal

Submission Date and Time: 27/05/2021 17:39:09

Status: Pending EA Submission

Application Details

- Applicant Information
- Education and Employment Details
- Declaration Details

- Once your Director/Partner has submitted a Director/Partner Renewal Application, the EA will receive an email notification.

ii. Submission of EA Licence (Renewal) Application to CEA

To submit the EA Licence (Renewal) application, follow these steps:

- Login with **EA** account from the internet facing ACEAS portal using **Singpass (For Corporate)**.
- The authorised user(s) from the EA can view all active (i.e. submitted) director/partner applications.

KEO Eligibility

CPD

CPF - Medisave

Directors/Partners Details

NRIC	Applicant Name	Role	Submission Date and Time	Status	Action
F0426671N	Willie Williams	Partner	27/05/2021 17:39:09	Pending EA Submission	
F8562235T	George Edwards	Director	-	Pending Applicant Submission	

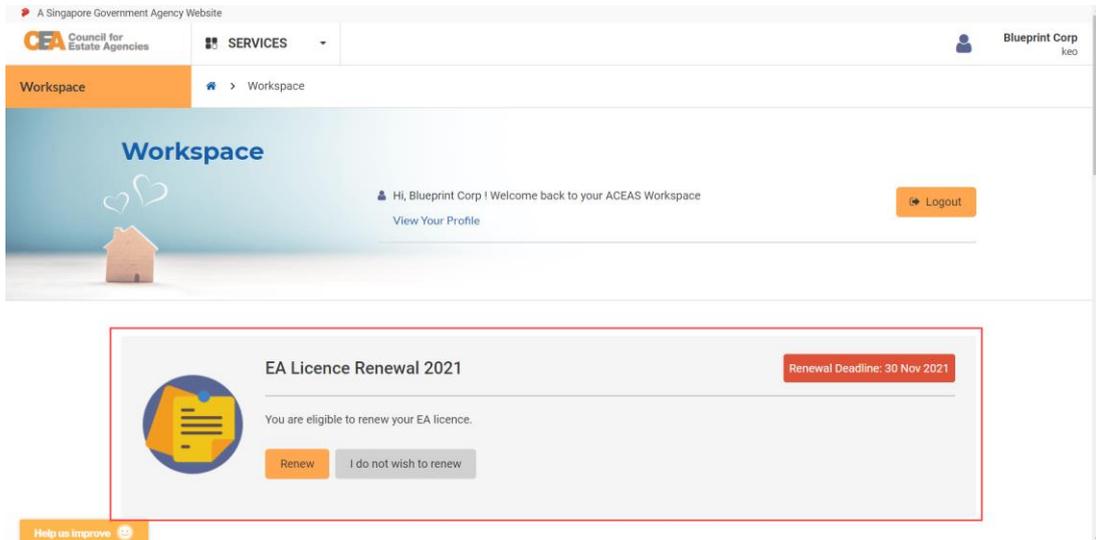
RES Registration Application Pending EA Action

Pending Submission

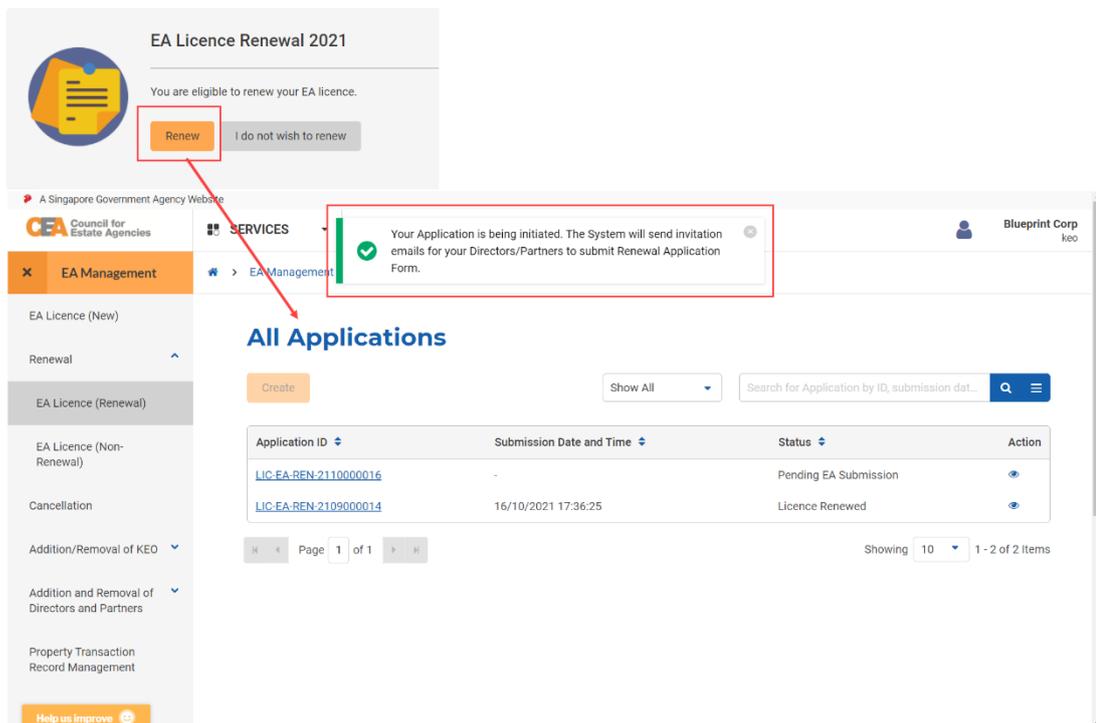
- New and Returning
- Switching (Incoming)
- Switching (Outgoing)
- Renewals

Pending Resubmission

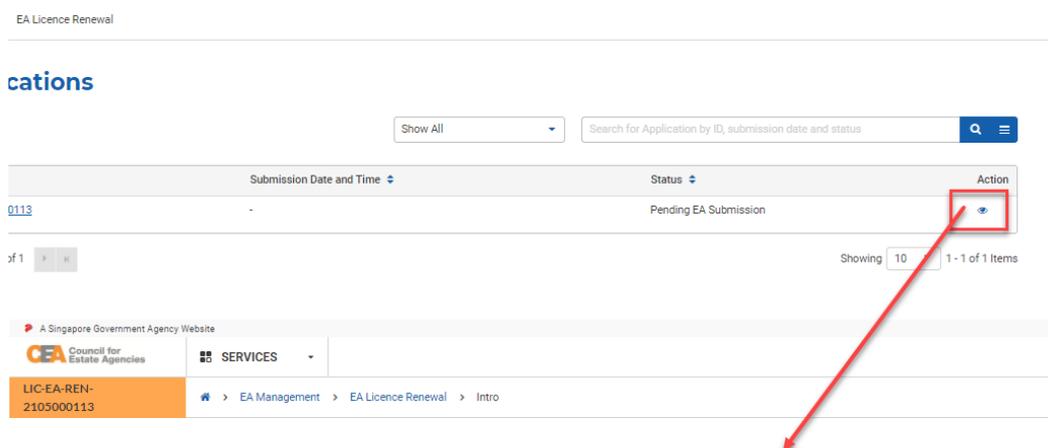
- Key information about the EA Licence Renewal Exercise will be detailed from the **Workspace**. You can choose to indicate to renew or not to renew from here.



- Click on the **Renew** button to initiate the EA Licence (Renewal) Application process.



5. Click the **View** action button. You will be brought to the **EA Licence (Renewal) Application introduction page**.



EA Licence Renewal Application

You are about to submit the New EA Licence Application.
This application form takes about **20 minutes** to complete

You will need to

- Check the EA, KEO, and any Directors/Partners details.
Most of them are already populated from the various parties ACEAS Profiles.
- Complete a list of declarations.

You should know

- You may save the application as a draft.

[Continue](#)

6. Click the **Continue** button. It will bring you to the EA Licence (Renewal) form. There are 8 steps to the EA Licence (Renewal) Application form.

- a. **Applicant Information**

Refer to EA Licence (New) process at section **8.b.ii.** step **4.a.**

- b. **Declaration Details**

Refer to EA Licence (New) process at section **8.b.ii.** step **4.b.**

- c. **KEO Information**

Refer to EA Licence (New) process at section **8.b.ii.** step **4.c.**

- d. **KEO Education and Employment Details**

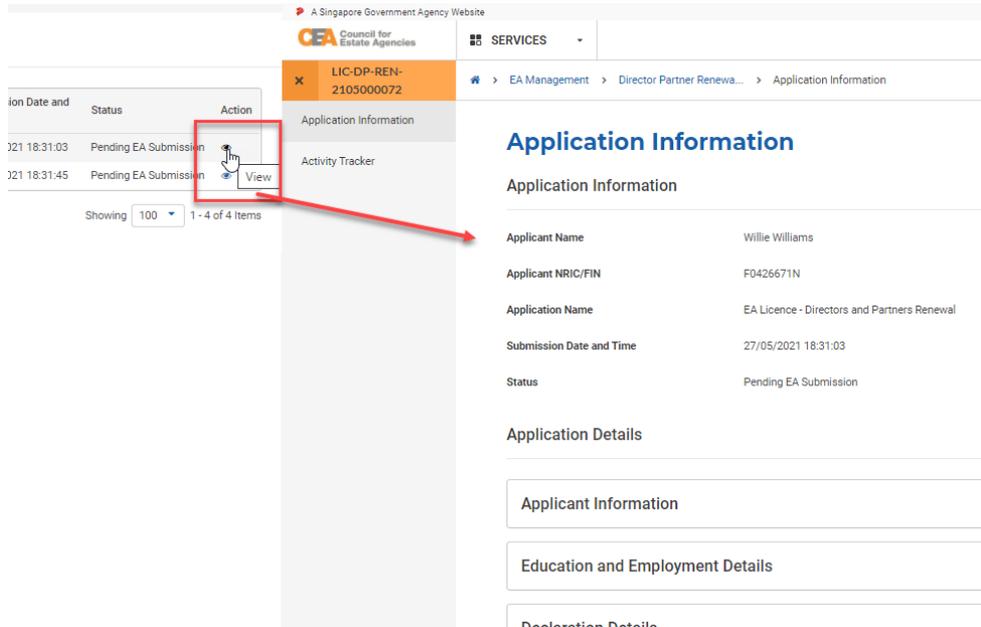
Refer to EA Licence (New) process at section **8.b.ii.** step **4.d.**

- e. **KEO Declaration Details**

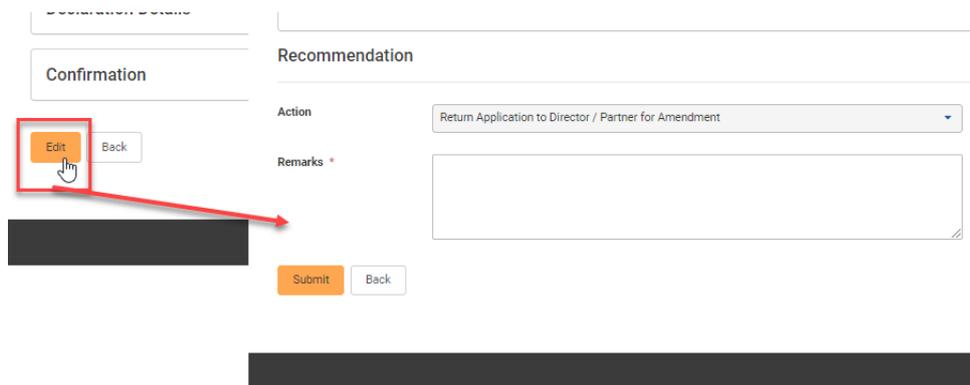
Refer to EA Licence (New) process at section **8.b.ii.** step **4.e.**

- f. **Directors/Partners Information**

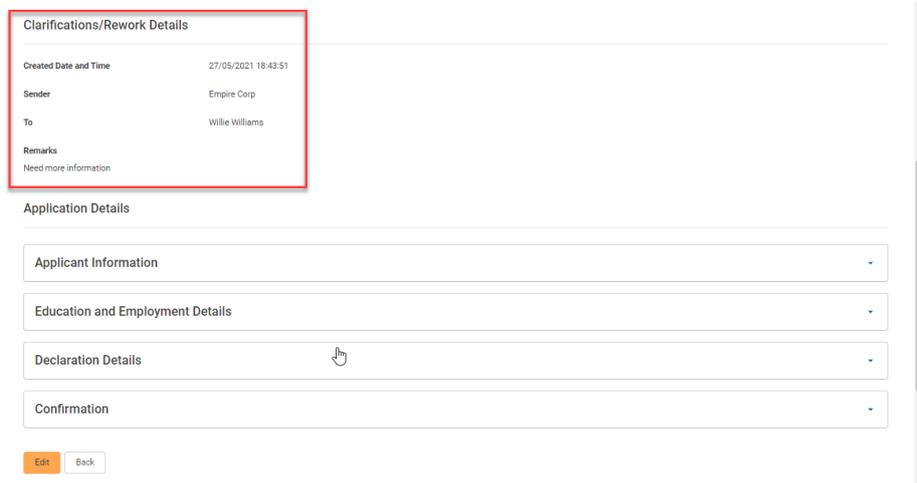
The data will be pre-populated based on the submitted Director/Partner Renewal Application form(s). Click on the **View** action button to view the Director/Partner Renewal Application details.



Click the **Edit** button at the bottom of the page to make amendments. You can choose to return the Director/Partner Renewal Application form if amendments need to be made to it. Please refer to section **5.b.iv.** for more information for the application return process.



The Director/Partner then needs to repeat the steps from section **9.b.i.** Additionally, to know what edits to make, the Director/Partner should refer to the EA's comments can be found in the "**Clarification/Rework Remarks**" section before clicking on the **Edit** button.



g. **PII Details**

Refer to EA Licence (New) process at section **8.b.** step **4.h.**

h. **Confirmation**

You must check all the declarations to submit the form. Click the **Submit** button.

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CEA Council for Estate Agencies SERVICES
LIC-EA-REN-2105000113 EA Management EA Licence Renewal Acknowledgm

I declare that:
 I agree to CEA's Terms of Service and Privacy Policy
 I consent to the electronic service of documents

Submit Back Save as Draft

Application Submitted
Thank you. Your EA Licence (Renewal) application has been submitted.
Application ID: LIC-EA-REN-2105000113
Submission Date and Time: 27/05/2021 18:54:44
[View Details](#)

What Happen Next
CEA will review your application after payment has been received via GIRO.
Please feel free to return to ACEAS to check on your application status.

Log Out Return Home

After payment, the application will be processed by CEA. You can view more information about the application pending CEA processing by clicking on the **view** action button from the applications listing page. You can also click on the Activity Tracker function in the side menu and use the activity tracker to track the processing of the application. Please refer to section **4.b.iv. Activity Tracker** for more information.

The system will automatically send an email to the EA once CEA approves/rejects the application.

iii. Payment of EA Licence (Renewal) Application Fee

After submission of the EA Licence (Renewal) Application, you may or may not have to make payment for the application fee (i.e. if you have paid the renewal application fee last year, the application fee is not applicable this year).

Payment must be made via GIRO to submit the application for CEA to process. For GIRO method of payment, you can see the Invoice Details in the **Payment** record's **Invoice** page to check the amount that needs to be

paid.

Invoice Details

Export

Invoice Information

Invoice No.	INV-21-010467
Payment Mode	GIRO
Payment Method	-
Created Date & Time	13/06/2021, 23:59:01
Clearance Date & Time	-
Invoice Status	Pending Clearance

Due Details

No.	Fee Type	Descriptor	Reference	Amount (S\$)	GST (S\$)	Total (S\$)
001	Application (New EA Licence)	LIC-EA-NEW-2106000065\F3688975Q\202104033C	LIC-EA-NEW-2106000065	100	7	107
002	Application (New EA Licence)	LIC-EA-NEW-2106000069\F3688975Q\202104033C	LIC-EA-NEW-2106000069	100	7	107
003	Application (New EA Licence)	LIC-EA-NEW-2106000074\F3688975Q\202104033C	LIC-EA-NEW-2106000074	100	7	107
TOTAL AMOUNT DUE				300	21	321

BACK

iv. Withdrawal of EA Licence (Renewal)

Similar to the Addition of Director/Partner Application, the EA can also withdraw the application form after submission of the application to CEA and before its approval/rejection. Please refer to section **5.b.v.** for more information.

For EA Licence (Renewal) application, the system will automatically send an email confirmation to the EA upon withdrawal.

v. Resubmission of EA Licence (Renewal)

Similar to the Addition of Director/Partner Application, CEA can also request for you to make amendments to the application form. The system will automatically send an email to the EA. You will have to resubmit the application.

1. Login with **EA** account from the internet facing ACEAS portal using **Singpass (For Corporate)**.
2. Hover over **EA Management** then click **EA Licence (Renewal)** on the global menu. You will be redirected to the **EA Licence (Renewal) Applications** List page.
3. You can use the quick filter from the EA Licence (Renewal) Applications List to see if there are any applications with the status **Pending EA Resubmission**.
4. Access the returned application by clicking on the **View** action button of the relevant application. It allows you to view more details about why the application was returned. The **Clarification/Rework Remarks** section in the details page will contain CEA's remarks/instructions.
5. To make amendments, you must click the **Edit** button at the bottom of the page.
6. Repeat the steps from section **9.b.ii**.

vi. Payment for EA Licence (Renewal) Licence Fee

Similar to the EA Licence (New) Application, you must make payment for the licence fee after approval of the EA Licence (Renewal) application. Please refer to section 8.b.vi. for more information.

c. Creation of EA Licence (Non-Renewal)

The EA Licence (Non-Renewal) workflow is shown in the figure below.

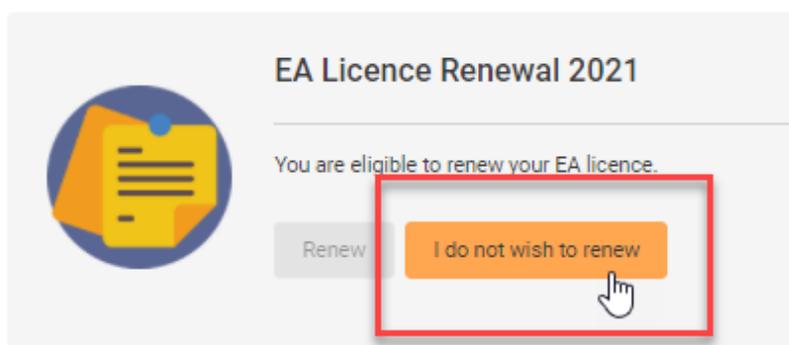
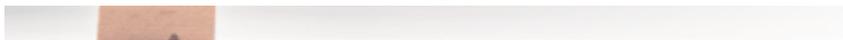


EA submits EA Licence (Non-Renewal) application

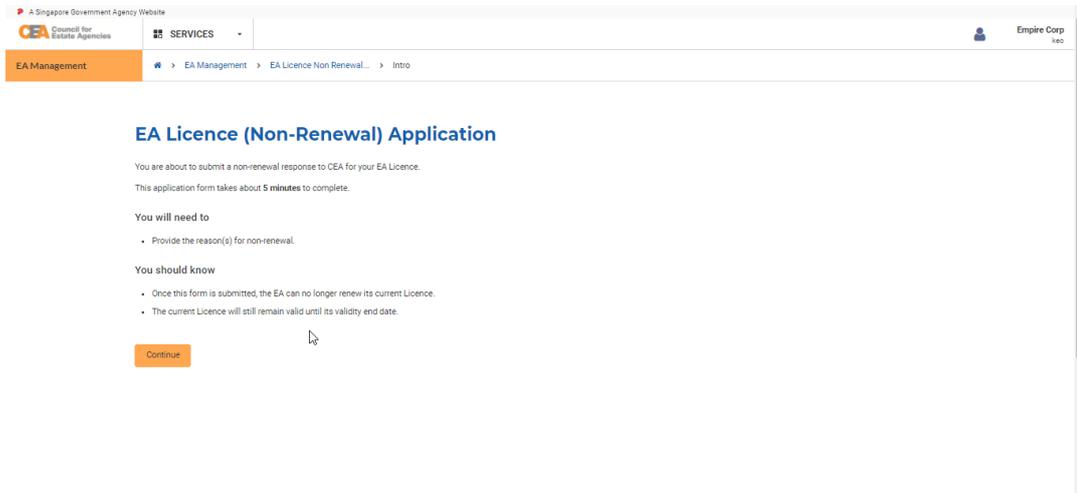
EA indicates that they do not wish to renew, and submits the EA Licence (Renewal) application form by filling it in.

To indicate non-renewal of EA Licence, follow these steps:

1. Login with **EA** account from the internet facing ACEAS portal using **Singpass (For Corporate)**.
2. From the Dashboard, click on the **I do not wish to renew** button. It will initiate the EA Licence (Non-Renewal) Application.



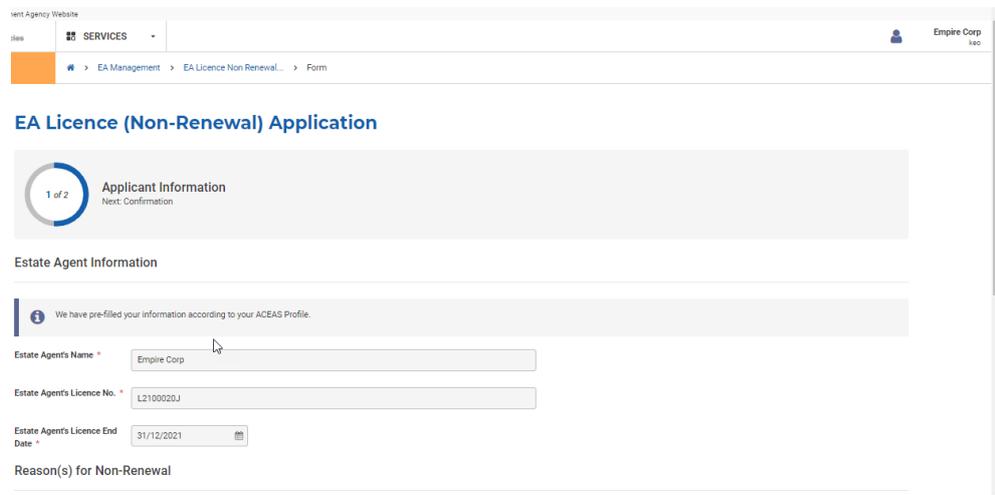
3. You will be brought to the EA Licence (Non-Renewal) Application introduction page.



4. Click the **Continue** button. It will bring you to the EA Licence (Non-Renewal) Application form. There are 2 steps to the form:

a. **Applicant Information**

Some of the fields will be pre-populated based on your profile. However, you must indicate the reasons for non-renewal. Click the **Next** button.



b. **Confirmation**

You must check all the declarations to submit the form. Click the **Submit** button.

The screenshot shows the 'EA Licence (Non-Renewal) Application' page. At the top, it indicates '2 of 2' steps, with 'Confirmation' being the current step. Below this is a section for 'Applicant Information'. A declaration section titled 'I declare that:' contains a checked checkbox for 'I agree to CEAs Terms of Service and Privacy Policy'. At the bottom of the form are three buttons: 'Submit', 'Back', and 'Cancel'.

5. There is no further action needed by the EA, but you can access your submitted application by clicking on the **View** action button from the All EA Licence (Non-Renewal) Applications list.

The screenshot displays the 'All Applications' list for EA Licence (Non-Renewal). The table contains one application with the following details:

Application ID	Submission Date and Time	Status	Action
LIC:EA-NREN-2105000002	27/05/2021 19:15:45	Approved	

The 'Approved' status and the 'View' icon are highlighted with red boxes. The page also shows a search bar, a 'Show All' dropdown, and pagination information: 'Page 1 of 1' and 'Showing 10 1-1 of 1 Items'.

6. You will also receive an email notification confirming the submission of your non-renewal application.

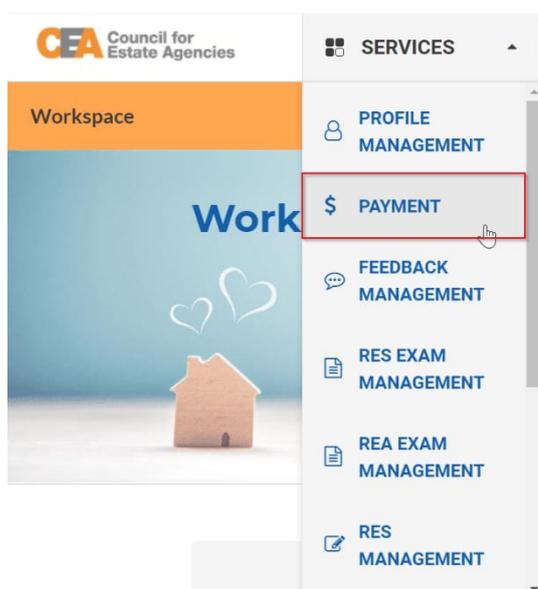
10. Payments

a. Introduction

The Payment service is for individuals (who login via Singpass (For Individuals)) or authorised users of an EA (who login via Singpass (For Corporate)) to view and make payments to CEA. If logging in for the first time, users will have to create/update their profile. Please refer to **section 13** for more information.

b. Viewing of Payment

1. Login with your account from the internet facing ACEAS portal using **SingPass (For Individuals)** or **Singpass (For Corporate)**.
2. Click **Payment** on the global menu.



3. You will be brought to the My Payments List. There are 3 types of invoices, based on their status:
 - a. **Pending Clearance** invoices are outstanding payments,
 - b. **Cleared** invoices are payments that have been paid, and
 - c. **Voided** invoices are payments that no longer need to be paid.

You can view an invoice's details by clicking on the **View** action button from the My Payment listing page.

Government Agency Website

for agencies SERVICES

My Payments

My Payments

Show All Search for Invoice No. [Q]

Invoice No.	Payment Mode	Invoice Status	Total Amount	Clearance Date & Time	Action
INV-21-001091	Online Collection	Pending Clearance	\$417.00	-	
INV-21-000781	Online Collection	Cleared	\$64.00	30/04/2021, 12:56:54	

Page 1 of 1 Showing 10 1 - 2 of 2 Items

4. You will be brought to the Invoice Details page.

Singapore Government Agency Website

Council for Estate Agencies SERVICES

My Payments Invoice Details

Invoice Details

Export

Invoice Information

Invoice No. INV-21-000415

Payment Mode Online Collection

Payment Method Credit Card

Created Date & Time 26/03/2021, 17:04:47

Clearance Date & Time 26/03/2021, 17:05:37

Invoice Status Cleared

Due Details

No.	Fee Type	Descriptor	Reference	Amount (\$\$)	GST (\$\$)	Total (\$\$)
001	RES Examination (Two Paper)	RES-REG-21030041 S3839664A	RES-REG-21030041	390	27	417
TOTAL AMOUNT DUE				390	27	417

Help us improve

5. Clicking on **Payment** in the side menu will bring you to the Payment List page. You can view the payment details by clicking on the **View** action button from the Payment List page.

Singapore Government Agency Website

Council for Estate Agencies SERVICES

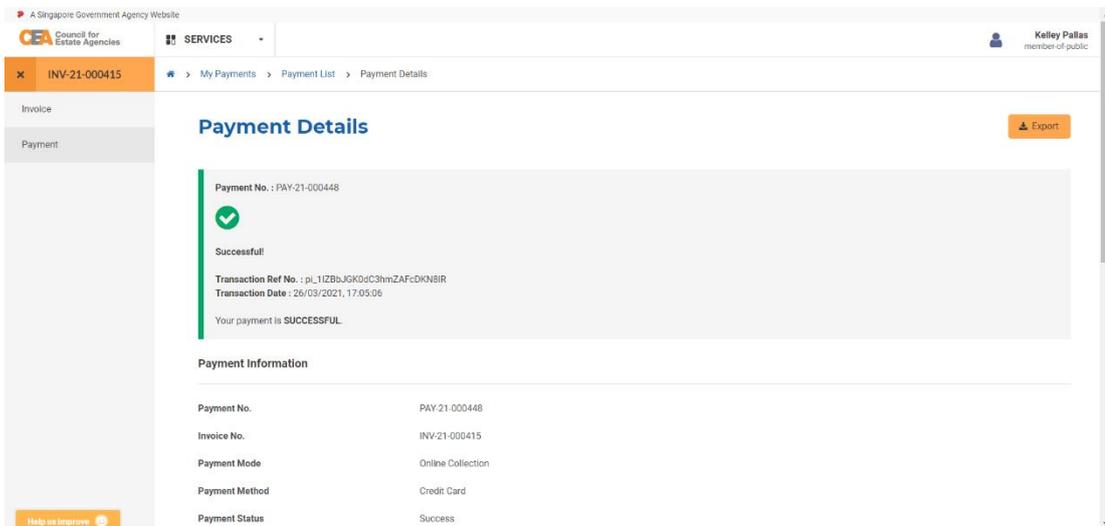
My Payments Payment List

Payment List

Payment No.	Payment Status	Total Amount	Transaction Date & Time	Action
PAY 21-000448	Success	\$417.00	26/03/2021, 17:05:06	

Page 1 of 1 Showing 10 1 - 1 of 1 Items

6. You will be brought to the Payment Details page.



c. Making Payment

There are two main modes of payment collection:

1. GIRO
2. Online Collection

i. Online Collection

The fees that individuals pay for via Online Collection are as follows:

S/N	Fee Type
1.	Application Fee (New EA Licence)
2.	Pre-Application Fee

To make payment via Online Collection, follow these steps:

1. Click the Invoice record for an outstanding fee. The Payment Mode for an outstanding fee payable by online methods will have **Online Collection** Payment Mode, and **Pending Clearance** Invoice Status.



My Payments

Show All

Search for Invoice No.



Invoice No.	Payment Mode	Invoice Status	Total Amount	Clearance Date & Time	Action
INV-21-001091	Online Collection	Pending Clearance	\$417.00	-	
INV-21-000781	Online Collection	Cleared	\$64.00	30/04/2021, 12:56:54	

Page 1 of 1

Showing 10 1 - 2 of 2 Items

- Click the **Proceed to Payment** button in the details page to proceed to payment.

Due Details

No.	Fee Type	Descriptor	Reference	Amount (\$\$)	GST (\$\$)	Total (\$\$)
001	RES Examination (Two Paper)	RES-REG-21060016 S9188338d	RES-REG-21060016	390	27	417
TOTAL AMOUNT DUE				390	27	417

PROCEED TO PAYMENT

BACK

- You will be asked for the payment method. This page displays the following options for the payer to choose from:
 - Credit card
 - PayNow

Select Payment Method

Credit Card

PayNow

CONTINUE

BACK

Based on the option that selected, the System will redirect the payer to the respective external payment gateway page to make payment via Credit card, or to the QR code page to make payment via PayNow.

- After the payment is successful, you will be redirected to the Payment Details page.

Payment Details

Export

Payment No. : PAY-21-000015



Successful!

Transaction Ref No. : pi_1lslXXGK0dC3hmZAeMv89ZSI

Transaction Date : 19/05/2021, 17:18:07

Your payment is **SUCCESSFUL**.

Payment Information

Payment No.	PAY-21-000015
Invoice No.	INV-21-000029
Payment Mode	Online Collection
Payment Method	Credit Card
Payment Status	Success

ii. GIRO

All fees that have been charged to an EA should be deducted via GIRO.

EA-applicants do not have a GIRO arrangement with CEA yet. As such, all fees charged to them should be paid via Online Collection methods. The fees that EAs pay for via GIRO are as follows:

S/N	Fee Type
1.	Application Fee (EA Licence, except New)
2.	Application Fee (RES Registration)
3.	Registration Fee
4.	Licence Fee
5.	Licence Fee (Top Up)
6.	Administrative Fee (Ad-Hoc)

For GIRO method of payment, you will be able to check the amount that needs to be paid from the Invoice Details page (after clicking on the **View** action button from the My Payments listing page).

Invoice Details

 Export

Invoice Information

Invoice No.	INV-21-010467
Payment Mode	GIRO
Payment Method	-
Created Date & Time	13/06/2021, 23:59:01
Clearance Date & Time	-
Invoice Status	Pending Clearance

Due Details

No.	Fee Type	Descriptor	Reference	Amount (S\$)	GST (S\$)	Total (S\$)
001	Application (New EA Licence)	LIC-EA-NEW-2106000065\F3688975Q\202104033C	LIC-EA-NEW-2106000065	100	7	107
002	Application (New EA Licence)	LIC-EA-NEW-2106000069\F3688975Q\202104033C	LIC-EA-NEW-2106000069	100	7	107
003	Application (New EA Licence)	LIC-EA-NEW-2106000074\F3688975Q\202104033C	LIC-EA-NEW-2106000074	100	7	107
TOTAL AMOUNT DUE				300	21	321

BACK

11. Pre-Application

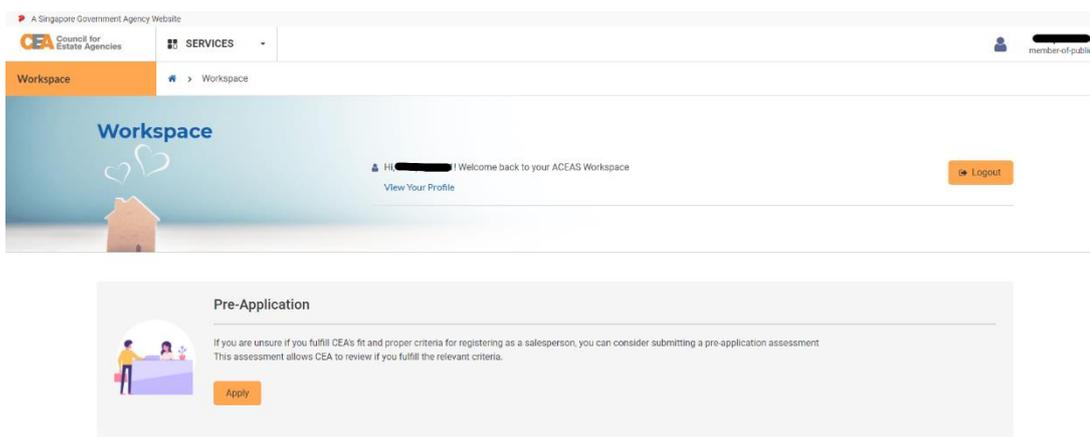
a. Introduction

The Pre-Application service is for potential RES to submit a request in the System for CEA to review whether they are considered to fulfil the “fit and proper” RES criteria. If logging in for the first time, users will have to create/update their profile. Please refer to **section 13** for more information.

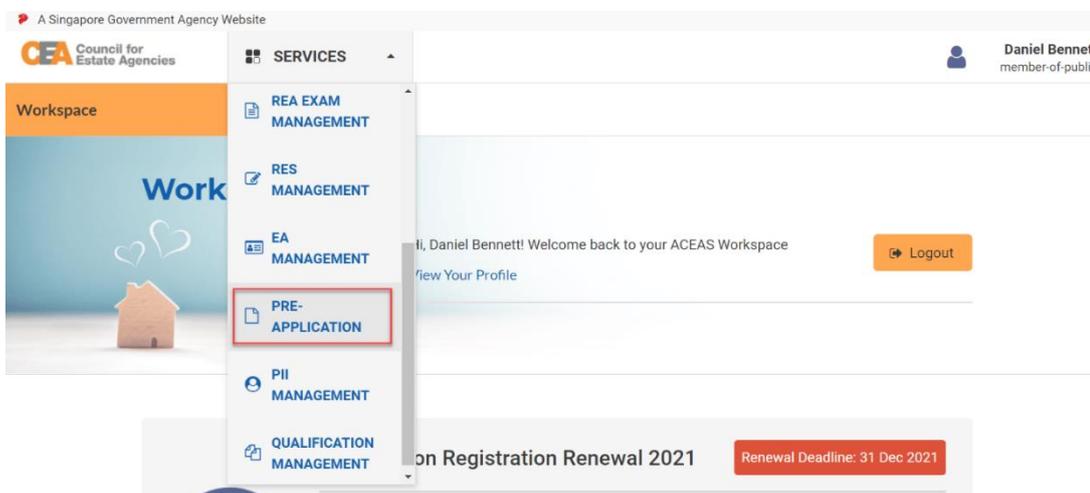
b. Creation of Pre-Application

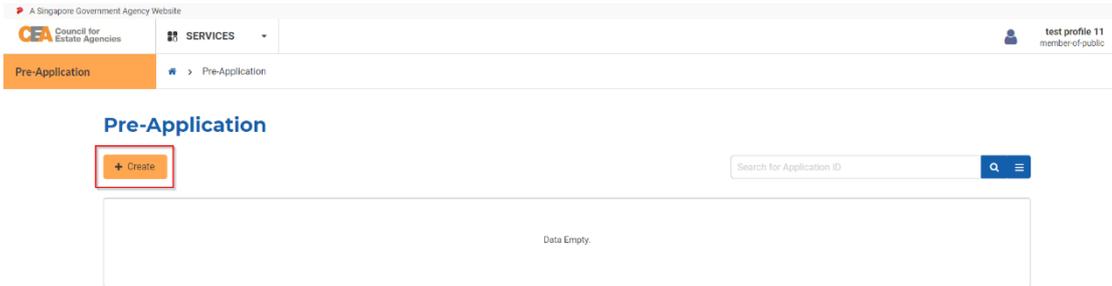
i. Submission of Pre-Application Assessment to CEA

1. Login with your account from the internet facing ACEAS portal using **Singpass (For Individuals)**.
2. If you had previously indicated during profile creation that you are unsure if you fulfil the “fit and proper” criteria, you should be able to see a banner on your Dashboard. Click on the **Apply** button.



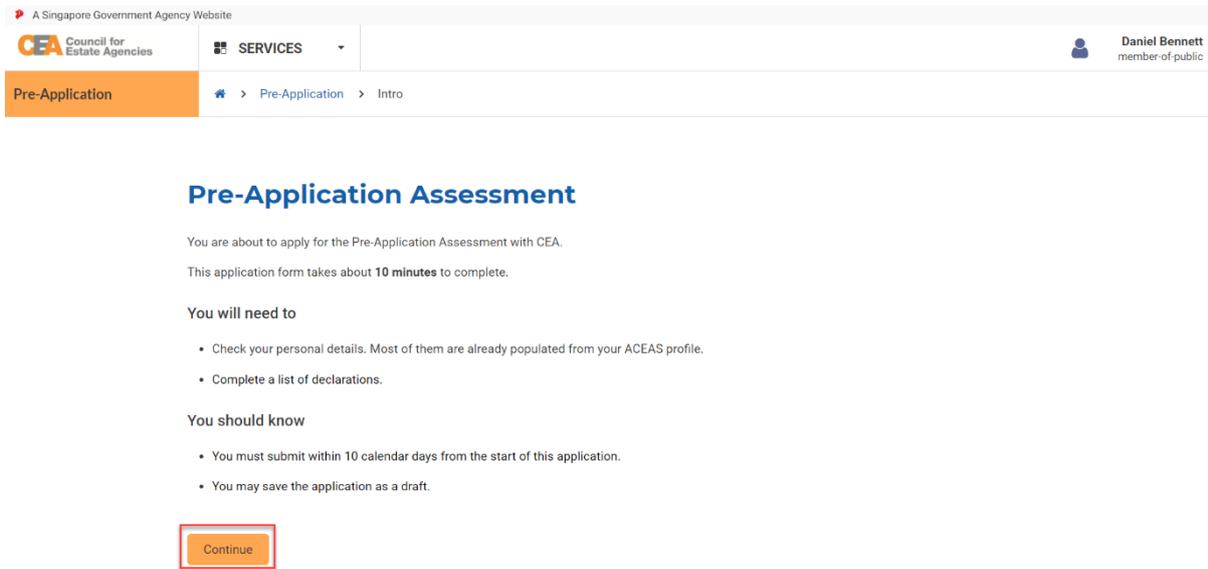
Otherwise, click **Pre-Application** on the global menu. You will be brought to the Pre-Application listing page.





Click the **Create** button.

3. You will be brought to the Pre-Application Assessment introduction page.



4. Click the **Continue** button. It will bring you to the Pre-Application Assessment form. There are 4 steps to the Pre-Application Assessment form.

- a. **Application Details**

Fill all the mandatory fields and click **Next**.

Pre-Application Assessment

1 of 4 Application Details
Next: Educational Qualification Details

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

Applicant Information

Name * Mr Daniel Bennett
NRIC/FIN * S0121413F

Mailing Address

My mailing address is the same as my residential address

[Save as Draft](#)

b. Educational Qualification Details

Fill all the mandatory fields and click **Next**.

Pre-Application Assessment

2 of 4 Educational Qualification Details
Next: Declarations Details

High School Education

Did you complete your High School Education? * Yes No

Type of Study *

Mode of Study *

Course Duration *

Period of Study From *  

Period of Study To *  

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

[Save as Draft](#)

c. Declaration Details

Fill all the mandatory fields and click **Next**.

Pre-Application Assessment

3 of 4
Declarations Details
Next: Confirmation

Declarations

1 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](#)

- 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) 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
- 3) 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
- 4) Are you currently a licensee, director, partner, or employee of a licensed moneylender in Singapore? *
 Yes No
- 5) Are you currently holding a Financial Adviser's licence granted by Monetary Authority of Singapore (MAS)? *
 Yes No
- 6) Have you ever received a Drug Supervision Order under the Misuse of Drugs Act or a Detention / Police Supervision Order under the Criminal Law (Temporary Provisions) Act? *
 Yes No
- 7) Are you an undischarged bankrupt or have 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
- 8) Which bankruptcy zone are you current placed into by IPTO? *
 Green Zone Red Zone

Fit and Proper Criteria

Are you sure if you fulfill CEA's fit and proper criteria for registering as a salesperson? *
 Yes No

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

d. Confirmation

Check all the declarations and click the **Submit** button.

Pre-Application Assessment



Application Details

Educational Qualification Details

Declaration Details

I declare that

- I have read the [explanatory notes](#)
- I agree to CEA's [Terms of Service and Privacy Policy](#)
- I consent to the electronic service of documents

Submit

Back

[Save as Draft](#)

- You will be redirected to Initiation Acknowledgement page and status about your application. The system will automatically send an email to the applicant to confirm the submission of the application. You should click the **Make Payment** button to proceed to payment page.

After payment, the application will be processed by CEA. You can view more information about the application pending CEA processing by clicking on the **view** action button from the applications listing page. You can also click on the Activity Tracker function in the side menu and use the activity tracker to track the processing of the application. Please refer to section **4.b.iv. Activity Tracker** for more information.

The system will automatically send an email to the applicant once CEA approves/rejects the application.

ii. Payment of Pre-Application Assessment

You can choose to make payment either by clicking the **Make Payment** button as mentioned above or referring to section **10.c.i** to navigate to the Payments service to make payment.

i. Withdrawal of Pre-Application Assessment

As an applicant, you can withdraw the Pre-Application form after submission of the application to CEA and before its approval/rejection.

1. Login with your account from the internet facing ACEAS portal using **Singpass (For Individuals)**.
2. Navigate to the application listing page from the global menu.
3. Click the **View** action button on the record with status **CEA Processing**.

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VizCarra member-of-public

Pre-Application

Pre-Application

+ Create

Search for Application ID

Application ID	Initiation Date and Time	Submission Date and Time	Status	Action
LIC-PREAPP-2106000009	12/06/2021 12:51:02	12/06/2021 12:54:17	CEA Processing	

Page 1 of 1 Showing 10 1 - 1 of 1 Items

4. Click on the **Withdraw** button.

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CEA Council for Estate Agencies SERVICES

VizCarra member-of-public

LIC-PREAPP-2106000009

Pre-Application View Pre Application Detail

Application Information

Application Information

Application ID	LIC-PREAPP-2106000009
Applicant Name	VizCarra
NRIC/FIN	S39283711
Submission Date and Time	12/06/2021 12:54:17
Application Type	-
Status	CEA Processing

Education Qualification

High School Education

Tertiary / Higher Education

Declaration Details

Declaration Details

Withdraw Back

Pre-Application

[+ Create](#) Q ☰

Application ID	Initiation Date and Time	Submission Date and Time	Status	Action
LIC-PREAPP-2106000009	12/06/2021 12:51:02	12/06/2021 12:54:17	Withdrawn	

Page 1 of 1 Showing 10 1 - 1 of 1 Items

ii. Resubmission for Pre-Application Assessment

Similar to the Addition of Director/Partner Application, CEA can also request for you to make amendments to the application form. The system will automatically send an email to you. You will have to resubmit the application.

1. You can view the application by logging in via **Singpass (For Individuals)**, navigating to the Pre-Application List, and clicking on the ID hyperlink or the **View** action button. It allows you to view more details about why the application was returned. The **Clarification/Rework Remarks** section in the details page will contain CEA's remarks/instructions.
2. Click the **Edit** button to go through the Pre-Application Assessment form again.
3. Repeat the step from section **11.b.i**.
There is no need to make payment again.

12. Professional Indemnity Insurance (PII)

Management

a. Introduction

The PII Management service is for the EA and Professional Indemnity Insurance Brokers (PII Brokers) to submit a PII record. If logging in as the EA for the first time, users will have to create/update their profile. Please refer to **section 13** for more information.

There will be 4 statuses for submitted PII records:

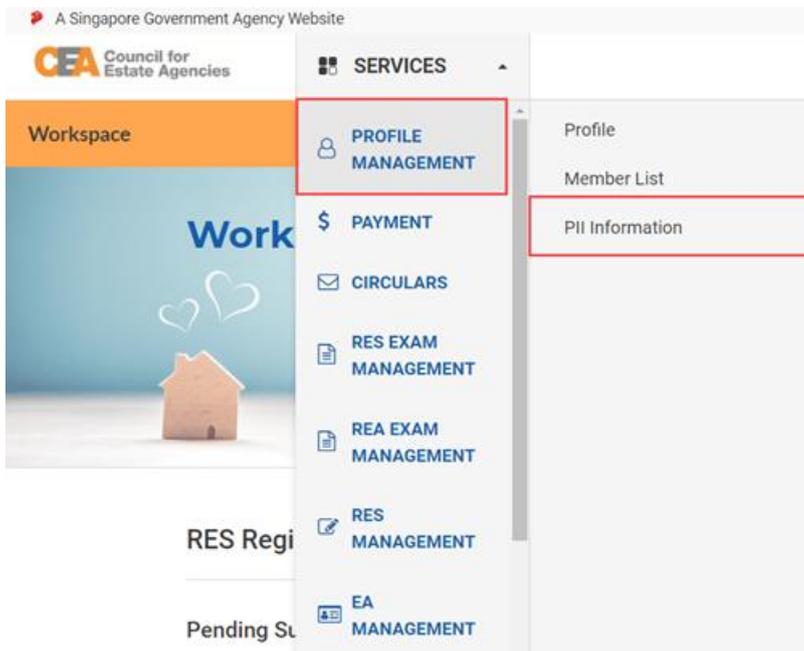
1. **Pending Checks** – PII records is not activated until system checks the PII coverage.
2. **Active** – PII record is activated. The system will automatically send an email to the EA.
3. **Invalid** – PII record is detected as invalid if the number of RES in the EA exceeds the selected category in an existing PII record. The system will automatically send an email to the EA.
4. **Inactive** – PII record is inactive once pass the indicated effective period, replaced due to number of RES exceeding the selected category, or has been deactivated by CEA due to incorrect coverage. The system will automatically send an email to the EA.

b. Creation of PII Record by EA

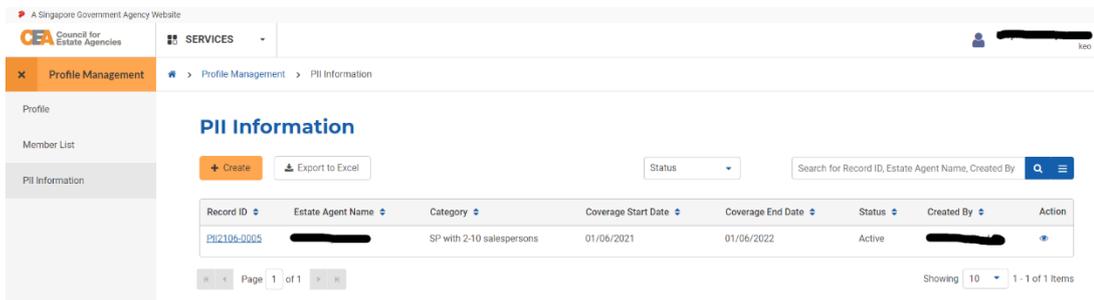
PII records can be created by the EA to be used in other applications. To submit the PII record, follow these steps:

1. Login with **EA** account from the internet facing ACEAS portal using **Singpass (For Corporate)**.

2. Hover over **Profile Management** then click **PII Information** on the global menu.



3. You will be brought to the PII Information listing page. You can export the listing here, by choosing the records to be shown via filtering/searching, then clicking the **Export to Excel** button.



4. Click the **Create** button, you will be brought to the PII Information Form page.

PII Information Form

Name of Insurance Company *	<input type="text" value="Name of Insurance Company"/>
Licence No *	<input type="text" value="L20200001"/>
Estate Agent Name *	<input type="text" value="ABC Company"/>
To provide only if the name of Insured differs from the EA name	<input checked="" type="checkbox"/> The name of insured is the same as EA's name
Insurance Coverage *	<input type="text" value="Insurance Coverage"/>
PII Coverage Date *	<input type="text" value="Select Date"/> - <input type="text" value="Select Date"/>
Category *	<input type="text" value="Category"/>
Minimum Indemnity Limit *	<input type="text" value="Minimum Indemnity Limit"/>

5. Fill in the mandatory fields with valid input. The EA must upload a PII cover note.

Additional Remarks (Premium Paid) * Yes No

Upload Cover Notes * Upload a file (pdf, .doc, .jpg, .png, .gif - Maximum file size is 30MB)

[Save As Draft](#)

6. Click the **Submit** button to create the PII record.

c. Creation of PII Record by PII Brokers

PII records can be created by the PII Brokers in bulk. To submit PII record(s), follow these steps:

1. Login with **PII Broker** account from the internet facing ACEAS portal using **Singpass (For Corporate)**.
2. After successfully logged in, you will be brought to the PII Information Uploader page. You will be able to submit the PII records by uploading a bulk excel spreadsheet, the template of which you can download from the **here** hyperlink in "Download the template here."

× PII Management 🏠 > PII Management > PII Information Uploader

PII Information Uploader

PII Information Uploader

Select File *

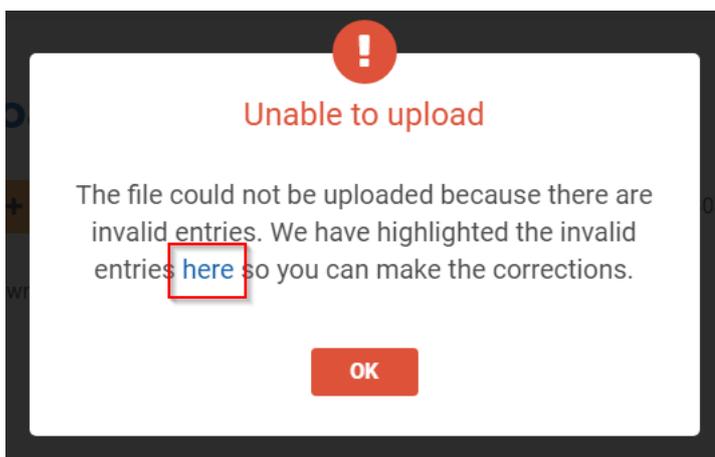
+ Upload a File Upload up to 1 file (.xls, .csv - Maximum file size is 30MB)

PII-BATCH (1).xlsx * 65.28KB

Download the template [here](#).

Upload Cancel

1. Click the **Upload** button to submit the uploaded PII bulk excel spreadsheet.
2. If there is any error in the uploaded bulk excel spreadsheet, a modal will pop up. You can click the **here** hyperlink in the modal to download a file which details the cell(s) with error(s) to be rectified.



3. After correcting the error, please re-upload the corrected file and click on the **Upload** button again.

d. Viewing of PII Record

The EA can view the submitted PII records by clicking on the **View** action button from the PII Information list.

PII Information

+ Create 📄 Export to Excel Status Search for Record ID, Estate Agen... 🔍 ☰

Record ID	Estate Agent Name	Category	Coverage Start Date	Coverage End Date	Status	Created By	Action
PII2106-0035	KC Property Pte Ltd	EA with 51-500 salespersons	01/06/2021	01/06/2022	Active	KC Property Pte Ltd	👁️

⏪ Page 1 of 1 ⏩ Showing 10 1 - 1 of 1 Items

- Profile
- Member List
- PII Information

Overview

Record Information

Record ID	PII2106-0035
Created By	KC Property Pte Ltd
Creation Date and Time	28/06/2021 19:06:32
Status	Active

PII Information

License No.	L2020008F
Estate Agent Name	KC Property Pte Ltd
Name of Insured	KC Property Pte Ltd
The name of insured is the same as EA's name	Yes
Insurance Coverage	Singapore
Coverage Start Date	01/06/2021
Coverage End Date	01/06/2022
Category	EA with 51-500 salespersons
Minimum Indemnity Limit	600000
Minimum Sub-limit for Each Salesperson	100000
Maximum Deductible for Salesperson	5000
Maximum Deductible for EA	5000
Additional Remarks (Premium Paid)	Yes

Cover Note

 test_pdf.pdf
32929KB

Download

13. Profile

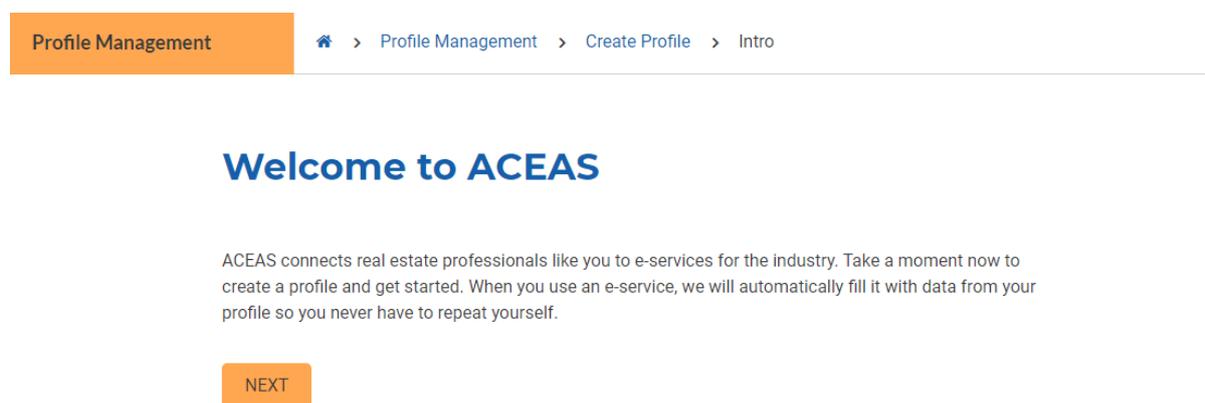
a. Introduction

The profile management service stores and displays information related to an individual or entity's profile.

b. Individual Profile

i. Creation of Individual Profile

The first time an MOP logs in using **Singpass (For Individuals)** and there is no existing individual Profile created from the internet facing ACEAS portal, they will be redirected to Individual profile creation page. To create the new individual profile, follow these steps:



1. Click the **Next** button. You will be brought to the Create (Individual) Profile form. There are 4 steps to the Create Profile form:
 - a. **Applications Details**

This step will be pre-filled according to your current MyInfo profile.

Create Profile



Application Details

Next: Education and Employment Details

General Information



We have pre-filled your information according to your current MyInfo Profile

Name *	salutation	ALFONSO CRUZ
NRIC/FIN *	F1612365W	
Date of Birth *	12/11/1975	
Gender *	<input checked="" type="radio"/> Male <input type="radio"/> Female	

On the creation page, there will be a **Save as Draft** button for you to continue with the profile creation later.

Floor No.

Unit No.

Building Name

Next

Cancel

[Save as Draft](#)

Click the **Next** button to go through the next step.

b. **Education and Employment Details**

Fill in the mandatory fields with valid input. If you are an existing or returning RES, then there should be a pre-existing template for the Education Certification(s) and Industry Examination Certification(s) field. Nevertheless, you may choose to edit some of the pre-populated fields. Click the **Next** button.



Education and Employment Details

Next: 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

Highest Educational Qualification *

WPLN

Year of Attainment

2010

c. Declaration Details

Fill in the mandatory fields with valid input and click the **Next** button.

Create Profile



Declaration Details

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. 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

Please provide all relevant details *

d. **Confirmation**

For new users, check all the declarations and click the **Submit** button to submit the form. For existing RES, you will only see the confirmation section and will just have to click the **Save** button. Existing RES will not see the declaration section.

Create Profile

 Confirmation

Applicant Details

Education and Employment Details

Declaration Details

I declare that:

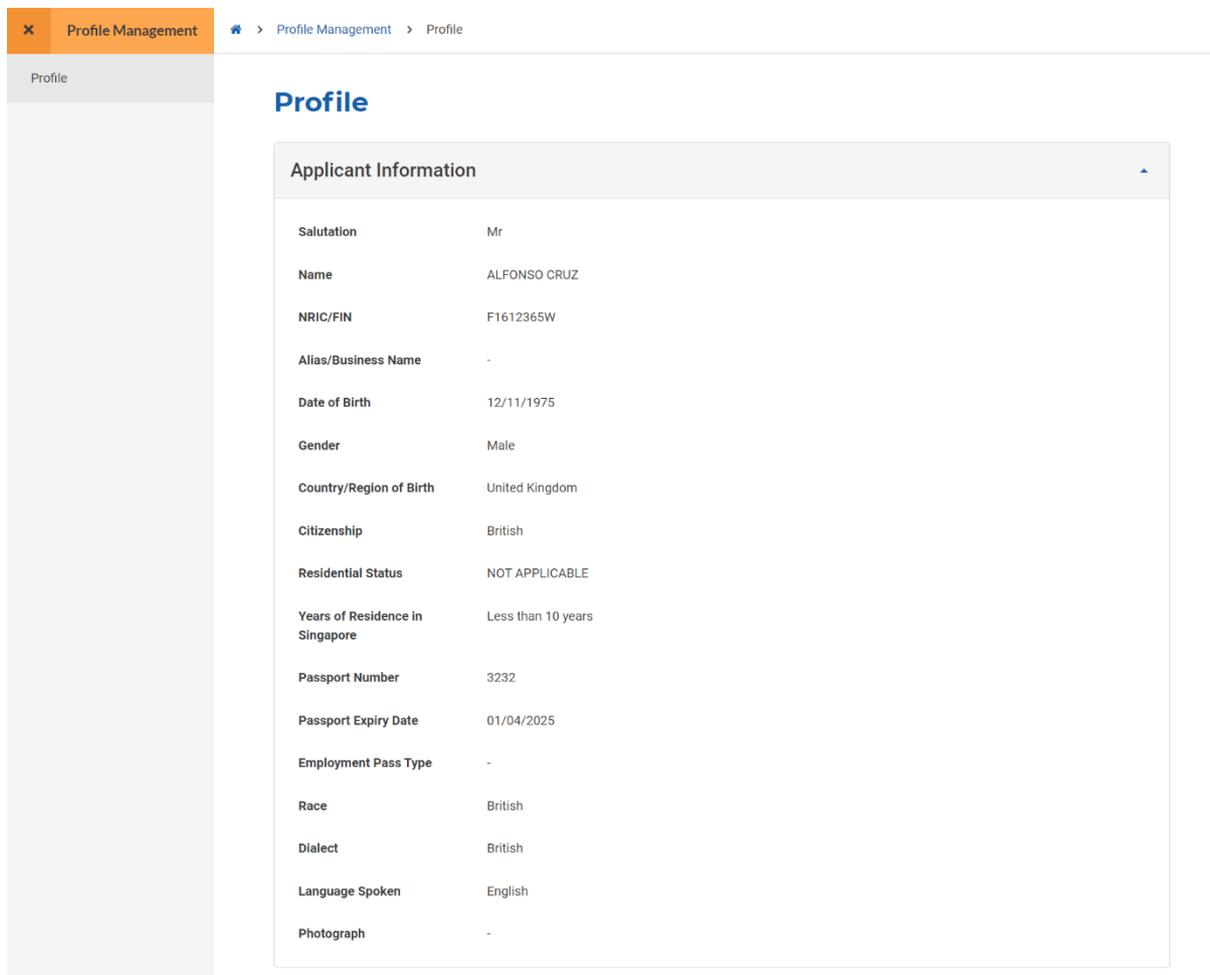
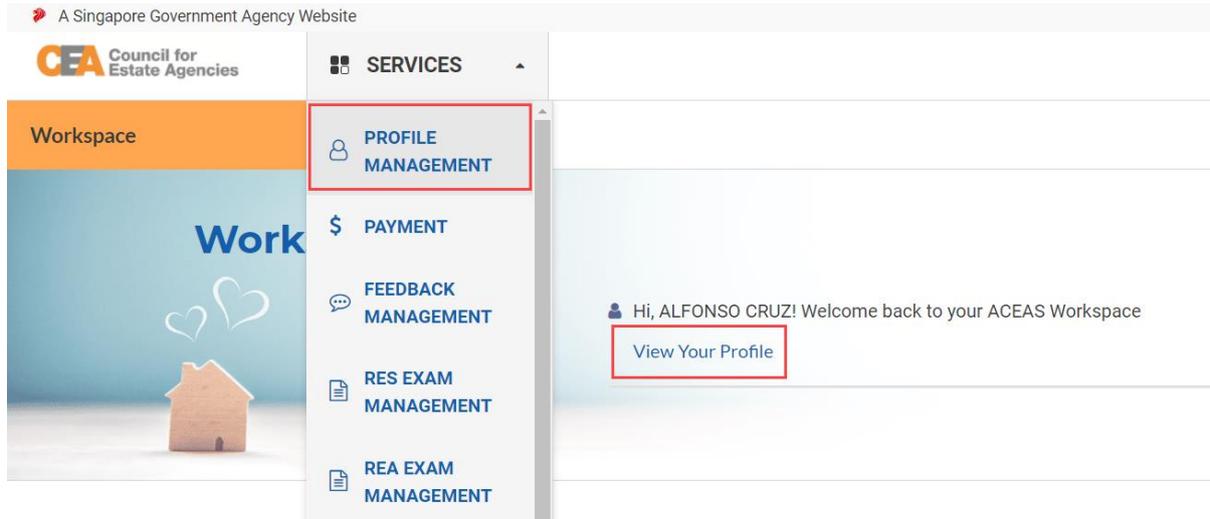
I **have read** the [explanatory notes](#).
This is a mandatory field, please do not leave it empty.

I **agree** to CEA's [Terms of Service and Privacy Policy](#).
This is a mandatory field, please do not leave it empty.

I consent to the electronic service of documents.
This is a mandatory field, please do not leave it empty.

ii. Viewing of Individual Profile

You can view your profile by clicking the **View Your Profile** link from Workspace, or by clicking **Profile Management** on the global menu.



iii. Editing of Individual Profile

You can also edit your profile by clicking the **Edit** button in the Profile Management page.

Industry Qualification Information

Employment History Information

Declarations

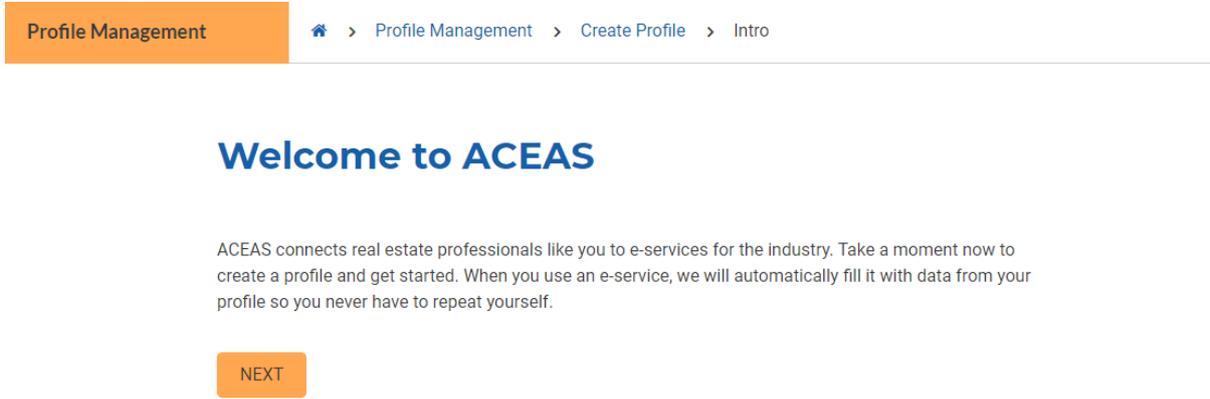
Edit Back

The edit steps behave in a similar manner to the creation of Individual profile steps. Please refer to **13.b.i**. When editing the profile, the confirmation page will not have any declarations, and will only require you to click the **Save** button. Each time you edit your profile, the system will retrieve your latest information from MyInfo.

c. Entity Profile

i. Creation of Entity Profile

The first time an MOP logs in using **Singpass (For Corporate)** and there is no existing entity Profile created from the internet facing ACEAS portal, they will be redirected to Entity profile creation page. To create the new entity profile, follow these steps:



1. Click the **Next** button, you will be brought to the Create (Entity) Profile form. There are 3 steps to the Create Entity form:
 - a. **Applications Details**

This step will be pre-filled according to the entity’s current profile in ACRA.



Application Details

Next: Declaration Details

Applicant Information



We have pre-filled your information according to your current EDH Profile.

Name *

UEN *

Mode of Business *

On the creation page, there will be a **Save as Draft** button for the MOP to continue with the profile creation later.

Floor No.

Unit No.

Building Name

Next

Cancel

[Save as Draft](#)

Click the **Next** button.

b. **Declaration Details**

Fill in the mandatory fields with valid input and click the **Next** button.



Declaration Details

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. For more information or further explanation regarding the declarations, please refer to the [explanatory notes](#) and [Terms of Service](#)

- 1) Does the estate agent hold a moneylender's licence? *
 Yes No
- 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. *
 Yes No

c. Confirmation Details

Check all the declarations and click the **Submit** button.

Declaration Details

I declare that:

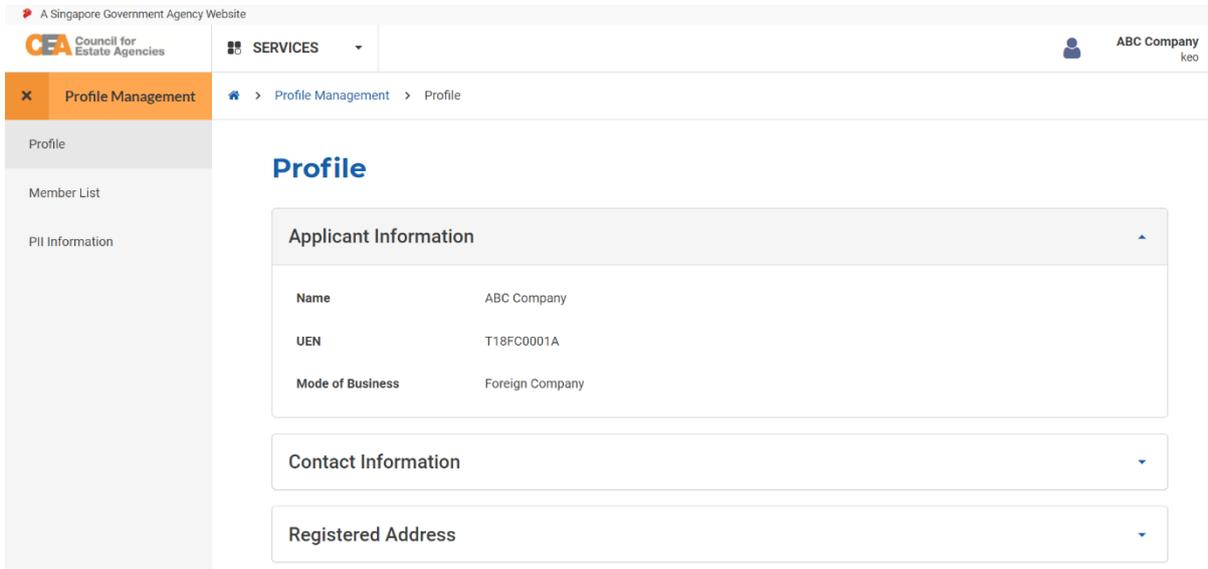
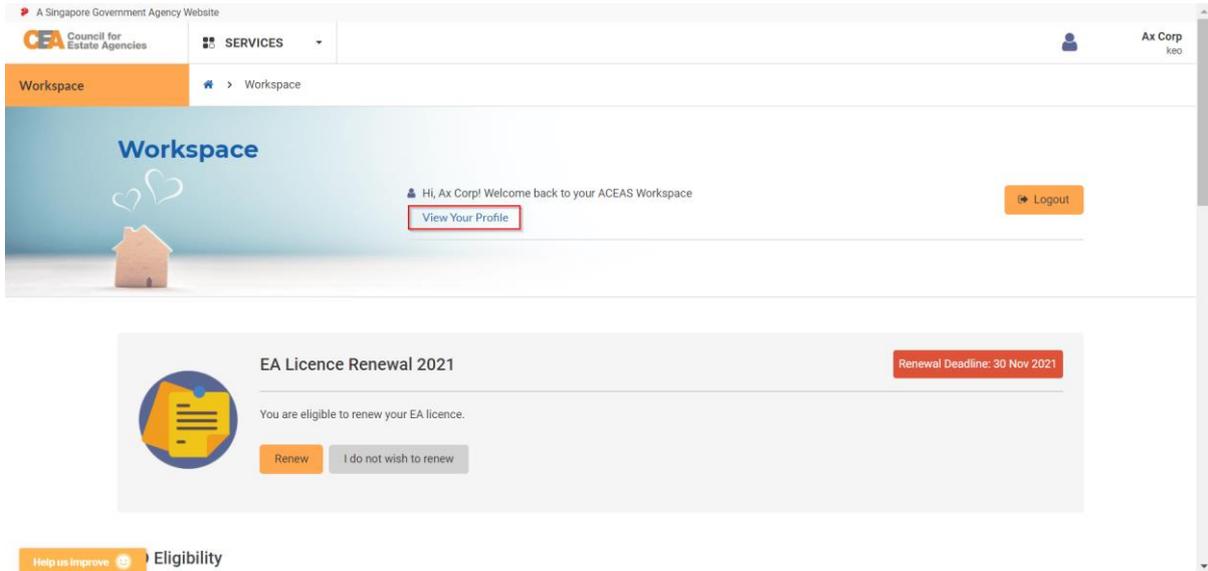
- I have read the [explanatory notes](#).
- I agree to CEA's [Terms of Service](#) and [Privacy Policy](#)
- I consent to the electronic service of documents

Submit

Back

ii. Viewing of Entity Profile

You can view the entity's profile by clicking the **View Your Profile** link from Workspace, or by clicking **Profile Management** on the global menu.



iii. Editing of Entity Profile

You can edit the entity's profile by clicking the **Edit** button in the Profile Management page.



There are some data that are pulled from ACRA to your ACEAS profile, such as your company name. Once that has been updated in ACRA, simply log in to ACEAS, click **Edit** from the Profile Management page, and save the profile to update your company name in ACEAS.

When an EA profile has their profile status changed to **Licensed** [which means CEA has approved the EA license (New) application], the Member List sub-service will be available under the Profile Management service. The Member List will display the list of KEO, Directors/Partners, and RES who are registered under the EA.

There are two tabs in Member List:

a. KEO/Directors/Partners

Member Information

KEO/Directors/Partners RES

Search for NRIC/FIN, Registration No

NRIC/FIN	Role	Registration No	Name	Action
S9115438B	Director	-	Ahmad	👁️ ⚙️
S9135525F	Partner	-	Nigel	👁️ ⚙️
S9138170B	KEO	R310244C	Dustin	👁️ ⚙️
S9191856J	Authorised User	-	Reuben	👁️ ⚙️

Page 1 of 1 Showing 10 1 - 4 of 4 Items

b. RES

Member Information

KEO/Directors/Partners RES

Search for NRIC/FIN, Registration No

NRIC/FIN	Registration No	Name	Registration Status	Action
G9716332X	R2220001	Mitchel Linsley	Registered	👁️ ⚙️
S0308866I	R0700995	test profile 20	Former	👁️ ⚙️
S1040288C	R20200022	Renata	Registered	👁️ ⚙️
S2315125A	R2220002	Phylcia Sorrels	Registered	👁️ ⚙️
S2695075I	R2220003	Jarvis Eustice	Registered	👁️ ⚙️

To find out whether your director/partner is practising as an RES or not, first check whether they have a registration number. If your director/partner is practising under your EA, you will also be able to find them in the RES tab.

iv. Addition/Removal of AU

To add/remove the AU role of a user, please ensure the user has an existing ACEAS profile, fill in the feedback form here: <https://www.cea.gov.sg/feedback> and submit it to CEA.

14. Property Transaction Records (PTR)

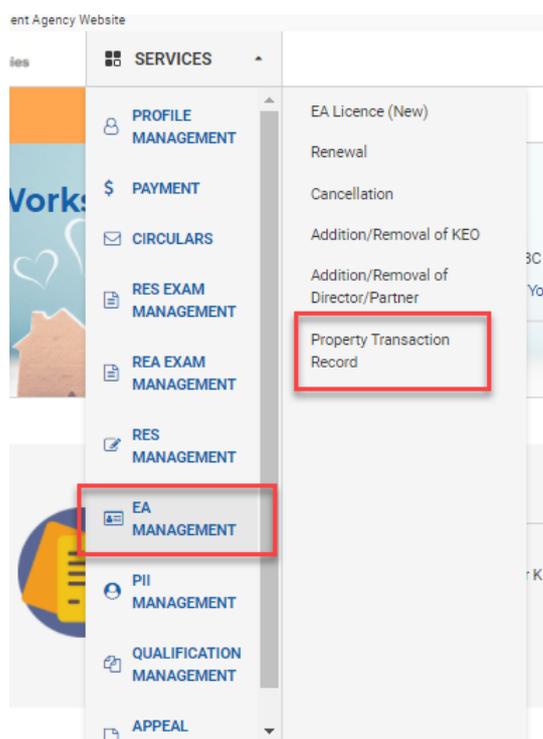
a. Introduction

The Property Transaction Records (PTR) Management module will enable CEA to fetch the transaction records from different sources and publish the validated records on the CEA Public Register. On the internet portal, the EA will have the ability to submit their property transaction records as well as to amend the record if it doesn't pass validation.

b. Creation of PTR

To create the records, follow these steps:

1. Login with **EA** account from the internet facing ACEAS portal using **Singpass (For Corporate)**.
2. Hover **EA Management** then click **Property Transaction Record** on the global menu.



- You will be redirected to the **Property Transaction Records List** page. The Property Transaction Records List is where you can create and submit your Property Transaction Records.

The screenshot shows the 'Property Transaction Records' page. At the top, there are tabs for 'Draft', 'Submitted', 'Error', and 'Duplicate'. Below these is a '+ Create' button and a search bar. The main content is a table with the following data:

Record ID	Block	Floor	Unit Number	Postal Code	Property Type	Transaction Date	Represented	Registration No.	Sale/Rental Type	Transaction Type
PTR2106000015	12	12	120	120	Condominium/Apartments	02/06/2021	Buyer	R020059S	New Sale	Sale/Purchase
PTR2106000014	47	01	789	123		01/06/2021	Seller	R020059S	Room Rental	Rental
PTR2106000013	12	02	47	589		01/06/2021	Landlord	R020059S	Whole Rental	Rental
PTR2106000012	78	04	124	147		01/06/2021	Buyer	R020059S	New Sale	Sale/Purchase
PTR2106000011	145	02	147	480		06/02/2021	Seller	R020059S	New Sale	Sale/Purchase
PTR2106000009	47	15	123	130		06/06/2021	Buyer	R020759S	Resale	Sale/Purchase
PTR2105001145	3	03	36	599		05/12/2020	Buyer	R000001A	New Sale	Sale/Purchase
PTR2105001144	2	02	135	528		23/01/2021	Buyer	R000001A	New Sale	Sale/Purchase

- Click on the **Create** button. You will be redirected to Create Records page.

The screenshot shows the 'Create Records' page. A red box highlights the '+ Create' button on the previous page, with an arrow pointing to the 'Create Records' page. The 'Method for Adding Records' section has 'Data Entry (Max 10)' selected. Below this, there are instructions and a form for adding records:

Method for Adding Records *
 Data Entry (Max 10) Bulk Excel Upload

1. EA is only required to submit HDB residential rental, private residential sale and resale, and private residential rental transaction records.
 2. If there are no transactions for the above-mentioned transaction types in the preceding month, no action is required by the EA.
 3. EA can create new transaction records by completing the online form or by uploading the records using the excel template provided.
 4. Please note that draft and error records will only remain in the system for 30 days from the date they are first created, last edited or appeared.

Record 1

Property Type *

Block *

Floor *

Unit Number *

Postal Code *

- There are two methods of adding records: **Data Entry** and **Bulk Excel Upload**.

The screenshot shows the 'Create Records' page. A red box highlights the 'Method for Adding Records' section, showing 'Data Entry (Max 10)' selected.

Method for Adding Records *
 Data Entry (Max 10) Bulk Excel Upload

1. EA is only required to submit HDB residential rental, private residential sale and resale, and private residential rental transaction records.
 2. If there are no transactions for the above-mentioned transaction types in the preceding month, no action is required by the EA.
 3. EA can create new transaction records by completing the online form or by uploading the records using the excel template provided.
 4. Please note that draft and error records will only remain in the system for 30 days from the date they are first created, last edited or appeared.

i. Creation by Data Entry

1. For the **Data Entry** method, you first need to input the record information in the provided fields. You can input more than one record in one submission (with a maximum of **10** records). You can add record by clicking the **Add** button at the bottom of the page.

Record 1

Property Type * Condominium/Apartments

Block * 8

Floor * 02

Unit Number * 02

Postal Code * 217820

Transaction Date * 01/06/2021

Represented * Seller

Registration No * R020008D

Sale/Rental Type * New Sale

+ Add

Submit Cancel

2. After you are done filling the necessary information, click the **Submit** button. You will be redirected to the **Draft** listing table, where you can see the record(s) you have just submitted in a table format.

Postal Code * 217820

Transaction Date * 13/06/2021

Represented * Seller

Registration No * R200106F

Sale/Rental Type * New Sale

+ Add

Submit Cancel

3. You can **edit** the records submitted by data entry in the Draft listing table. Tick the checkbox of the record(s) that needs to be amended. Make the necessary update and click the **Save** button. You can edit and save multiple records at a time.

+ Create Submit Save Delete

Search for ID, or Registration No.

Record ID	Block	Floor	Unit Number	Postal Code	Property Type	Transaction Date	Represented	Registration No.	Sale/Rental Type	Transaction Type	Ac	
<input checked="" type="checkbox"/>	PTR2106006029	3	01	01	217	Condominium/Apartments	13/06/2021	Seller	R200106F	New Sale	Sale/Purchase	
<input type="checkbox"/>	PTR2106000015	12	12	120	120	Condominium/Apartments	02/06/2021	River	R1700595	New Sale	Sale/Purchase	

- You can also **delete** records in the Draft listing table. Tick the checkbox of the record(s) to be deleted, then click the **Delete** button. You can delete multiple records at a time.

The screenshot shows a web interface with a table of records. At the top, there are buttons for '+ Create', 'Submit', 'Save', and 'Delete'. The 'Delete' button is highlighted with a red box. Below the buttons is a search bar labeled 'Search for ID, or Registration No.' with a magnifying glass icon. The table has the following columns: Record ID, Block, Floor, Unit Number, Postal Code, Property Type, Transaction Date, Represented, Registration No., Sale/Rental Type, and Transaction Type. Two records are listed: PTR2106006029 and PTR2106000015. The first record is selected, indicated by a checked checkbox in the first column. The 'Delete' button is also highlighted with a red box.

- For the submission of records, please refer to section **14.c**.

ii. Creation by Bulk Excel Upload

- For the **Bulk Excel Upload** method, you need to click on the “Bulk Excel Upload” radio button from the Create Records page.
- In the Records Excel File field, upload the excel template file which contains the records by clicking the **Upload a File** button. You can download the bulk excel upload template by clicking the **here** hyperlink link in the information banner.

🏠 > EA Management > Property Transaction Re... > Property Transaction Records List

Create Records

Method for Adding Records *

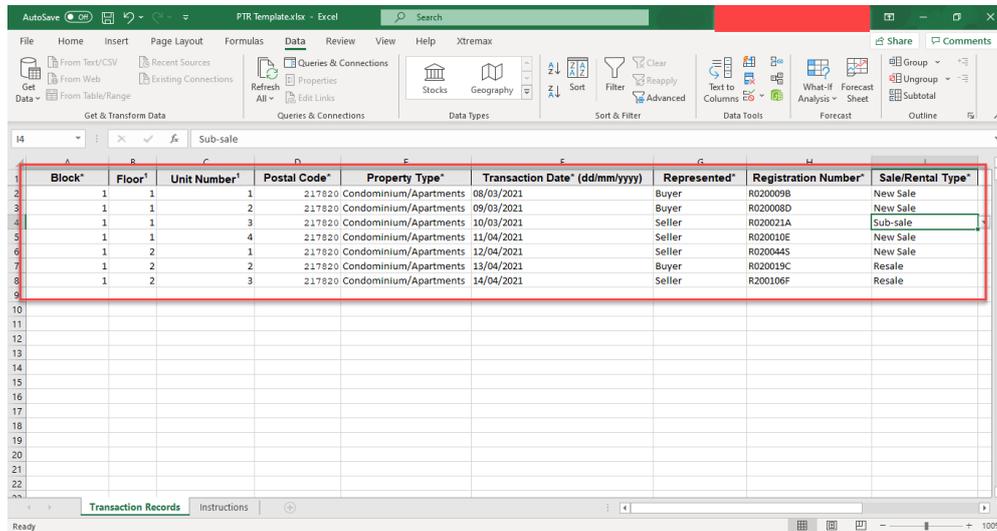
Data Entry (Max 10) Bulk Excel Upload

Records Excel File *

Need to upload in bulk? Use our Excel template [here](#).

Upload up to 1 files (.xlsx, .xls, .csv - Maximum file size is 30MB)

When filling in the bulk excel upload template, make sure your file is filled with the records you want to submit in the correct format.



3. Click the **Submit** button.

Create Records

Method for Adding Records *

Data Entry (Max 10) Bulk Excel Upload

Records Excel File *

i Need to upload in bulk? Use our Excel template [here](#).

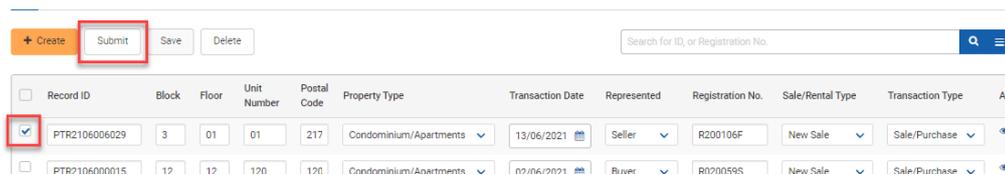
+ Upload a File PTR Template.xlsx

Submit Cancel

c. Submission of PTR

To submit the created records, follow these steps:

1. You can **submit** records in the Draft listing table. Tick the checkbox of the record(s) to be submitted, then click the **Submit** button. You can submit multiple records at a time



2. For the submission via **Bulk Excel Upload** method, the records will be directly submitted to CEA for processing.

3. Submitted records will undergo internal validation, and after a while, can be found in the following tables:

- If the record passes the validation, the record will be listed in the **Submitted** tab.
- If it fails the validation, the record status will change to **Pending Amendments** and will be listed in the **Error** listing table.
- If the submitted record is **similar** with any record that already exists, the record status will change to **Pending Assessment** and will be listed in the **Duplicate** listing table.

d. Viewing of Submitted PTR

To view the successfully submitted records, follow these steps:

- Click the **Submitted** tab in the PTR List. You will be brought to the **Submitted** listing page.

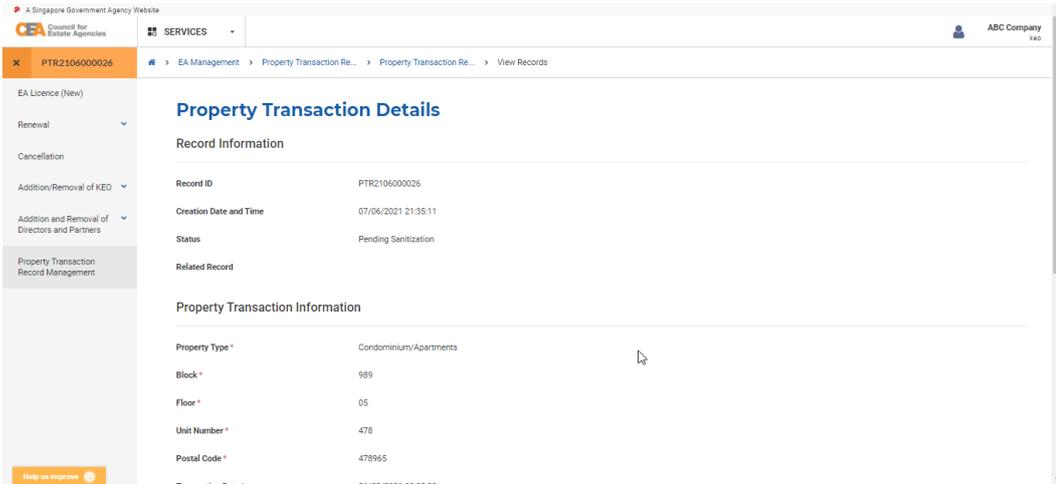
The screenshot shows the 'Property Transaction Records' page with the 'Submitted' tab highlighted. The table below lists several records with their respective details.

Record ID	Block	Floor	Unit Number	Postal Code	Property Type	Transaction Date	Represented	Registration No	Sale/Rental Type	Transaction Type	Submitted Date	Status
PTR2106000026	989	05	478	478965	Condominium/Apartments	06/02/2021 00:00:00	Landlord	R0200596	-	-	07/06/2021 22:35:54	Pendi
PTR2106000022	289	05	478	478965	Condominium/Apartments	06/04/2021 00:00:00	Landlord	R0200596	-	-	07/06/2021 22:35:54	Pendi
PTR2105001131	8	03	07	217820	Condominium/Apartments	12/01/2021 00:00:00	Seller	R0020008	New Sale	Sale/Purchase	20/05/2021 17:08:38	Pendi
PTR2105001119	2	01	07	050005	Executive Condominium	01/01/2020 00:00:00	Seller	R0020008	New Sale	Sale/Purchase	06/05/2021 17:06:20	Pendi
PTR2105001113	8	02	07	217820	Condominium/Apartments	01/01/2021 00:00:00	Seller	R0020009	New Sale	Sale/Purchase	06/05/2021 16:29:48	Pendi
PTR2105001112	8	04	07	217820	Condominium/Apartments	12/01/2021 00:00:00	Seller	R0020021	New Sale	Sale/Purchase	06/05/2021 16:29:49	Pendi
PTR2105001104	8	04	07	217820	Condominium/Apartments	12/01/2021 00:00:00	Seller	R0020008	New Sale	Sale/Purchase	06/05/2021 16:28:23	Pendi
PTR2105000981	8	02	07	217820	Condominium/Apartments	01/01/2021 00:00:00	Seller	R0020021	New Sale	Sale/Purchase	05/05/2021 17:08:32	Pendi
PTR2105000703	8	04	07	217820	Condominium/Apartments	12/01/2021 00:00:00	Seller	R0020021	New Sale	Sale/Purchase	05/05/2021 17:04:24	Pendi
PTR2105000706	8	04	07	217820	Condominium/Apartments	12/01/2021 00:00:00	Seller	R0020008	New Sale	Sale/Purchase	05/05/2021 17:03:23	Pendi

- Click on the **View** action button of a record to view the record details. You will be brought to the Property Transaction Details page.

The screenshot shows a table with columns for 'Action', 'Submitted Date', 'Status', and 'Action'. A red box highlights the 'View' button in the 'Action' column for a record with a status of 'Pending Sanitization'.

Action	Submitted Date	Status	Action
	07/06/2021 22:35:54	Pending Sanitization	View
	07/06/2021 22:35:54	Pending Sanitization	View
urchase	20/05/2021 17:08:38	Pending Validation	View

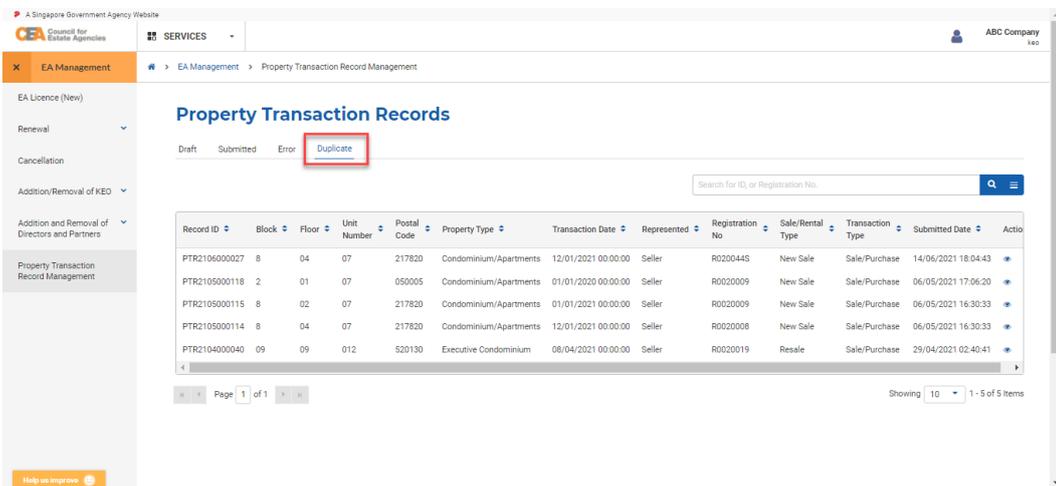


You can track the PTR processing from this table listing. Once its status is **Published**, you will be able to find this record in the CEA Public Register.

e. Viewing of Duplicate PTR

To view duplicated records, follow these steps:

1. Click on the **Duplicate** tab in the PTR List. You will be brought to the **Duplicate** listing page.



2. Click on the **View** action button of a record to view the record details. You will be directed to Property Transaction Details page.

Search for ID, or Registration No. 🔍 ☰

Registration No	Sale/Rental Type	Transaction Type	Submitted Date	Action
R020044S	New Sale	Sale/Purchase	14/06/2021 18:04:43	 View
R0020009	New Sale	Sale/Purchase	06/05/2021 17:06:20	
R0020000	New Sale	Sale/Purchase	06/05/2021 16:30:33	

Singapore Government Agency Website
 Council for Estate Agencies
 SERVICES
 ABC Company keo

PTR210600027
 EA Management > Property Transaction Re... > Property Transaction Re... > View Records

Property Transaction Details

Record Information

Record ID: PTR210600027

Creation Date and Time: 14/06/2021 17:04:43

Status: Pending Assessment

Error Message

Duplicate Error
 The record is duplicative (a similar record is recorded in our system). Please submit the following information to CEA at feedback@cea.gov.sg for our assessment:
 1. ID of this error record;
 2. Supporting documents showing that the transaction record(s) was/were closed (e.g. Tenancy Agreement, Option to Purchase or Sale & Purchase Agreement); and
 3. Supporting documents showing that the salesperson represented the client in each transaction (e.g. Estate Agency Agreement or other written agreement)

Related Record

- PTR2105000104
- PTR2105000114

Property Transaction Information

Property Type*: Condominium/Apartments

Block*: 8

3. You can check on the reason for duplication in the Error Message field. The Record ID of the duplicated record(s) will also be displayed in the Related Record field.

Singapore Government Agency Website
 Council for Estate Agencies
 SERVICES
 ABC Company keo

PTR210600027
 EA Management > Property Transaction Re... > Property Transaction Re... > View Records

Property Transaction Details

Record Information

Record ID: PTR210600027

Creation Date and Time: 14/06/2021 17:04:43

Status: Pending Assessment

Error Message

Duplicate Error
 The record is duplicative (a similar record is recorded in our system). Please submit the following information to CEA at feedback@cea.gov.sg for our assessment:
 1. ID of this error record;
 2. Supporting documents showing that the transaction record(s) was/were closed (e.g. Tenancy Agreement, Option to Purchase or Sale & Purchase Agreement); and
 3. Supporting documents showing that the salesperson represented the client in each transaction (e.g. Estate Agency Agreement or other written agreement)

Related Record

- PTR2105000104
- PTR2105000114

Property Transaction Information

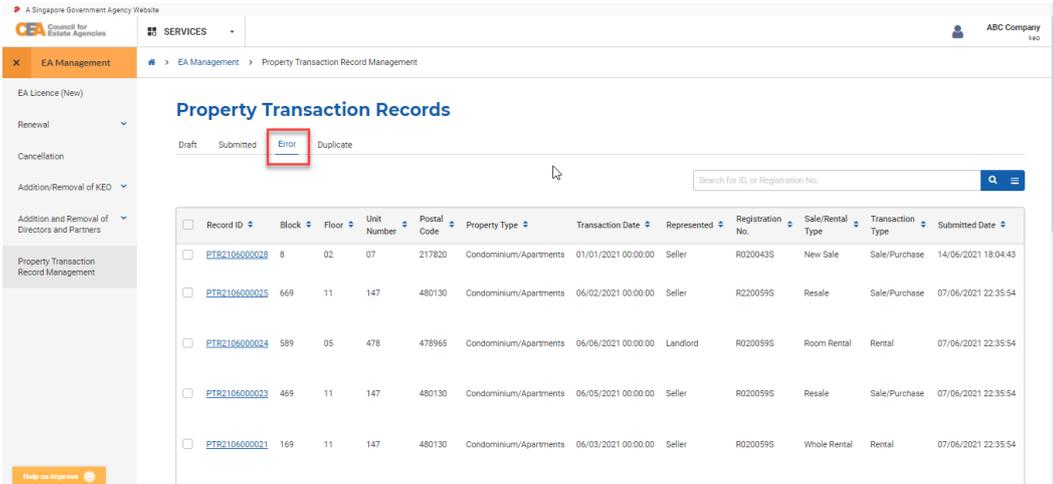
Property Type*: Condominium/Apartments

Block*: 8

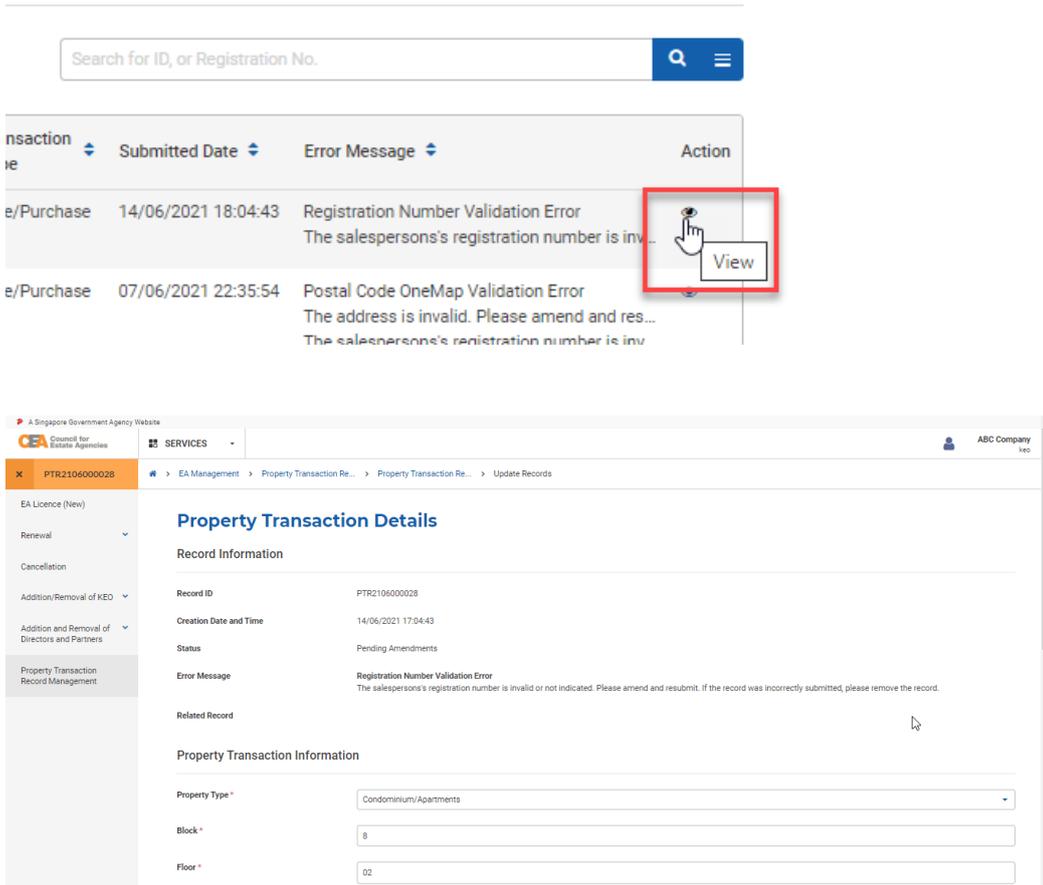
f. Viewing of Erroneous PTR

To view and amend (if applicable) records with error(s), follow these steps:

1. Click on the **Error** tab in the PTR List. You will be brought to the **Error** listing page.



2. Click on the **View** action button of a record to view the record details. You will be directed to Property Transaction Details page.



3. You can check on the error flagged out in the Error Message field.

EA Management > Property Transaction Re... > Property Transaction Re... > Update Records

Property Transaction Details

Record Information

Record ID	PTR2106000028
Creation Date and Time	14/06/2021 17:04:43
Status	Pending Amendments
Error Message	Registration Number Validation Error The salesperson's registration number is invalid or not indicated. Please amend and resubmit. If the record was incorrectly submitted, please remove the record.

Related Record

Property Transaction Information

Property Type *	Condominium/Apartments
Block *	8
Floor *	02

For a record with **Pending Amendments** status, you can delete or amend and resubmit the record.

i. Deletion of Erroneous PTR

1. To **delete** a record, click on the **Delete** button at the bottom of the Details page.

Property Transaction Information

Property Type *	Condominium/Apartments
Block *	8
Floor *	02
Unit Number *	07
Postal Code *	217820
Transaction Date	01/01/2021 00:00:00
Represented *	Seller
Registration No *	R020043S
Sale/Rental Type *	New Sale
Transaction Type *	Sale/Purchase

Submit Delete Cancel

ii. Resubmission of Erroneous PTR

2. To amend and resubmit a record, you need to **amend** the field that causing the error from the Details page. After amending the field, click on the **Submit** button at the bottom of the page.

Property Transaction Information

Property Type *	Condominium/Apartments
Block *	8
Floor *	02
Unit Number *	07
Postal Code *	217820
Transaction Date	01/01/2021 00:00:00
Represented *	Seller
Registration No *	R020043S
Sale/Rental Type *	New Sale
Transaction Type *	Sale/Purchase

3. The record will then be validated again. This is similar to what occurs after the initial submission of PTR.

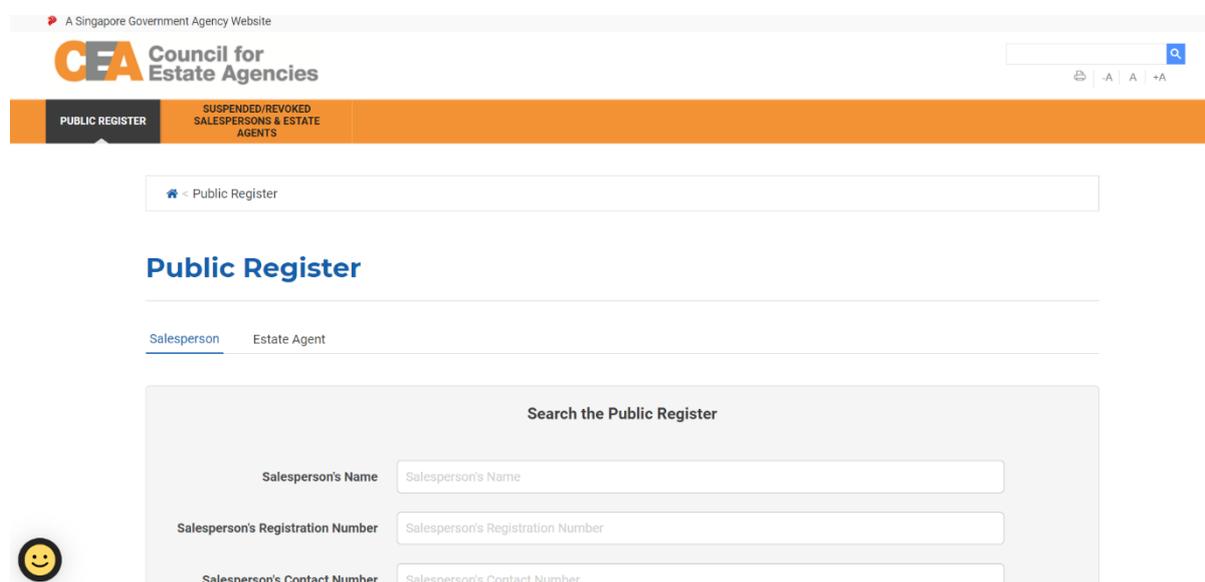
15. Public Register

a. Introduction

The CEA Public Register (PR) enables MOPs to make an informed decision when choosing a salesperson or estate agent by searching and viewing details about salespersons and estate agents (i.e. RES and EA).

The CEA Public Register will be divided into:

- a. Public Register listing page
- b. Suspended/Revoked Salespersons & Estate Agents listing page



The screenshot shows the CEA Council for Estate Agencies website. At the top, there is a navigation bar with the CEA logo and the text 'Council for Estate Agencies'. Below this, there is a search bar and a navigation menu with options for 'PUBLIC REGISTER' and 'SUSPENDED/REVOKED SALESPERSONS & ESTATE AGENTS'. The main content area features a 'Public Register' heading and two tabs: 'Salesperson' (selected) and 'Estate Agent'. Below the tabs is a search form titled 'Search the Public Register' with three input fields: 'Salesperson's Name', 'Salesperson's Registration Number', and 'Salesperson's Contact Number'. A smiley face icon is visible on the left side of the page.

b. The CEA Public Register Listing Page

The MOP can view the CEA Public Register listing via this URL: <https://www.cea.gov.sg/aceas/public-register/>

The CEA Public Register listing is made up of three parts:

1. The explanation of the CEA Public Register's purpose at the bottom of the page.

What is the Purpose of the Public Register of Salespersons and Estate Agents?

 Easily Search for Salespersons and Estate Agents

 Get Details about a Salesperson

 Get Details about an Estate Agent

Terminology: Under the Estate Agents Act

- 'Salespersons' refer to individuals who perform estate agency work. They are commonly known as property agents.
- 'Estate agents' refer to estate agency businesses (sole proprietors, partnerships and companies) who do estate agency work. Estate agents are commonly known as property agencies.

The Public Register enables members of the public to make an informed decision when choosing a salesperson or estate agent. Through the register, the public can:

- Check whether a person is a registered salesperson.
- Check whether a real estate agent is a licensed estate agent.

Salespersons and estate agents must have a valid licence or registration granted by the CEA before they are allowed to conduct estate agency work.

In the Public Register, the validity period of an estate agent's licence or a salesperson's registration is shown against the name of the estate agent or salesperson. The licensing and registration information in the Public Register is updated daily.

2. The Salesperson Listing in the Salesperson tab (selected by default)

Public Register

[Salesperson](#) [Estate Agent](#)

Search the Public Register

Salesperson's Name

Salesperson's Registration Number

Salesperson's Contact Number

Estate Agent's Name

Salesperson's Name	Salesperson's Registration Number	Estate Agent's Name	Action
Josephine Ng	R200106F	KC Property Pte Ltd	View more details

Page 1 of 1

Showing 10 1 - 1 of 1 Items

3. The Estate Agent Listing in the Estate Agent tab

Public Register

Salesperson Estate Agent

Search the Public Register

Estate Agent's Name

Estate Agent's Licence Number

🔍 Search Reset

Estate Agent's Name	Estate Agent's Licence Number	Estate Agent Licence Validity Start Date	Estate Agent Licence Validity End Date	Action
ABC Business	L20200013	-	-	View more details
ABC Business	-	-	-	View more details
ABC Company	L20200001	01/01/2021	30/12/2021	View more details

Page 1 of 1

Showing 10 1 - 3 of 3 Items

After searching/filtering for a Salesperson/Estate Agent, clicking the **View more details** button will bring you to the Salesperson/Estate Agent Details page.

There are five tabs in the Salesperson Details page:

1. **Salesperson** – this will contain more information about the salesperson.
2. **HDB Resale Records** – this contains a table listing of all HDB Resale Transactions carried out by the salesperson.
3. **HDB Rental Records** – this contains a table listing of all HDB Rental Transactions carried out by the salesperson.
4. **Private Rental Records** – this contains a table listing of all Private Rental Transactions carried out by the salesperson.
5. **Private Sale Records** – this contains a table listing of all Private Sale Transactions carried out by the salesperson.

Josephine Ng

Registration No. R200106F

Salesperson HDB Resale Transaction Records HDB Rental Records Private Rental Records Private Sale Records

Search for Town, Client

Month/Year	Town	Client
March 2021	JURONG WEST	Seller
March 2021	JURONG EAST	Buyer
March 2021	PUNGGOL	Seller
March 2021	BISHAN	Buyer

Page 1 of 1

Showing 10 1 - 4 of 4 Items

The Estate Agent Details page contains information about the KEO and list of salespersons in the EA.

ABC Business

Licence Number No. L20200013

Estate Agent Details

Licence Start Date -

Licence End Date -

KEO Pat Flores

List of Salespersons

Search for Name or Registration Number

Salesperson's Name	Salesperson's Registration Number	Action
Mike Willis	-	View more details
Mike Willis	-	View more details
Mike Willis	-	View more details

c. Suspended/Revoked RES/EA Listing Page

The MOP can view the Suspended/Revoked Salespersons & Estate Agents listing via this URL:

<https://www.cea.gov.sg/aceas/suspended-or-revoked-salespersons-&-estate-agents/>

The Suspended/Revoked Salespersons & Estate Agents page will have the following four tabs:

1. **Suspended Salespersons** – this lists the salespersons who have been suspended / are currently suspended.
2. **Revoked Salespersons** – this lists the salespersons who have been revoked / are currently revoked.
3. **Suspended Estate Agents** – this lists the estate agents who have been suspended / are currently suspended.
4. **Revoked Estate Agents** – this lists the estate agents who have been revoked / are currently revoked.

PUBLIC REGISTER
SUSPENDED/REVOKED
SALESPERSONS & ESTATE
AGENTS

[Home](#) < Suspended Or Revoked Salespersons & Estate Agents

Suspended/Revoked Salespersons & Estate Agents

Suspended Salespersons
Revoked Salespersons
Suspended Estate Agents
Revoked Estate Agents

Salesperson's Name ↕	Salesperson's Registration Number ↕	Revocation Date ↕	Action
Walter Peterson	R2100181B	13/06/2021	Show Details

Page 1 of 1
Showing 10 1 - 1 of 1 Items

You can click on the **Show Details** action button to view more information about the suspension/revocation.

16. Reconsideration

a. Introduction

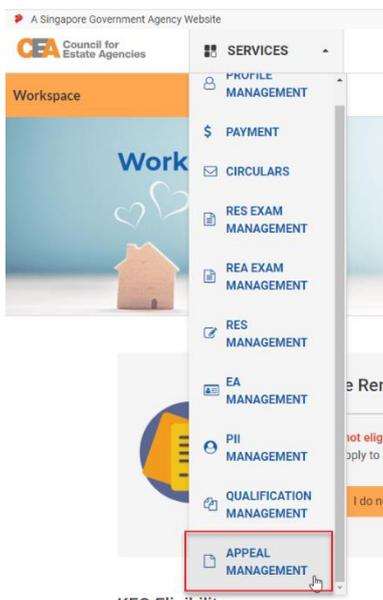
The Reconsideration module is for EA to submit appeals against registration rejections, or Revocations/Suspensions that CEA has served to them or to RES (need not be under your own EA). If logging in for the first time, users will have to create/update their profile. Please refer to **section 13** for more information.

b. Creation of Reconsideration Application

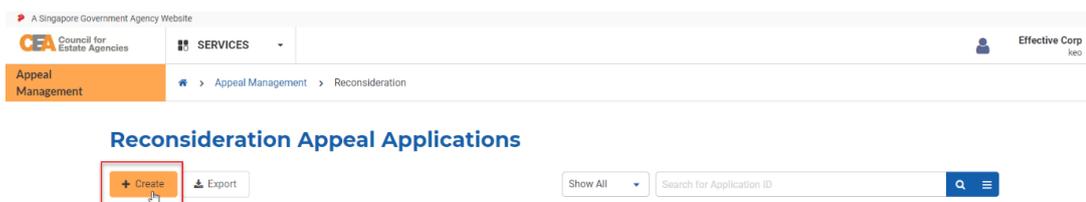
i. Submission of Reconsideration Application

The KEO or AU can create the reconsideration application if there is an active (i.e. ongoing) suspension or revocation for their EA or for an RES. To create the reconsideration application, follow these steps:

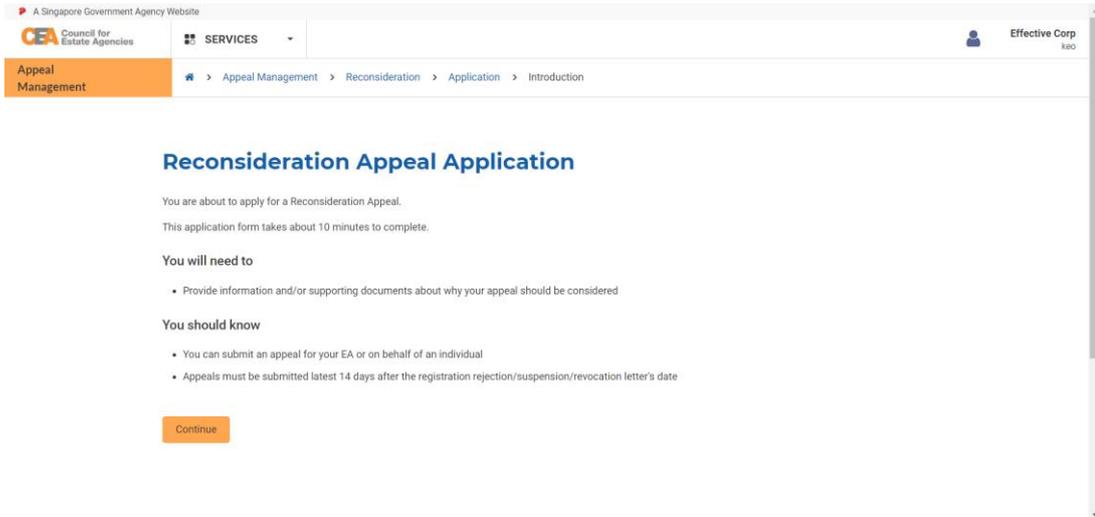
1. Login with **EA** account from the internet facing ACEAS portal using **Singpass (For Individuals)**.
2. Click **Appeal Management** on the global menu.



3. Click on the **Create** button.



4. Click on the **Continue** button.



5. You will be brought to the Reconsideration Appeal Application form.

A Singapore Government Agency Website
Council for Estate Agencies
SERVICES
Effective Corp keo

Appeal Management > Appeal Management > Reconsideration > Application > Form

Reconsideration Appeal Application

Application Details

Appeal For * EA Individual

Appellant UEN * 202104021A

Appellant Name * Effective Corp

Debarment / Revocation / Suspension ID *

Reason(s) for Appeal *

Supporting Document(s) [+ Upload a File](#) Upload up to 5 files (.pdf, .doc, .jpg, .png, .gif, .pst, .eml- Maximum file size is 30 MB)

I agree to CEAs [Terms of Service](#) and [Privacy Policy](#)

Submit Cancel Save as Draft

6. Fill in the mandatory fields with valid input. The EA's information will be pre-populated if "EA" is selected.

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Effective Corp keo

Appeal Management > Appeal Management > Reconsideration > Application > Form

Reconsideration Appeal Application

Application Details

Appeal For * EA Individual

Appellant UEN * 202104021A

Appellant Name * Effective Corp

Debarment / Revocation / Suspension ID *

Reason(s) for Appeal *

Supporting Document(s) [+ Upload a File](#) Upload up to 5 files (.pdf, .doc, .jpg, .png, .gif, .pst, .eml- Maximum file size is 30 MB)

I agree to CEAs [Terms of Service](#) and [Privacy Policy](#)

Submit Cancel Save as Draft

Otherwise, if "Individual" is selected, the EA will have to fill in the individual's Registration Number.

The screenshot shows the 'Reconsideration Appeal Application' form on the CEA website. The form is titled 'Reconsideration Appeal Application' and is under the 'Application Details' section. It includes the following fields and options:

- Appeal For ***: Radio buttons for 'EA' and 'Individual'. 'Individual' is selected.
- Registration No. ***: A text input field.
- Appellant Name ***: A text input field.
- Debarment / Revocation / Suspension ID ***: A dropdown menu.
- Reason(s) for Appeal ***: A large text area for input.
- Supporting Document(s)**: An 'Upload a File' button with instructions: 'Upload up to 5 files (.pdf, .doc, .jpg, .png, .gif, .pst, .eml- Maximum file size is 30 MB)'. Below this is a checkbox for 'I agree to CEA's Terms of Service and Privacy Policy'.
- Buttons**: 'Submit', 'Cancel', and 'Save as Draft'.

7. The EA should fill in the mandatory fields and upload the supporting documents (if necessary). Once complete, click on the **Submit** button.
8. You will be redirected to the submission page. The system will automatically send an email to the EA once CEA approves/rejects the application.

The screenshot shows the 'Acknowledgement' page on the CEA website. The page title is 'Acknowledgement' and it includes the following information:

- CEA Council for Estate Agencies** logo and 'SERVICES' dropdown menu.
- User profile: 'ABC Public Accounting Firm keo'.
- Breadcrumb: 'Appeal Management > Reconsideration > Application > Acknowledgement'.

Application Submitted
Thank you. Your Reconsideration Appeal application has been submitted.

Application ID: CEA/FNP/RECON/2021286
Submission Date and Time: 18/05/2021 20:08:31

[View Details](#)

What Happens Next

CEA will process your application. An email will be sent to you when a decision has been made. Please feel free to return to ACEAS to check on your application status.

[Log Out](#) [Return Home](#)

ii. Withdrawal of Reconsideration

The EA can withdraw the appeal and this can be done at any point after the appeal is submitted to CEA and before it is approved or rejected.

1. Login with **EA** account from the internet facing ACEAS portal using **Singpass (For Individuals)**.
2. Click **Appeal Management** on the global menu.

- Click on the **View** button in the Application ID with **Pending CEA Processing** status in the reconsideration listing page.

Reconsideration Appeal Applications

[+ Create](#) [Export](#) Show All

Application ID	Appellant UEN/NRIC/FIN	Appellant Name	Submission Date and Time	Status	Action
CEA/FNP/RECON/2021298	S0821310J	Reiner Braun	28/05/2021 17:35:44	Pending CEA Processing	

Page 1 of 1 Showing 10 1 - 1 of 1 Items

- You will be brought to Application Information page.
- Click on the **Withdraw** button at the end of the page.

A Singapore Government Agency Website

CEA Council for Estate Agencies **SERVICES** KC Property Pte Ltd keo.authorised-user

Appeal Management [Home](#) > [Appeal Management](#) > [Reconsideration](#) > [Application Information](#)

Application Information

Overview

Application ID	CEA/FNP/RECON/2021277
Applicant Name	Thomas
Applicant Licence No.	-
Submission Date and Time	30/04/2021 15:59:01
Application Type	Reconsideration Appeal
Status	Pending CEA Processing

Application Details

Appeal For	INDIVIDUAL
Appellant UEN / NRIC / FIN	F1612360U
Appellant Name	DEWA RAJANI
Debarment / Revocation / Suspension ID	CEA/FNP/D/2021084
Reason(s) for Appeal	test endorse
Supporting Documents	estate-agents-act (1).pdf 268.79 KB Download

[Withdraw](#) [Back](#)

- The existing reconsideration application record will be withdrawn, and you will be redirected to reconsideration listing page.

Reconsideration Appeal Applications

+ Create Export Show All Search for Application ID

Application ID	Appellant UEN/NRIC/FIN	Appellant Name	Submission Date and Time	Status	Action
CEA/FNP/RECON/2021277	F1612360U	DEWA RAJANI	01/05/2021 09:40:27	Withdrawn	

Page 1 of 1 Showing 10 1 - 1 of 1 Items

iii. Resubmission of Reconsideration Application

Similar to the Addition of Director/Partner Application, CEA can also request for you to make amendments to the application form. The system will automatically send an email to you. You will have to resubmit the application.

1. Login with **EA** account from the internet facing ACEAS portal using **Singpass (For Individuals)**.
2. Click **Appeal Management** on the global menu.
3. Click on the Application ID with the **Pending Resubmission** status and update the incomplete field(s). It allows you to view more details about why the application was returned. The **Clarification/Rework Remarks** section in the details page will contain CEA's remarks/instructions.
4. Click the **Edit** button to make amendments to the Reconsideration application form.
5. Click the **Submit** button.

17. RES Registration (Cancellation)

a. Introduction

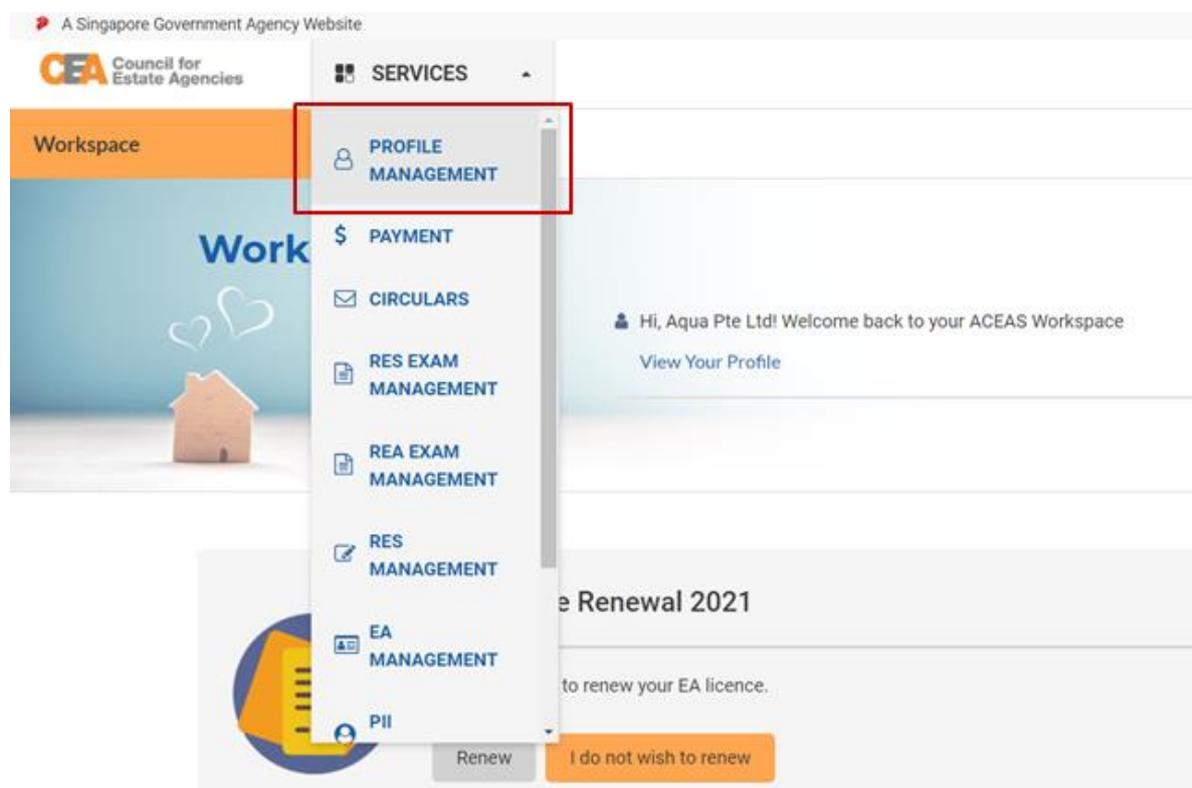
The RES Registration (Cancellation) service is for authorised users of an EA (who login via **Singpass (For Corporate)**) to create/view applications for cancellation of RES Registrations when the EA no longer wishes to engage the RES as a salesperson under their EA. If logging in for the first time, users will have to create/update their profile. Please refer to **section 13** for more information.

b. Creation of RES Registration (Cancellation)

i. Submission of RES Registration (Cancellation) Application

To create the RES Registration (Cancellation) application, follow these steps:

1. Login with **EA** account from the internet facing ACEAS portal using **Singpass (For Corporate)**.
2. Click **Profile Management** on the global menu.



3. Click **Member List** on side menu. You will be redirected to the Members List page.

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CEA Council for Estate Agencies SERVICES Aqua Pte Ltd keo

Profile Management Profile Management Profile

Profile

Member List

PII Information

Profile

Applicant Information

Contact Information

Registered Address

Mailing Address

Billing Address

Declarations

Edit Back

4. Click the **RES** tab. All registered RES in your EA will be listed here.

Profile Management Profile Management Member Information

Profile

Member List

PII Information

Member Information

KEO/Directors/Partners RES

Search for NRIC/FIN, Registration No

<input type="checkbox"/>	NRIC/FIN	Registration No	Name	Registration Status	Action
<input type="checkbox"/>	G9716332X	R2220001	Mitchel Linsley	Registered	View Cancel
<input type="checkbox"/>	S2315125A	R2220002	Phylcia Sorrets	Registered	View Cancel
<input type="checkbox"/>	S2695075I	R2220003	Jarvis Eustice	Registered	View Cancel
<input type="checkbox"/>	S4304533D	R2220007	Dianna McCormick	Registered	View Cancel
<input type="checkbox"/>	S5597758E	R2220005	Marla Bedwell	Registered	View Cancel
<input type="checkbox"/>	S7078080A	R2220006	Jackqueline Esser	Registered	View Cancel
<input type="checkbox"/>	S9591403I	R2220004	Hulda Rodela	Registered	View Cancel

Page 1 of 1 Showing 10 1 - 7 of 7 Items

5. Click the **Cancel** action button from the row with the relevant RES. You will be brought to the Create Cancellation Application page.

Registration No

Registration Status	Action
Registered	<input type="checkbox"/> <input type="button" value="👁"/> <input type="button" value="🗑"/>
Registered	<input type="checkbox"/> <input type="button" value="👁"/> <input type="button" value="🗑"/>

Showing 1 - 2 of 2 Items

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CEA Council for Estate Agencies

S672565H

Create Cancellation Application

Application Information

Estate Agent Name	Aqua Pte Ltd
Estate Agent Licence Number	L2100007G
Name of KEO	Scott Thomas
KEO's E-mail Address	easrevamp@xtremax.com
Salesperson Name	John Green
Salespersons Registration Number	R2100046A
Application Type	CANCELLATION

6. You can also choose to initiate Cancellation for multiple RES at once by checking their respective checkboxes on the Member List page, then click the **Cancel Registration** button that appears on the top left of the table.

Member Information

KEO/Directors/Partners RES

<input type="checkbox"/>	NRIC/FIN	Registration No	Name	Registration Status	Action
<input checked="" type="checkbox"/>	G9716332X	R2220001	Mitchel Linsley	Registered	<input type="button" value="👁"/> <input type="button" value="🗑"/>
<input checked="" type="checkbox"/>	S2315125A	R2220002	Phylcia Sorrels	Registered	<input type="button" value="👁"/> <input type="button" value="🗑"/>
<input type="checkbox"/>	S2695075I	R2220003	Jarvis Eustice	Registered	<input type="button" value="👁"/> <input type="button" value="🗑"/>
<input type="checkbox"/>	S4304533D	R2220007	Dianna McCormick	Registered	<input type="button" value="👁"/> <input type="button" value="🗑"/>
<input type="checkbox"/>	S5597758E	R2220005	Marla Bedwell	Registered	<input type="button" value="👁"/> <input type="button" value="🗑"/>
<input type="checkbox"/>	S7078080A	R2220006	Jackqueline Esser	Registered	<input type="button" value="👁"/> <input type="button" value="🗑"/>
<input type="checkbox"/>	S9591403I	R2220004	Hulda Rodela	Registered	<input type="button" value="👁"/> <input type="button" value="🗑"/>

Page of 1 Showing 1 - 7 of 7 Items

Please note that in doing so, the system will assume the selected RES to be cancelled “**Not Due to Adverse Reasons**”.

7. When submitting the cancellation application form individually, the Create Cancellation Application page will detail the existing RES’s information. You must fill in the reason for cancellation and remarks.

Salespersons Registration Number R2100104A
Application Type CANCELLATION

Confirmation

Reason for Cancellation * Due to Adverse Reasons
Remarks * Due to Adverse Reasons
Not Due to Adverse Reasons

Submit Cancel

8. Click the **Submit** button. The application will be submitted and listed in Cancellation of RES Registration List.

A Singapore Government Agency Website

CEA Council for Estate Agencies SERVICES Aqua Pte Ltd keo

RES Management RES Management > Cancellation

Cancellation of RES Registration List

Search for Application ID, Salesperson Regist...

Application ID	Salesperson Registration No.	Salesperson Name	Estate Agent Licence No.	Estate Agent Name	Name of KEO	Application Date and Time	Action
LIC-RES-CANCEL-2103000001	R2220005	Marla Bedwell	L2020001	Aqua Pte Ltd	Renata	17/03/2021 15:09:58	

Page 1 of 1 Showing 10 1 - 1 of 1 Items

The system will automatically send an email to the RES and the EA once CEA has processed the RES Registration (Cancellation) application.

ii. Approval of RES Registration (Cancellation)

All Cancellations will be automatically approved by the system. Upon approval, the RES' Registration status changes from **Registered** to **Cancelled**. The system will automatically remove the RES's information from the CEA Public Register.

18. RES Registration (New and Returning)

a. Introduction

The RES Registration (New & Returning) service is for EAs to submit applications for an MOP for a new/returning RES Registration. If logging in for the first time, users will have to create/update their profile. Please refer to **section 13** for more information.

There are a few scenarios when this application is required, such as:

1. Registering as a new RES.
2. Used to be a registered RES in the past 2 years, stopped practising, and now returning to register as an RES.

b. RES Registration (New & Returning)

i. Initiation of RES Registration (New and Returning) Application

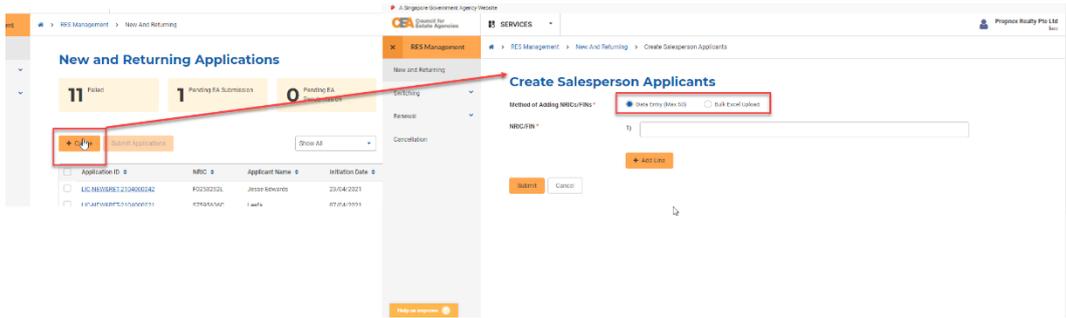
To initiate the RES Registration (New & Returning) application, follow these steps:

1. Login with **KEO or Authorised User's (AU)** account from the internet facing ACEAS portal using **Singpass (For Corporate)**.
2. Hover over **RES Management** then click **New and Returning** on the global menu. You will be redirected to the New and Returning Applications List page. The New & Returning Applications list shows a list of the new & returning applications you have initiated for RES applicants. You can **create** new applications and **view** past applications.

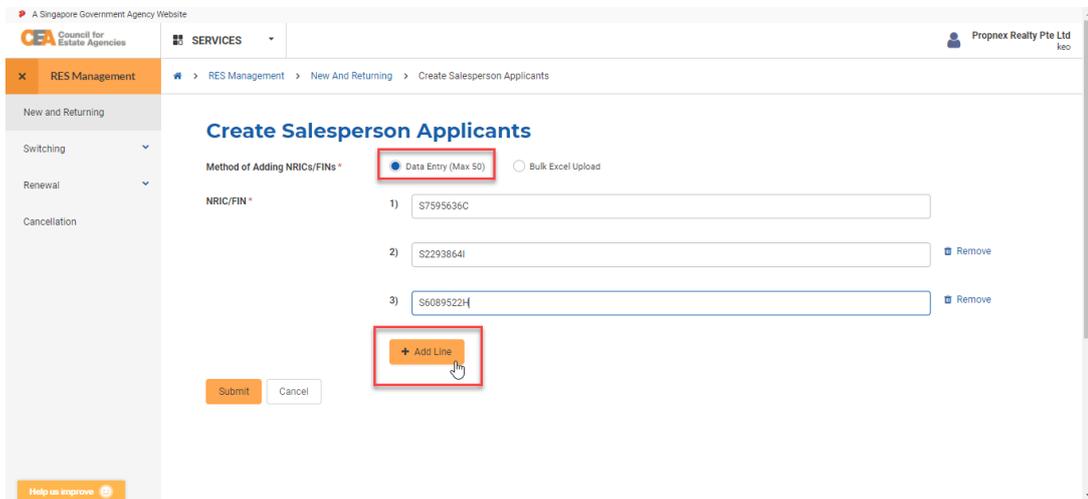
Application ID	NRIC	Applicant Name	Initiation Date	Submission Date	Status	Action
LIC-NEW&RET-2104000042	F0253252L	Jesse Edwards	23/04/2021	23/04/2021	Registration Issued	Create
LIC-NEW&RET-2104000021	S7595636C	Leefa	07/04/2021	08/04/2021	Rejected	Create
LIC-NEW&RET-2104000017	S9685210Z	-	06/04/2021	-	Failed	Create
LIC-NEW&RET-2104000016	S5672985B	test profile 3	06/04/2021	06/04/2021	CEA Processing	Create
LIC-NEW&RET-2104000015	S9685210Z	-	06/04/2021	-	Failed	Create
LIC-NEW&RET-2104000014	S6089522H	-	06/04/2021	-	Failed	Create
LIC-NEW&RET-2104000013	S4803559J	-	06/04/2021	-	Failed	Create

3. Click the **Create** action button. It will bring you to the Create Salesperson Applicants page. You will need to fill in the NRIC or FIN of the RES applicants. You can do so via either of 2 methods: **manual**

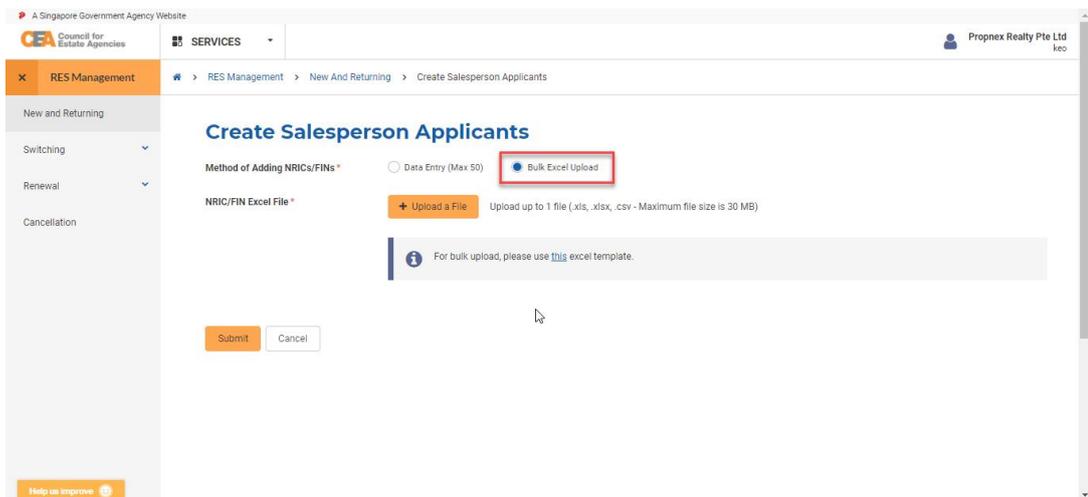
data entry or bulk excel upload.



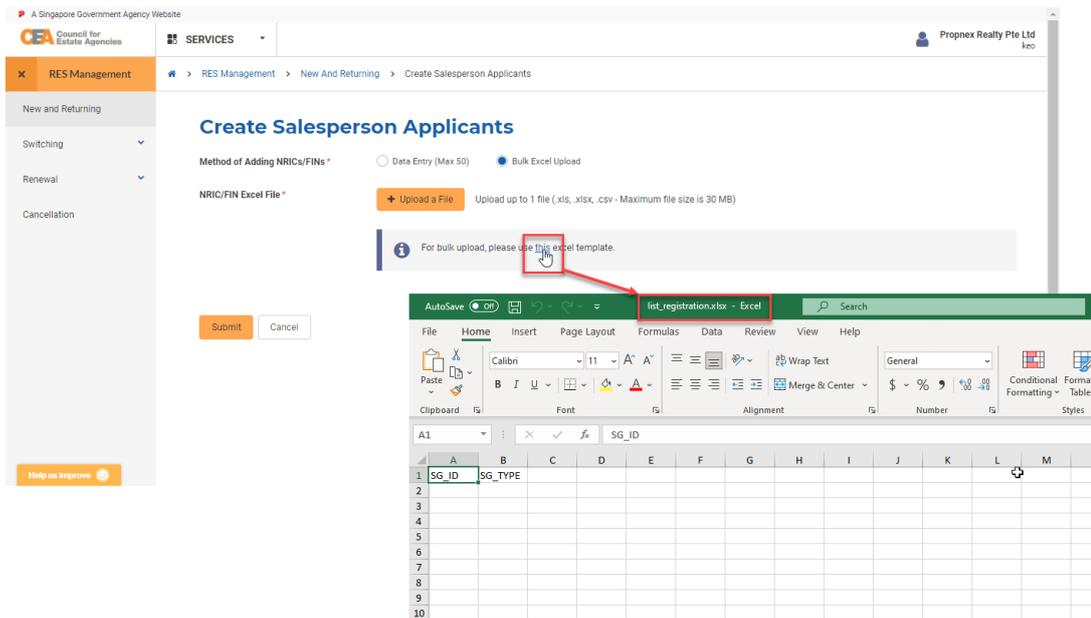
4. For manual data entry, you must fill in the NRIC/FIN field with a valid NRIC/FIN. You can add more lines by clicking on the **Add Line** button to initiate multiple applications at once. However, there is a limit of 50 applicants who can be added at a time.



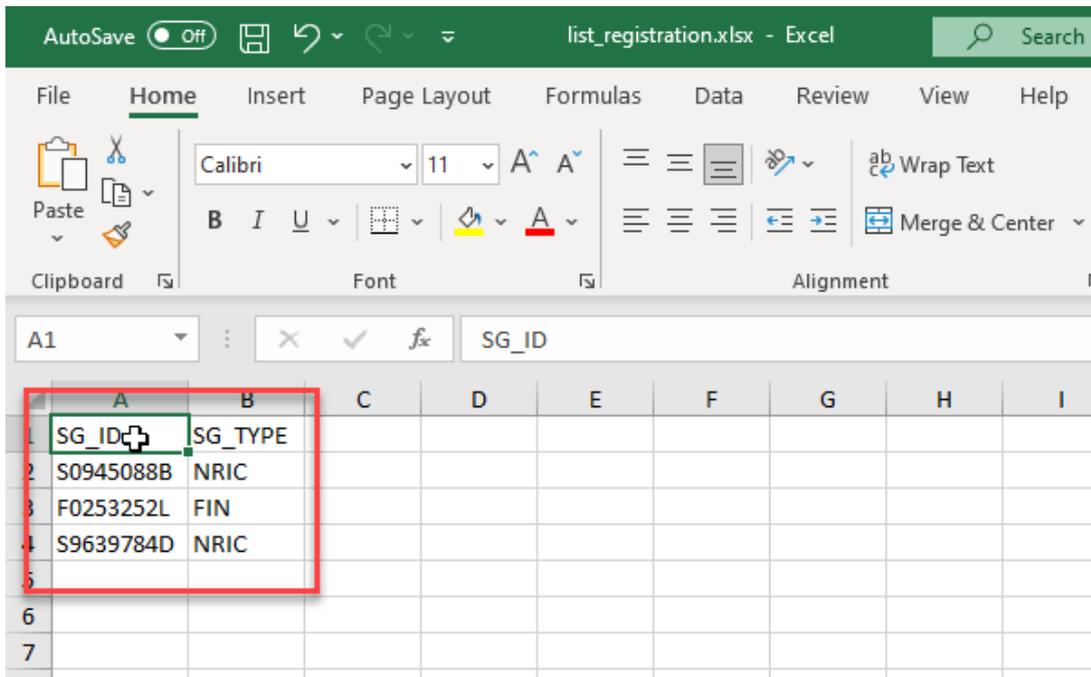
5. For bulk excel upload, click on the **“Bulk Excel Upload”** radio button.



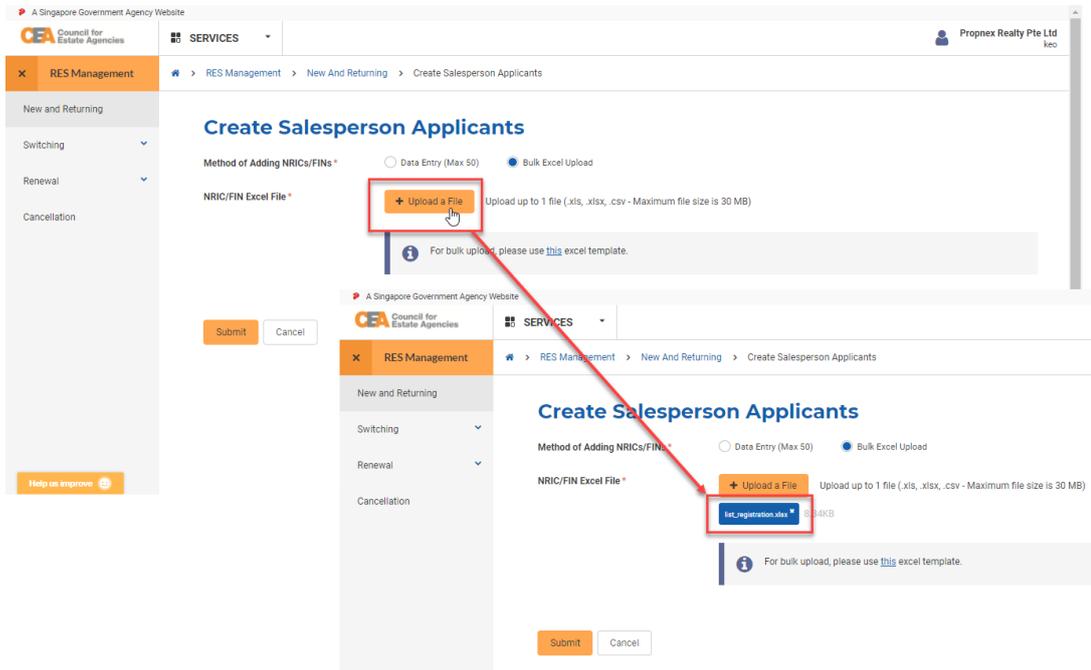
The [here](#) hyperlink in the help message to download the bulk excel upload excel template.



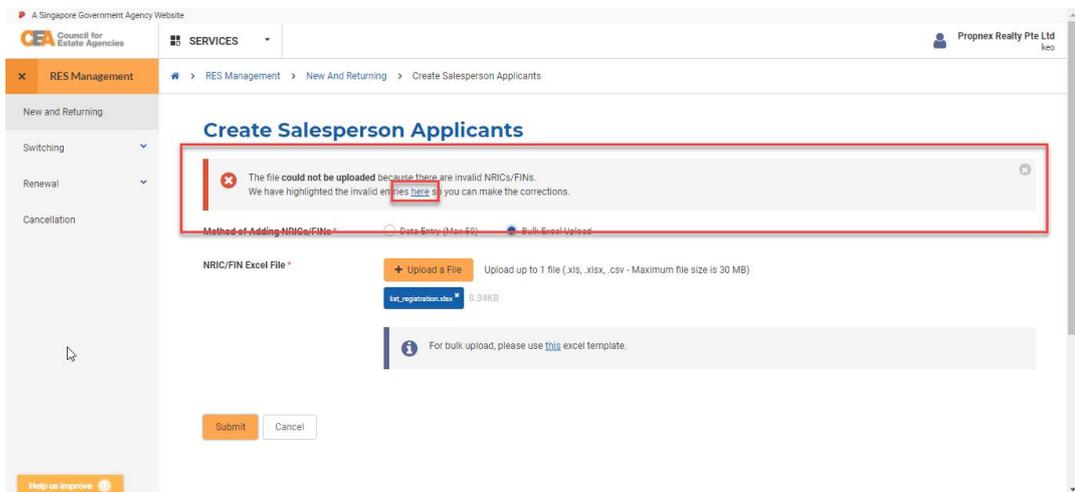
There are two columns to fill for the bulk excel upload excel sheet. The first is for the RES applicant's NRIC/FIN value, and the second is to indicate if it is "NRIC" or "FIN". We recommend submitting only up to a maximum of 100 RES applicants' NRIC/FIN per excel sheet.



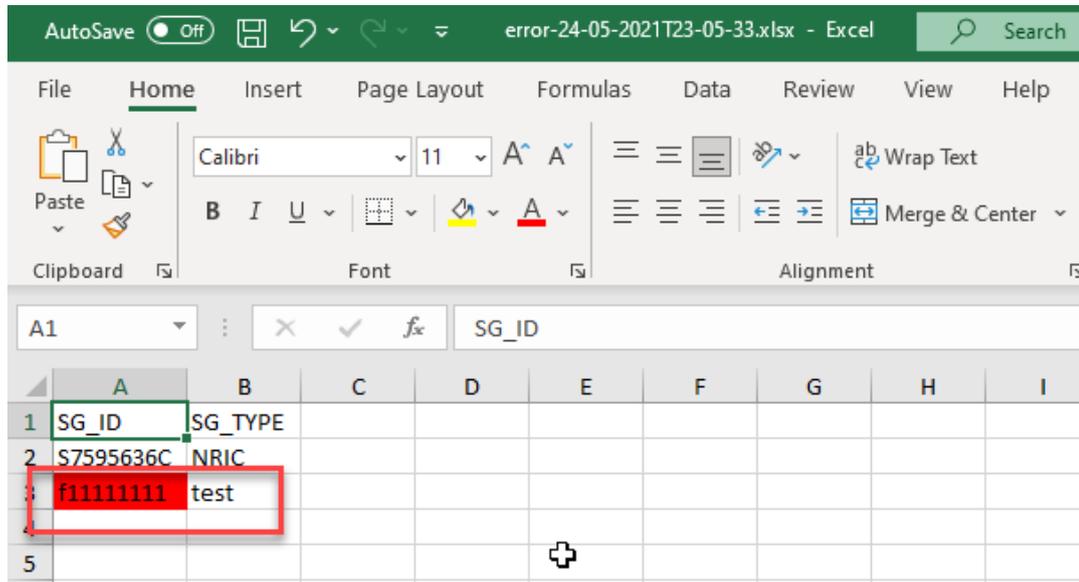
Once the bulk excel upload excel sheet is complete, you must upload the file by clicking on the **Upload a File** button.



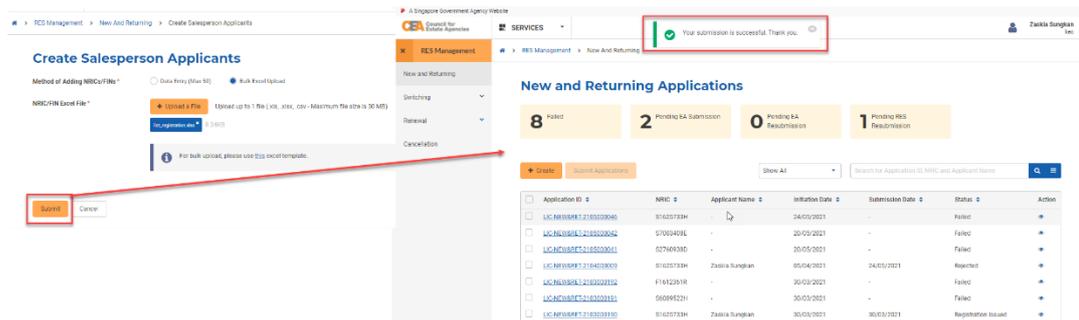
If there are any issues with the bulk excel upload excel sheet that was uploaded, the system will show you an error message, with a link to download the sheet highlighted with the error(s).



The first column of the row causing an issue will be highlighted. You should recheck the NRIC/FIN value entered, and whether the value entered corresponds with “NRIC” or “FIN”.



- Click the **Submit** button. Once successfully initiated, submission will bring you back to the New & Returning Applications list.



ii. Submission of RES Registration (New and Returning) Application to EA

The RES applicant you initiated the RES Registration (New & Returning) Application for will receive an email notification. To submit the RES Registration (New & Returning) application to the EA, follow these steps:

1. After logging in via **Singpass (For Individuals)**, the RES applicant can view all active applications from the Dashboard.

Active Applications

Application ID	Application Name	Application Type	Submission Date and Time	Status	Action
LIC-NEW&RET-2103000134	RES Registration - New & Returning	New	24/05/2021 22:24:32	Pending RES Submission	

Drafts

You have no drafts at the moment

ACEAS

Profile Management Payment Feedback Management RES Exam Management REA Exam Management RES Management EA Management Pre-application PII Management

Qualification Management

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Last Updated 21 May 2021

2. Hover over **RES Management** then click **New and Returning** on the global menu. You will be redirected to the New and Returning Applications List page. The New & Returning Applications list shows a list of your New & Returning RES Registration applications initiated by your EA.

A Singapore Government Agency Website

Council for Estate Agencies SERVICES

Zaskia Sangkan member-of-public

RES Management > RES Management > New And Returning

New and Returning

New and Returning Applications

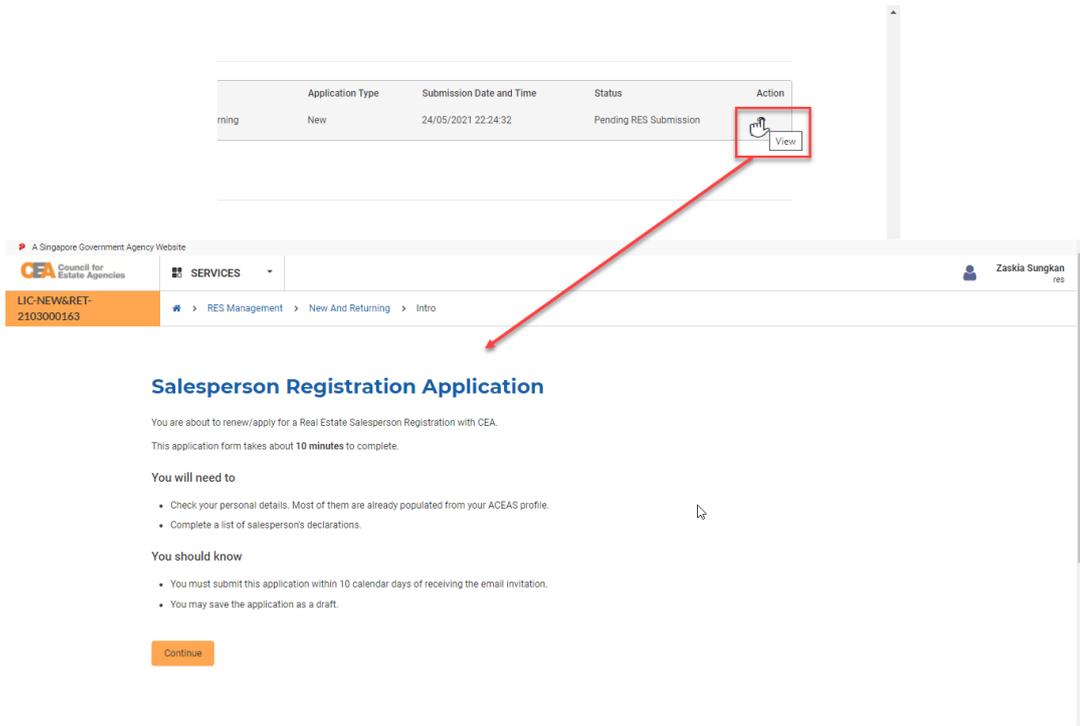
Show All Search for Application ID

Application ID	Submission Deadline	Status	Action
LIC-NEW&RET-2103000143	29/03/2021	Approved (Pending Registration Fee)	
LIC-NEW&RET-2103000134	22/03/2021	Draft	
LIC-NEW&RET-2103000061	14/03/2021	Withdrawn	

Page 1 of 1 Showing 10 1 - 3 of 3 items

Help us improve

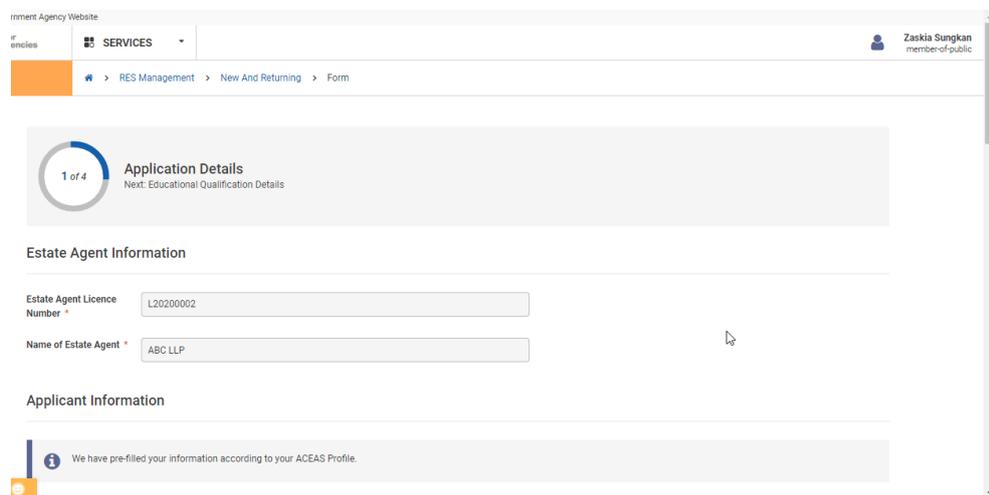
3. Click on the **View** action button. You will be brought to the New & Returning Application introduction page.



4. Clicking the **Continue** button will bring you to the New & Returning Application form. There are 4 steps to the form:

- a. **Application Details**

Some of the fields will be pre-populated based on your profile. Click the **Next** button.



b. Education and Employment Details

Some of the fields will be pre-populated based on your profile. Click the **Next** button.

The screenshot shows the 'Educational Qualification Details' form, which is the second step of a four-step process. The form includes the following fields and options:

- Have you taken Singapore-Cambridge GCE-O Levels? *** with radio buttons for Yes (selected) and No.
- Do you have at least 4 passes? *** with radio buttons for Yes (selected) and No.
- Highest Education Qualification *** with a dropdown menu set to 'Higher Nitec'.
- Name of Institution *** with a dropdown menu set to 'Republic Polytechnic'.
- A checkbox for 'This is a local private/foreign institution' which is currently unchecked.

c. Declaration Details

If “Yes” is selected for any of the declarations, you must provide remarks and supporting documents as proof. Click the **Next** button.

The screenshot shows the 'Declarations' form, which is the third step of a four-step process. It includes an information box and three declaration questions:

- Information Box:** A warning icon and text stating: '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](#).'
- 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. *** with radio buttons for Yes and No (selected).
- 2) Are you currently being charged for any offence under the law in or outside of Singapore? *** with radio buttons for Yes and No (selected).
- 3) Have you at any time been detained under the Misuse of Drugs Act or served with a detention/police supervision** (partially visible).

d. Confirmation

You must check all the declarations to submit the form. Click the **Submit** button.

The screenshot shows the 'Confirmation' form, which is the final step of a four-step process. It includes the following elements:

- Three dropdown menus for 'Application Details', 'Education and Employment Details', and 'Declaration Details'.
- A section titled 'I declare that:' containing three checked checkboxes:
 - I have read the explanatory notes
 - I agree to CEA's Terms of Service and Privacy Policy.
 - I consent to the electronic service of documents
- 'Submit' and 'Back' buttons at the bottom.

iii. Submission of RES Registration (New and Returning) Application to CEA

The EA will receive a batch email notification of all RES applicants who have submitted the RES Registration (New & Returning) Application to you at the start of the day (if applicable). To submit the RES Registration (New & Returning) application to CEA, follow these steps:

1. After logging in via **Singpass (For Corporate)**, the authorised user(s) of the EA can also view statistics and a listing of all active (i.e. submitted) applications from the Dashboard.

The screenshot shows the 'Active EA Applications' dashboard. It features a table with the following data:

Application ID	Application Name	Application Type	Submission Date and Time	Status	Action
LIC-NEW&RET-2103000137	RES Registration - New & Returning	Returning	06/04/2021 08:44:04	Pending EA Submission	
LIC-NEW&RET-2103000134	RES Registration - New & Returning	New	24/05/2021 22:48:44	Pending EA Submission	
LIC-NEW&RET-2103000121	RES Registration - New & Returning	New	08/03/2021 17:00:58	CEA Processing	

Below the table is a 'Drafts' section with the message: 'You have no drafts at the moment'.

2. Click on the **View** action button (from the Dashboard or the New & Returning Applications list) to view the New & Returning Application details.

The screenshot shows the 'Application Information' page for application ID LIC-NEW&RET-2103000134. A red box highlights the 'View' button in the 'Active EA Applications' table, with a red arrow pointing to the 'Application Information' page. The page displays the following details:

Application ID	LIC-NEW&RET-2103000134
Applicant Name	Pampam
NRIC/FIN	93254390
Registration Number	R000101J
Request Date and Time	24/05/2021 22:48:44
Submission Date and Time	24/05/2021 22:48:44
Application Type	New
Status	Pending EA Submission

There is also a section for 'Clarification/Rework Remarks' which is currently empty.

- At the bottom of the page, the EA can choose how to process the RES applicant's application. You can choose to: **Support Application**, **Reject Application**, or **Return to Applicant**.

The screenshot shows the 'Recommendation' section of the application form. The 'Action' dropdown menu is open, displaying three options: 'Action', 'Support Application', and 'Reject Application'. The 'Support Application' and 'Reject Application' options are highlighted with a red box. Below the dropdown is a 'Remarks' text area and a 'Supporting Documents' section with an 'Upload a File' button. At the bottom of the form are 'Submit', 'Cancel', and 'Save as Draft' buttons.

- Choose the **Reject Application** action and click the **Submit** button to end the New & Returning Application.

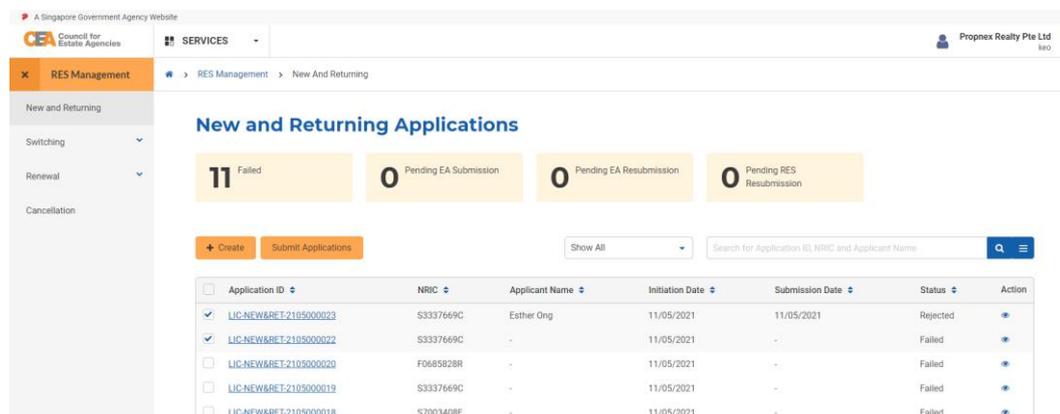
The screenshot shows the application form with the 'Reject Application' action selected in the 'Action' dropdown. The 'Remarks' field contains the text 'Not eligible'. A red box highlights the 'Submit' button. To the right, a side panel titled 'Application Information' displays details for application LIC-NEWSRET-2103000115, including the status 'Rejected'. A red arrow points from the 'Submit' button to the 'Rejected' status.

Application Information	
Application ID	LIC-NEWSRET-2103000115
Applicant Name	mop2@profile
NRIC/FIN	F1612361R
Registration Number	R0000061B
Request Date and Time	08/03/2021 13:57:20
Submission Date and Time	08/03/2021 14:24:32
Application Type	New
Status	Rejected

- Choose the **Support Application** action and click the **Submit** button to submit the New & Returning Application form to CEA. You must ensure your GIRO has sufficient funds to submit the application for CEA to process.

The screenshot shows the application form with the 'Support Application' action selected in the 'Action' dropdown. The 'Remarks' field contains the text 'Ready to submit to CEA'. A red box highlights the 'Submit' button.

You can also submit multiple New & Returning Applications at once from the listing page. After selecting the applications using the checkbox, click on the **Submit Applications** button to submit all the selected New & Returning Applications to CEA for processing. You can only submit multiple applications with **Pending EA Submission** status.



After payment, the application will be processed by CEA. You can view more information about the application pending CEA processing by clicking on the **view** action button from the applications listing page. You can also click on the Activity Tracker function in the side menu and use the activity tracker to track the processing of the application. Please refer to section **4.b.iv. Activity Tracker** for more information.

The system will automatically send an email to the EA and RES applicant after the approval/rejection of the application.

iv. Return of RES Registration (New & Returning) Application to RES Applicant

The EA can choose the **Return to Applicant** action and click the **Submit** button to return the New & Returning Application form to the RES applicant. You can add remarks as to what should be changed for

resubmission of the form. This can be done multiple times.

The screenshot shows a web form for RES applications. At the top, there are two dropdown menus: 'Education and Employment Details' and 'Declaration Details'. Below these is a 'Recommendation' section. The 'Action' dropdown menu is set to 'Return to Applicant' and is highlighted with a red box. Below the action menu is a 'Remarks' text area containing the text 'Need rework on declaration details'. Underneath the remarks is a 'Supporting Documents' section with an 'Upload a File' button and the text 'Upload up to 5 files (.pdf, .doc, .jpg, .png - Maximum file size is 30 MB)'. At the bottom of the form, there are three buttons: 'Submit' (highlighted with a red box), 'Cancel', and 'Save as Draft'. A footer bar at the bottom left contains the text 'Help us improve'.

The RES applicant you have returned the RES Registration (New & Returning) Application will receive an email notification.

1. After logging in via **Singpass (For Individuals)**, the RES applicant can view the returned applications from the Dashboard.
2. Hover over **RES Management** then click **New and Returning** on the global menu. You will be redirected to the New and Returning Applications List page.
3. Click on the **View** action button. You will be brought to the New & Returning Application introduction page.

The screenshot shows the 'New and Returning Applications' page in the RES Management system. The page header includes the Singapore Government Agency Website logo, the Council for Estate Agencies (CEA) logo, and the user's name 'Zaskia Sungkan member-of-public'. The breadcrumb trail is 'RES Management > New And Returning'. The main heading is 'New and Returning Applications'. Below the heading is a search bar for 'Application ID' and a 'Show All' dropdown. A table lists the applications with columns for 'Application ID', 'Submission Deadline', 'Status', and 'Action'. The table contains one row with the following data: Application ID: LIC-NEW&RET2103000071, Submission Deadline: 14/03/2021, Status: Pending RES Resubmission (highlighted with a red box), and Action: View (highlighted with a red box). The table footer shows 'Page 1 of 1' and 'Showing 10 of 1 Items'.

4. The EA's comments can be found in the "Clarification/Rework Remarks" section.

Request Date and Time	24/05/2021 22:48:44
Submission Date and Time	24/05/2021 22:59:30
Application Type	New
Status	Pending RES Submission

Clarification/Rework Remarks	
Date and Time	24/05/2021 22:59:30
From	EA
To	RES
Remarks	Need rework on declaration details
Supporting Documents	-

Application Details

Application Details

Click the **Edit** button at the bottom of the page to make amendments. You can then go through the New & Returning Application form again, make edits, and submit it back to the EA.

From	EA
To	RES
Remarks	Need rework on declaration details
Supporting Documents	-

Application Details

Application Details

Education and Employment Details

Declaration Details

Edit Back

ACEAS

v. Payment of RES Registration (New and Returning)

Application Fee

Application fee payment must be made to submit the application for processing by CEA. The payment method is GIRO. For the details of GIRO payment, refer to section **10.c.ii**.

vi. Withdrawal of RES Registration (New and Returning)

The same behaviour from the Addition/Removal of Director/Partner services applies: The EA can **withdraw** the New & Returning application. Refer to section **5.b.v**.

vii. Resubmission of RES Registration (New and Returning)

The same behaviour from the EA Licence services applies: **CEA might return the EA the New & Returning application** for amendments, which the EA might in turn need to return to the RES applicant to edit and then resubmit. The EA must then resubmit the application, repeating the steps in section **18.b.iii**. Refer to section **8.b.v**. for more information about the resubmission process.

viii. Payment of RES Registration (New and Returning)

Registration Fee

After CEA processes a New & Returning application, an email notification will be sent to remind the EA to ensure that the EA's GIRO account has sufficient funds for the **registration fee to be paid** to issue the RES Registration. Please refer to section **10.c.ii**. for more information.

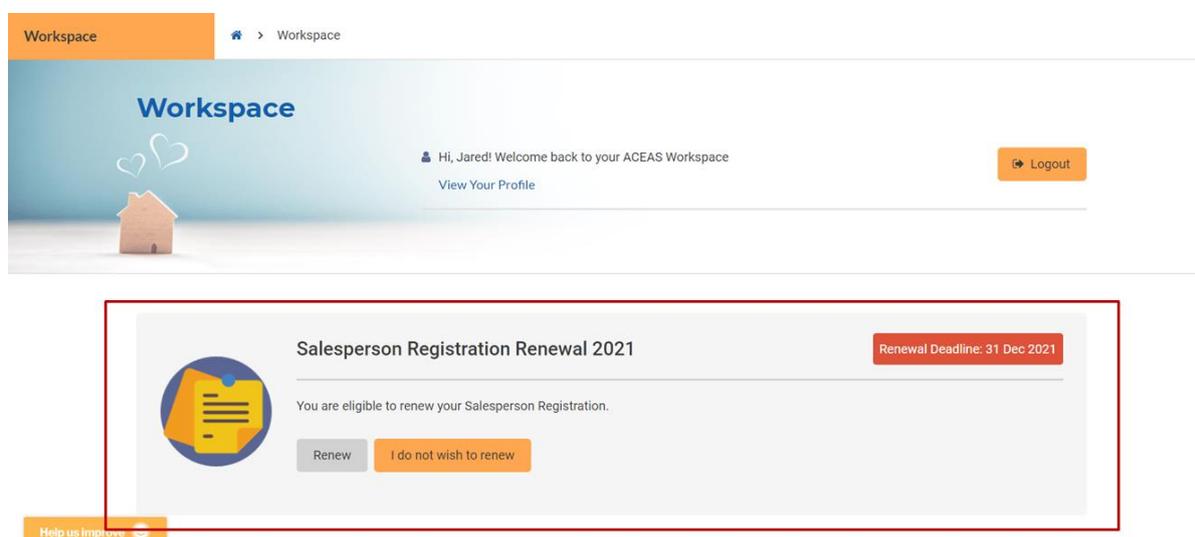
Subsequently, after payment, the RES will be issued a Registration Number. The salesperson will also appear in the CEA Public Register. The system will also automatically send an email to the EA and RES.

19. RES Registration (Renewal)

a. Introduction

The RES Registration (Renewal) service is for Singpass (For Individuals) users to create/view applications for renewal (or non-renewal) of RES Registration during the renewal period. If you are an existing RES, you will receive an email notification prompt once the renewal period arrives.

If logging in for the first time, users will have to create/update their profile. Please refer to **section 13** for more information. After logging in via Singpass (For Individuals), the RES can view Key information about the RES Registration Renewal from the Dashboard. You can choose to indicate renewing or not renewing from here.



b. Creation of RES Registration (Renewal)

The RES Registration (Renewal) workflow is shown in the figure below.

01

RES submits RES (Renewal) application

RES indicates that they wish to renew, then fills in and submits the RES (Renewal) application to the EA.



02

EA submits RES (Renewal) application

EA supports the application and submits the form to CEA by filling it in (and making payment, if necessary).



CEA processes the RES (Renewal) application

CEA approves or rejects the RES (Renewal) application. Upon approval the EA might have to ensure the registration fee is paid.

● after submission to EA

EA returns application to the RES applicant

The EA might return the application for the RES applicant to make amendments. The RES applicant must resubmit it.

● after submission to CEA

EA withdraws application

EA can choose to withdraw the RES (Renewal) application.

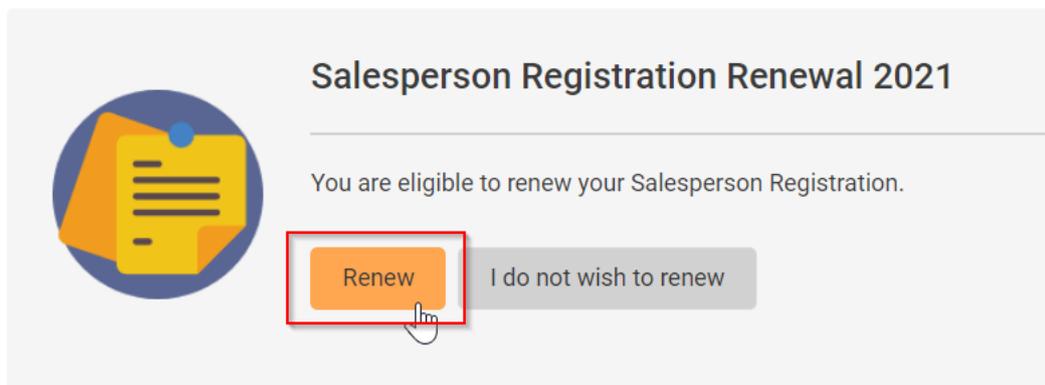
CEA returns application to the EA

CEA might return the application for the EA to make amendments. The EA must resubmit it.

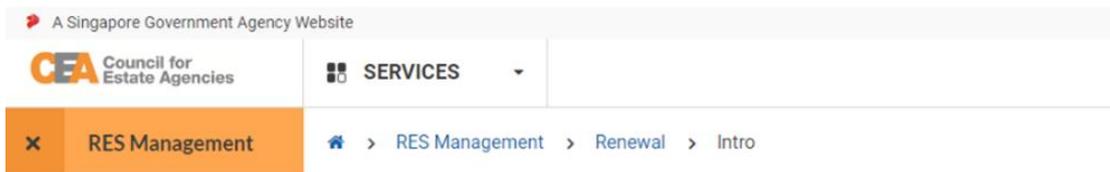
i. Submission of the RES Registration (Renewal) Application to EA

To submit the RES Registration (Renewal) application to the EA, follow these steps:

1. Login with **RES** account from the internet facing ACEAS portal using **SingPass (For Individuals)**.
2. Click the **“Renew”** button on the Dashboard to initiate the RES (Renewal) Application.



3. You will be redirected to the RES (Renewal) Application introduction page. It tells you how long it will take to fill the form, what you might need, and what you should know.



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 of receiving the email invitation.
- You may save the application as a draft.

Continue

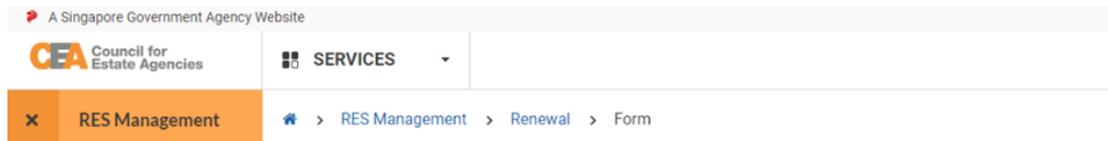
4. Click the **Continue** button.

You should know

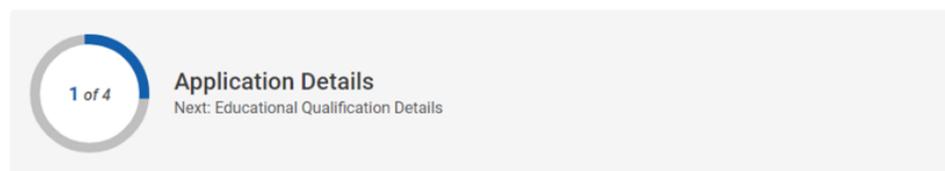
- You must submit this application within 10 calendar days of receiving the email invitation.
- You may save the application as a draft.



5. You will be redirected to the RES Registration (Renewal) form.



Salesperson Registration Application



Estate Agent Information

Estate Agent Licence Number *	<input type="text" value="L210006F"/>
Name of Estate Agent *	<input type="text" value="Apex Ltd"/>

Applicant Information

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

Name *	<input type="text" value="Mr"/>	<input type="text" value="Bruce Harris"/>
NRIC/FIN *	<input type="text" value="S2548818J"/>	

6. There are 4 steps (same as the New & Returning Application form) to the RES Registration (Renewal) Application form:

- a. **Application Details**
Refer to section 18.b.ii.4.a.
- b. **Education and Employment Details**
Refer to section 18.b.ii.4.b.
- c. **Declaration Details**
Refer to section 18.b.ii.4.c.

d. **Confirmation**

Refer to section **18.b.ii.4.d.**

ii. Submission of RES Registration (Renewal) Application to
CEA

To submit the RES Registration (Renewal) applications to CEA, follow these steps:

1. Login with **EA** account from the internet facing ACEAS portal using **Singpass (For Corporate)**.
2. Hover **RES Management** then click **Renewal** on the global menu.
3. The EA can similarly view and recommend an action (**Support Application, Reject Application, Return to Applicant**) for the RES (Renewal) Application from the RES (Renewal) list. Please refer to section **18.iii.4-5.** and section **18.iv.** for more information.

Recommendation

Action *

Support Application

Remarks *

test

Supporting Documents

+ Upload a File

Upload up to 5 files (.pdf, .doc, .jpg, .png - Maximum file size is 30 MB)

pdf 1.pdf x 14.09KB

Submit

Cancel

[Save as Draft](#)

4. You can also submit multiple RES (Renewal) Applications at a time from the RES (Renewal) Application listing page by selecting the applications with status **Pending EA Submission**, then clicking the **Submit Applications** button.

Renewal Applications

2 Pending EA Submission 0 Pending RES Submission 0 Pending EA Resubmission 0 Pending RES Resubmission

Submit Applications Show All Search for Application by ID

Application ID	NRIC	Applicant Name	Submission Date and Time	Status
LIC-RES-REN-2106001235	S0972639Z	Kenneth Perry	08/06/2021 15:43:33	Pending EA Submission
LIC-RES-REN-2106001234	S6901898Z	Steven Kelly	08/06/2021 15:42:54	Pending EA Submission
LIC-RES-REN-2106001233	S4409932B	Adam Gonzalez	08/06/2021 15:42:13	CEA Processing
LIC-RES-REN-2106001231	S4409932B	Adam Gonzalez	08/06/2021 15:04:52	Withdrawn

After payment, the application will be processed by CEA. You can view more information about the application pending CEA processing by clicking on the **view** action button from the applications listing page. You can also click on the Activity Tracker function in the side menu and use the activity tracker to track the processing of the application. Please refer to section **4.b.iv. Activity Tracker** for more information.

The system will automatically send an email to the EA and RES applicant after the approval/rejection of the application.

iii. Payment of RES Registration (Renewal) Application Fee

After submission of the RES Registration (Renewal) Application, you may or may not have to make payment for the application fee (i.e. if you have paid the renewal application fee last year, the application fee is not applicable this year). The payment method is GIRO. For the details of GIRO payment, refer to section **10.c.ii**.

iv. Withdrawal of RES Registration (Renewal) Application

Once the application has been submitted to CEA, only the EA can withdraw the renewal application. Withdrawal can be done at any point after the application is submitted to CEA and before the registration is renewed. To withdraw an application, follow these steps:

1. Login with **EA** account from the internet facing ACEAS portal using **Singpass (For Corporate)**.
2. Hover **RES Management** then click **Renewal** on the global menu.
3. Click the **View** action button on the record you want to withdraw.
4. Fill in the **Recommendation** section with the **Withdraw Application** action. You also need to fill in the remarks for the withdrawn application.

Recommendation

Action *

Withdraw Application

Remarks *

Withdraw application

Supporting Documents

+ Upload a File

Upload up to 5 files (.pdf, .doc, .jpg, .png - Maximum file size is 30 MB)

Submit

Cancel

[Save as Draft](#)

5. Click the **Submit** button.
6. The withdrawn application will be listed on the Renewal list with the **Withdrawn** status.

Renewal Applications

0 Pending EA Submission

0 Pending RES Submission

0 Pending EA Resubmission

0 Pending RES Resubmission

Submit Applications

Withdrawn

Search for Application by ID



<input type="checkbox"/>	Application ID	NRIC	Applicant Name	Submission Date and Time	Status	Action
<input type="checkbox"/>	LIC-RES-REN-2106001231	S4409932B	Adam Gonzalez	08/06/2021 15:04:52	Withdrawn	
<input type="checkbox"/>	LIC-RES-REN-2106001228	S0972639Z	Kenneth Perry	08/06/2021 11:56:40	Withdrawn	
<input type="checkbox"/>	LIC-RES-REN-2106001224	S6901898Z	Steven Kelly	08/06/2021 09:21:17	Withdrawn	

Page 1 of 1

Showing 10 1 - 3 of 3 Items

v. Resubmission of RES Registration (Renewal)

The same behaviour from the EA Licence services applies: **CEA might return the EA the RES Registration (Renewal) application** for amendments, which the EA might in turn need to return to the RES applicant to edit and then resubmit. The EA must then resubmit the application, repeating the steps in section 19.b.ii. Refer to section 8.b.v. for more information about the resubmission process.

vi. Payment of RES Registration (Renewal) Registration Fee

After CEA processes a New & Returning application, an email notification will be sent to remind the EA to ensure that the EA's GIRO account has sufficient funds for the **registration fee to be paid** to issue the RES Registration. Please refer to section **10.c.ii.** for more information.

Upon successful payment, the RES Registration is renewed. The System will automatically update the RES's registration period in the CEA Public Register.

c. Creation of RES Registration (Non-Renewal)

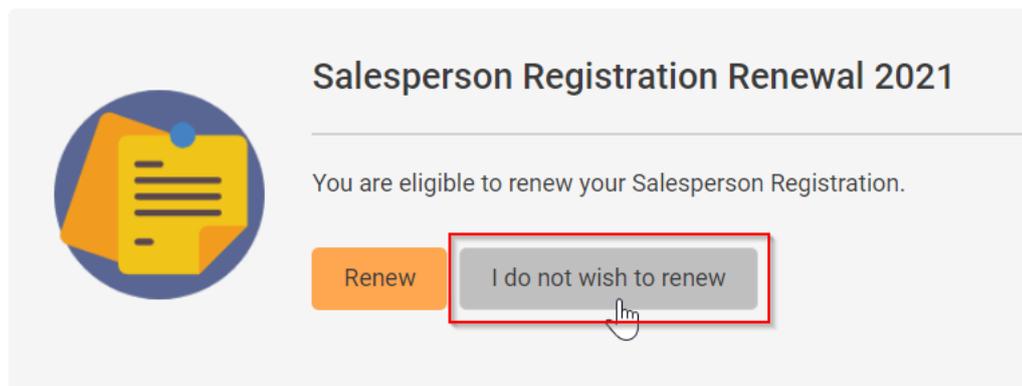
The RES Registration (Non-Renewal) workflow is shown in the figure below.



i. Submission of RES Registration (Non-Renewal)

To indicate non-renewal of RES Registration, follow these steps:

1. Login with **RES** account from the internet facing ACEAS portal using **SingPass (For Individuals)**.
2. Click the **I do not wish to renew** button on the Dashboard to initiate the RES (Non-Renewal) Application.



3. You will be redirected to the RES Registration (Non-Renewal) Application introduction page. It tells you how long it will take to fill the form, what you might need, and what you should know.

RES Registration (Non-Renewal) Application

You are about to submit a non-renewal response to CEA for your RES Registration.

This application form takes about 5 minutes to complete.

You will need to

- Provide the reason(s) for non-renewal.

You should know

- Your application will be sent to your EA for approval.
- If your EA approves your application, you can no longer renew your current Registration.
- Your current Registration will still remain valid until its validity end date.

Continue

Help us improve 😊

4. Click the **Continue** button.

You should know

- Your application will be sent to your EA for approval.
- If your EA approves your application, you can no longer renew your current Registration.
- Your current Registration will still remain valid until its validity end date.

Continue

5. You will be redirected to the RES Registration (Non-Renewal) Application form. There are 2 steps to the form:

- a. **Application Details**

Some of the fields will be pre-populated based on your profile. However, you must indicate the reasons for non-renewal. Click the **Next** button.

RES Registration (Non-Renewal) Application

1 of 2 Applicant Information
Next: Confirmation

Applicant Information

Salesperson's Name *	Brian
Salesperson's Registration No. *	R2100270B
Salesperson's Registration End Date *	31/12/2021 10:00:00

Reason(s) for Non-Renewal

Reason(s) for Non-Renewal *

Next Cancel

b. Confirmation

You will be redirected to the Confirmation step. You must check all the declarations to submit the form.

2 of 2 Confirmation

Application Information

Reason(s) for Non-Renewal

I declare that

- I have read the [explanatory notes](#)
- I agree to CEA's [Terms of Service](#) and [Privacy Policy](#)
- I consent to the electronic service of documents

Submit Back

6. Click the **Submit** button.

7. Successful submission will bring you to the submission page.

 **Application Submitted**
Thank you. Your RES Registration (Non-Renewal) application has been submitted.

Application ID: LIC-RES-NREN-2104000056
Submission Date and Time: 22/04/2021 11:17:32

[View Details](#)

What Happens Next

If you wish to leave the industry immediately, please inform your EA to submit a RES Registration Cancellation application on your behalf.
If not, your Registration will automatically expire on its validity end date.

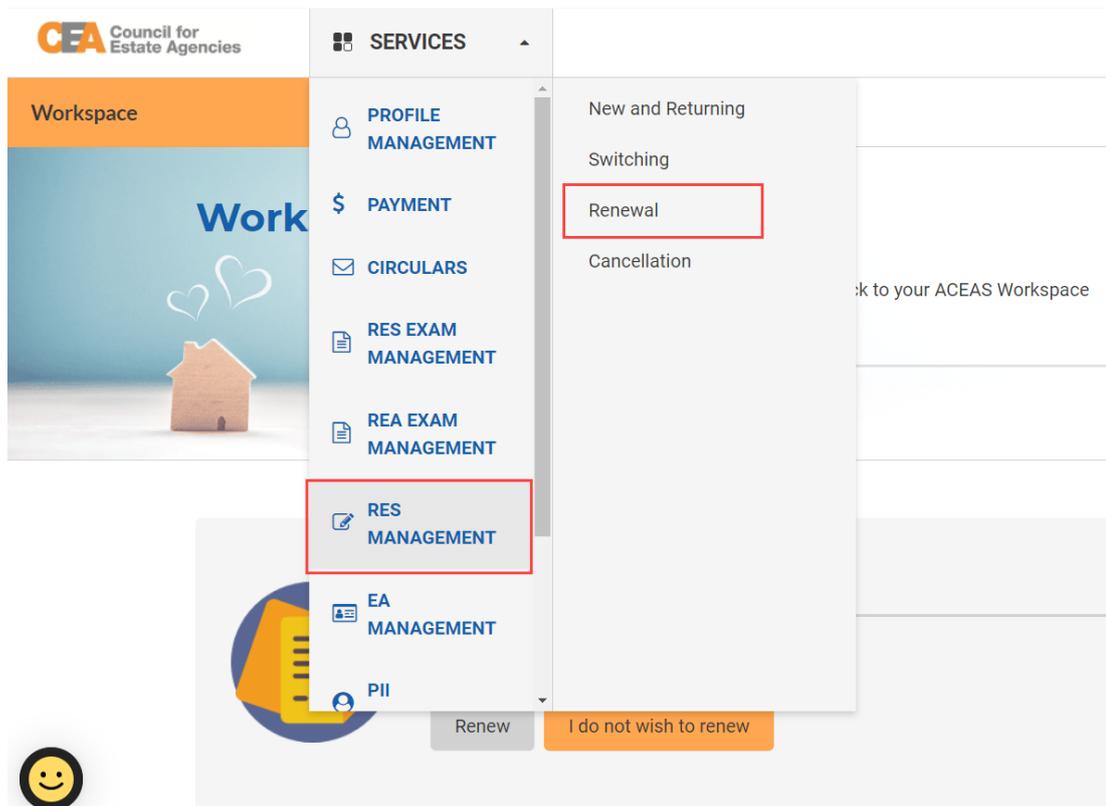
Log Out Return Home

8. Your EA will receive a batch email notification regarding all RES Registration (Non-Renewal) submissions.

ii. Submission of RES Registration (Non-Renewal) to CEA

To submit the RES Registration (Non-Renewal) applications to CEA, follow these steps:

1. Login with EA account from the internet facing ACEAS portal using **Singpass (For Corporate)**.
2. Hover **RES Management** then click **Renewal** on the global menu.



The screenshot shows the CEA Council for Estate Agencies portal. The top navigation bar includes the CEA logo and the text 'Council for Estate Agencies'. Below this is a 'Workspace' section with a blue background and a house icon. A 'SERVICES' dropdown menu is open, listing various options: PROFILE MANAGEMENT, PAYMENT, CIRCULARS, RES EXAM MANAGEMENT, REA EXAM MANAGEMENT, RES MANAGEMENT (highlighted with a red box), EA MANAGEMENT, and PII. A secondary dropdown menu is visible, listing 'New and Returning', 'Switching', 'Renewal' (highlighted with a red box), and 'Cancellation'. At the bottom of the page, there are two buttons: 'Renew' and 'I do not wish to renew'.

3. Click **Non Renewal** under Renewal on side menu.

RES Management > RES Management > Non Renewal

Non Renewal Applications

2 Pending EA Submission

Submit Applications

<input checked="" type="checkbox"/>	Application ID	NRIC	Applicant Name
<input checked="" type="checkbox"/>	LIC-RES-NREN-2105000012	F9087110L	Jared
<input checked="" type="checkbox"/>	LIC-RES-NREN-2105000009	F9075253R	Carlos

Page 1 of 1

4. You can view the non-renewal application details by clicking on the record ID hyperlink, or the **View** action button.
5. Check the applications with the **Pending EA Submission** status then click the **Submit Applications** button.

RES Management > RES Management > Non Renewal

Non Renewal Applications

2 Pending EA Submission

Submit Applications

Show All Search for Application by ID

<input checked="" type="checkbox"/>	Application ID	NRIC	Applicant Name	Submission Date and Time	Status	Action
<input checked="" type="checkbox"/>	LIC-RES-NREN-2105000012	F9087110L	Jared	25/05/2021 17:02:22	Pending EA Submission	View
<input checked="" type="checkbox"/>	LIC-RES-NREN-2105000009	F9075253R	Carlos	24/05/2021 08:58:55	Pending EA Submission	View

Page 1 of 1 Showing 10 1 - 2 of 2 Items

6. After the EA submits the RES's Non-Renewal Application, the RES will receive an email notification confirming the submission of the non-renewal application to CEA.

20. RES Registration (Switching)

a. Introduction

The RES Registration (Switching) service is for Singpass (For Individuals) users to create/view applications to switch from their current EA to a new EA. If logging in for the first time, users will have to create/update their profile. Please refer to **section 13** for more information.

b. Creation of RES Registration (Switching) Application

The RES Registration (Switching) workflow is shown in the figure below.

The current EA should allow the RES to continue conducting estate agency work after the switch application is submitted, and collect the estate agent card from the RES only after CEA has approved the application.



i. Initiation of Request to Switch EAs

To initiate the RES Registration (Switching) process, follow these steps:

1. Login with **RES** account from the internet facing ACEAS portal using **Singpass (For Individuals)**.
2. Hover **RES Management** then click **Switching** on the global menu.
3. You will be redirected to the Switching Applications listing page. The Switching Applications list shows a list of the switching applications an RES has created. You can **create** new applications and **view** past

applications.

A Singapore Government Agency Website
Council for Estate Agencies
SERVICES
RES Management > Switching

Switching Applications

+ Create

Show All Search for Application ID

Application ID	Request Date and Time	Status	Action
LIC-SWITCH-2105000018	03/05/2021 15:17:29	Rejected	
LIC-SWITCH-2105000005	01/05/2021 15:20:24	Rejected	
LIC-SWITCH-2105000004	01/05/2021 15:17:58	Failed	
LIC-SWITCH-2105000001	01/05/2021 11:25:02	Failed	
LIC-SWITCH-2104000054	30/04/2021 21:36:33	Failed	
LIC-SWITCH-2104000053	30/04/2021 21:01:47	Failed	
LIC-SWITCH-2104000052	30/04/2021 20:59:54	Failed	
LIC-SWITCH-2104000051	30/04/2021 20:55:08	Failed	
LIC-SWITCH-2104000050	28/04/2021 14:05:37	Rejected	
LIC-SWITCH-2104000044	26/04/2021 16:12:29	Rejected	

4. Click the **Create** button. It will bring you to the **Request to Switch EAs** form.

Switching Applications

+ Create

Application ID	Request Date and Time
LIC-SWITCH-2105000018	03/05/2021 15:17:29
LIC-SWITCH-2105000005	01/05/2021 15:20:24
LIC-SWITCH-2105000004	01/05/2021 15:17:58

Request to Switch EAs

You are about to request to switch your estate agent (EA).
Your request will be sent to both your current and new EA for confirmation. Please ensure that they are aware of your intention to switch before submission.

Request Details

New EA Name *

New EA Licence Number *

Remarks

Supporting Documents Upload up to 5 files (.pst, .pdf, .doc, .jpg, .png, .gif - Maximum file size is 30MB.)

5. To indicate the new EA, enter the EA's name. Select an option from the auto-complete list of existing licensed EAs, which appear as you type the EA's name.

The screenshot shows the 'Request to Switch EAs' form on the Singapore Government Agency Website. The user is logged in as Krista Lenz. The form is titled 'Request to Switch EAs' and includes a sub-header 'Request Details'. The 'New EA Name' field is highlighted with a red box and contains the text 'abc'. Below this field, an auto-complete dropdown menu is visible, listing several options: 'ABC Business', 'ABC Company', 'ABC Public Accounting Firm', and 'ABC LLP'. The 'New EA Licence Number' field is empty. The 'Remarks' field is also empty. At the bottom of the form, there is a 'Supporting Documents' section with an 'Upload a File' button and a note: 'Upload up to 5 files (.pst, .pdf, .doc, .jpg, .png, .gif - Maximum file size is 30MB)'.

6. After indicating the new EA, Indicate the reasons for switching.

The screenshot shows the 'Request to Switch EAs' form on the Singapore Government Agency Website. The user is logged in as Krista Lenz. The form is titled 'Request to Switch EAs' and includes a sub-header 'Request Details'. The 'New EA Name' field is now filled with 'ABC Business'. The 'New EA Licence Number' field is filled with 'L20200014'. The 'Remarks' field is highlighted with a red box and contains the text 'Switch EA due to undisclosed reason'. At the bottom of the form, there is a 'Supporting Documents' section with an 'Upload a File' button and a note: 'Upload up to 5 files (.pst, .pdf, .doc, .jpg, .png, .gif - Maximum file size is 30MB)'. A 'Request' button is visible at the bottom of the form.

7. Click the **Request** button.

The screenshot shows the 'Request Submitted' success message on the Singapore Government Agency Website. The user is logged in as Krista Lenz. The message is titled 'Request Submitted' and includes the text: 'Thank you. Your request to switch EAs has been sent to your current EA.' Below this, the application ID is 'LIC-SWITCH-2105000026' and the submission date and time is '24/05/2021 23:23:37'. A 'View Details' link is provided. Below the message, there is a section titled 'What Happens Next' with the following text: 'Once both your current and new EA support your request, you will receive an email notification to submit the Salesperson Registration application form. Your request will be closed if one of the EAs rejects it. Please feel free to return to ACEAS to check on your request status.' At the bottom of the page, there are 'Log Out' and 'Return Home' buttons.

The system will automatically send an email to your current EA and indicated new EA after the submission of the form.

ii. Processing of Request to Switch EAs by Current EA

To process the outgoing RES Registration (Switching) application(s), follow these steps:

1. Your Current EA will receive a batch email notification regarding the submission of any outgoing switching applications.
2. Login with **EA** account from the internet facing ACEAS portal using **Singpass (For Corporate)**.
3. Hover **RES Management** then click **Switching** on the global menu.
4. Click on the **Outgoing** sub-service in the side menu. The current EA can find the application in the Outgoing RES Switching Applications list.

The screenshot shows the 'Outgoing Applications' page in the Singapore Government Agency Website. The page header includes the CEA logo and navigation menus. The left sidebar shows 'RES Management' with 'Switching' and 'Outgoing' highlighted. The main content area displays a summary of pending applications: 1 Pending Current EA Confirmation and 0 Pending New EA Confirmation. Below this is a table of applications with columns for Application ID, NRIC, Applicant Name, Request Date and Time, Status, and Action.

Application ID	NRIC	Applicant Name	Request Date and Time	Status	Action
LIC-SWITCH-2105000027	S0821310J	Reiner Braun	24/05/2021 23:26:42	Pending Current EA Confirmation	View
LIC-SWITCH-2105000026	F5833378Q	Krista Lenz	24/05/2021 23:23:37	Failed	View
LIC-SWITCH-2105000018	F5833378Q	Krista Lenz	03/05/2021 15:17:29	Rejected	View
LIC-SWITCH-2105000005	F5833378Q	Krista Lenz	01/05/2021 15:20:24	Rejected	View
LIC-SWITCH-2105000004	F5833378Q	Krista Lenz	01/05/2021 15:17:58	Failed	View
LIC-SWITCH-2105000001	F5833378Q	Krista Lenz	01/05/2021 11:25:02	Failed	View
LIC-SWITCH-2104000054	F5833378Q	Krista Lenz	30/04/2021 21:36:33	Failed	View

5. Click the **View** action button.

The screenshot shows the 'Application Information' page for a specific application. The page header includes the CEA logo and navigation menus. The left sidebar shows 'RES Management' with 'Switching' and 'Outgoing Applications' highlighted. The main content area displays the application details for 'LIC-SWITCH-2105000027'. A red arrow points to the 'View' button in the table from the previous screenshot.

Request Date and Time	Status	Action
24/05/2021 23:26:42	Pending Current EA Confirmation	View
24/05/2021 23:23:37	Failed	View
03/05/2021 15:17:29	Rejected	View
01/05/2021 15:20:24	Rejected	View

Application Information

Application ID: LIC-SWITCH-2105000027
Applicant Name: Reiner Braun
NRIC/FIN: S0821310J
Registration Number: 10020019
Request Date and Time: 24/05/2021 23:26:42
Submission Date and Time: 24/05/2021 23:26:43
Application Type: -
Status: Pending Current EA Confirmation
Remarks: Switch to new EA due to undisclosed reason

6. You will be redirected to the Application Information page. You will only see the remarks and supporting documents (if any) submitted by your RES's Request to Switch EAs form.

The screenshot shows the 'Application Information' page for application ID LIC-SWITCH-2105000027. The page includes a sidebar with 'Application Information' and 'Activity Tracker' tabs. The main content area displays the following details:

Application ID	LIC-SWITCH-2105000027
Applicant Name	Reiner Braun
NIRC/FIN	S0821310J
Registration Number	R0020019
Request Date and Time	24/05/2021 23:26:42
Submission Date and Time	24/05/2021 23:26:43
Application Type	-
Status	Pending Current EA Confirmation
Remarks	Switch to new EA due to undisclosed reason
Supporting Documents	-

The 'Remarks' field is highlighted with a red box. Below the details is a 'Recommendation' section with an 'Action' dropdown menu.

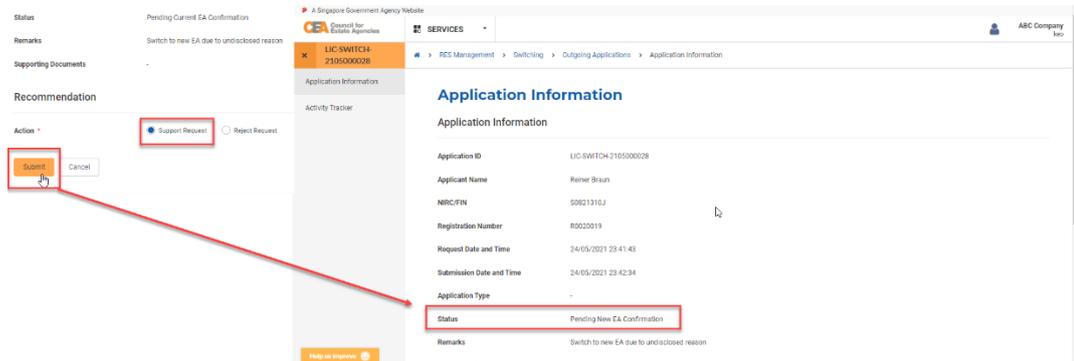
At the bottom of the page, the EA can choose how to process the RES's application. You can choose to: **Support Request** or **Reject Request**.

This screenshot shows the 'Recommendation' section of the application page. The 'Action' dropdown menu is expanded, showing two options: 'Support Request' (selected) and 'Reject Request'. The 'Support Request' option is highlighted with a red box. Below the dropdown are 'Submit' and 'Cancel' buttons.

7. Choosing the **Reject Request** action and clicking the **Submit** button ends the Switching Application.

This screenshot shows the 'Recommendation' section with the 'Reject Request' option selected and highlighted with a red box. The 'Submit' button is also highlighted with a red box. A red arrow points from the 'Submit' button to the 'Status' field in the 'Application Information' section, which now displays 'Rejected'. The 'Remarks' field remains 'Switch to new EA due to undisclosed reason'.

- Choosing the **Support Request** action and clicking the **Submit** button submits the Switching Application form to the new EA.

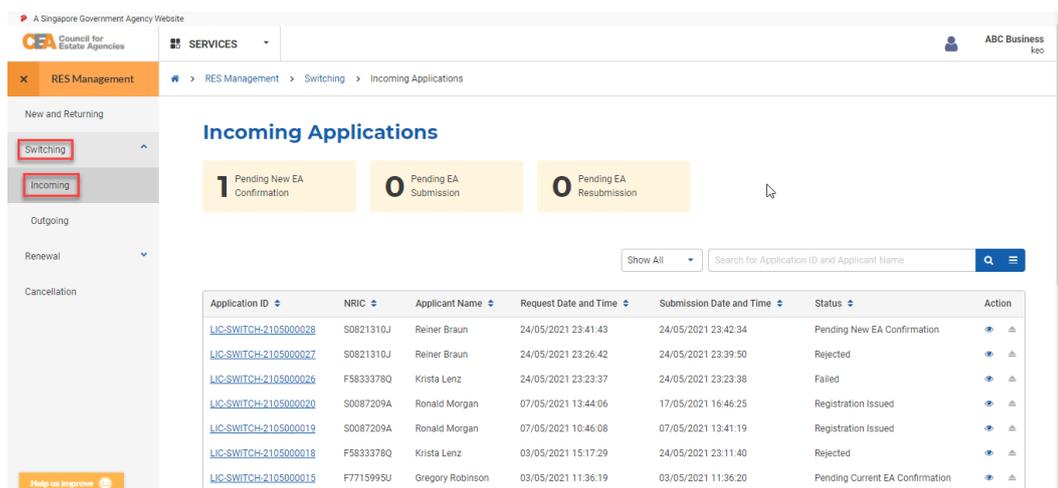


The system will automatically send an email to the new EA after the support from the current EA.

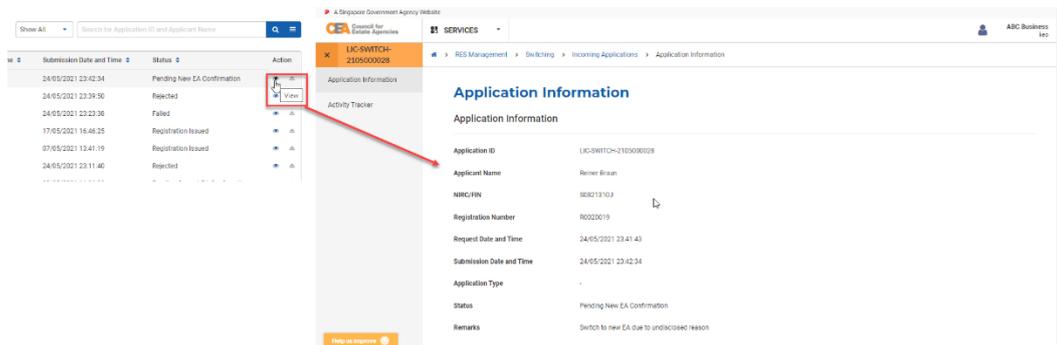
iii. Processing of Request to Switch EAs by New EA

To process the incoming RES Registration (Switching) application(s), follow these steps:

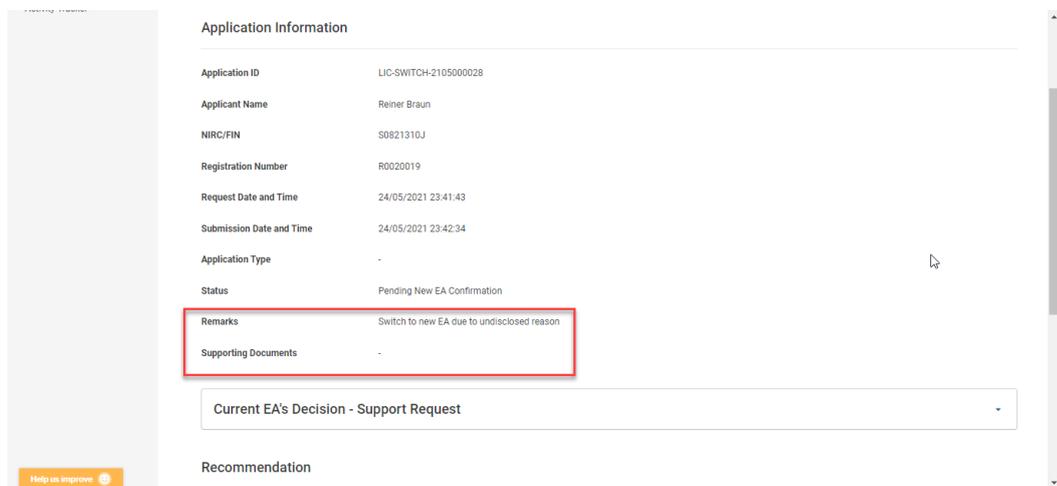
- The indicated new EA will receive a batch email notification regarding the submission of any incoming switching applications.
- Login with **EA** account from the internet facing ACEAS portal using **Singpass (For Corporate)**.
- Hover **RES Management** then click **Switching** on the global menu.
- Click on the **Incoming** sub-service in the side menu. The EA can find the application in the Incoming RES Switching Applications list.



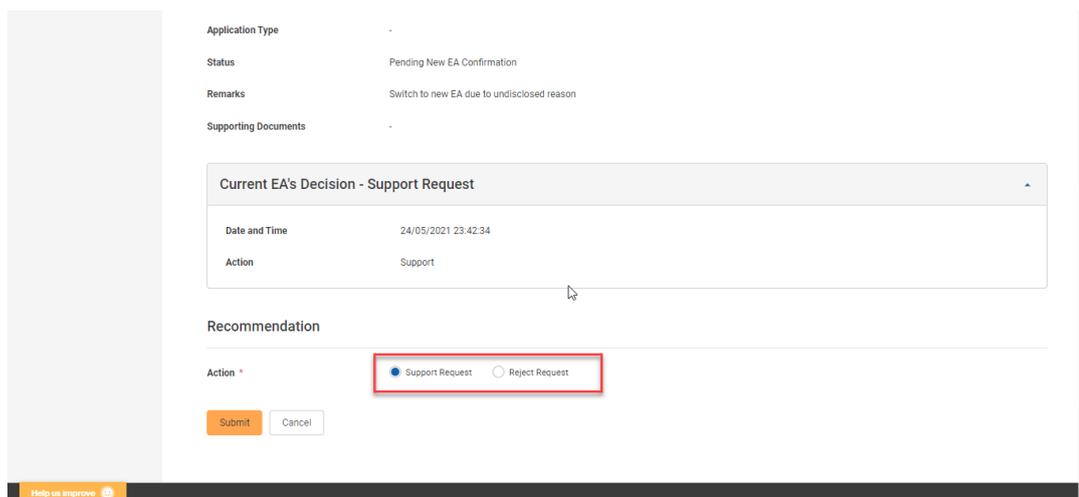
5. Click the **View** action button.



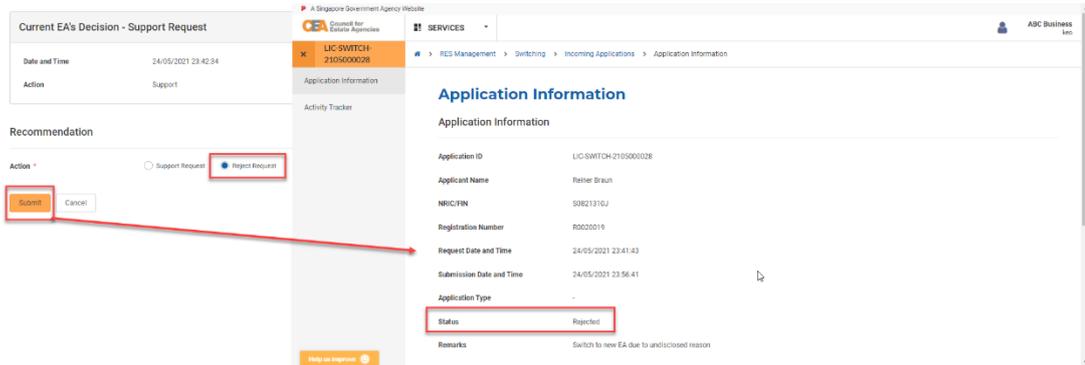
6. You will be redirected to the Application Information page. You will also see the remarks and supporting documents (if any) submitted by your RES's Request to Switch EAs form.



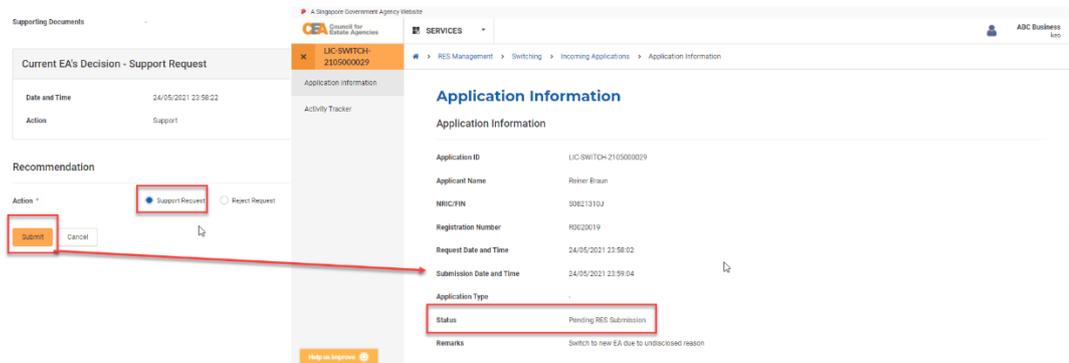
Similarly, at the bottom of the page, the EA can choose how to process the RES's application. You can choose to: **Support Request** or **Reject Request**.



7. Choosing the **Reject Request** action and clicking the **Submit** button ends the Switching Application.



8. Choosing the **Support Request** action and clicking the **Submit** button sends the Switching Application to the RES.



The system will automatically send an email to the RES after the support from the new EA.

iv. Submission of RES Registration (Switching) Application to New EA

The RES will receive an email notification with regarding the support of their switching applications by both their current and new EA. The RES must then submit the RES Registration (Switching) Application. To submit the RES Registration (Switching) application to the new EA, follow these steps:

1. Login with **RES** account from the internet facing ACEAS portal using **Singpass (For Individuals)**.
2. Hover **RES Management** then click **Switching** on the global menu.

3. You will be redirected to the Switching Applications listing page. Click on the **View** action button.

ite

SERVICES

Reiner Braun
res

RES Management > Switching

Switching Applications

+ Create

Show All

Search for Application ID

Application ID	Request Date and Time	Status	Action
LIC-SWITCH-2105000029	24/05/2021 23:58:02	Pending RES Submission	View
LIC-SWITCH-2105000028	24/05/2021 23:41:43	Rejected	
LIC-SWITCH-2105000027	24/05/2021 23:26:42	Rejected	

Page 1 of 1

Showing 10 1 - 3 of 3 Items

4. You will be brought to the RES Registration (Switching) Application form. There are 4 steps to the RES Registration (Switching) Application form:

- a. **Application Details**
Refer to section **18.b.ii.4.a.**
- b. **Education and Employment Details**
Refer to section **18.b.ii.4.b.**
- c. **Declaration Details**
Refer to section **18.b.ii.4.c.**
- d. **Confirmation**
Refer to section **18.b.ii.4.d.**

v. Submission of RES Registration (Switching) Application to CEA

To submit the RES Registration (Switching) applications to CEA, follow these steps:

1. Login with **EA** account from the internet facing ACEAS portal using **Singpass (For Corporate)**.
2. Hover **RES Management** then click **Switching** on the global menu.
3. In the Incoming Applications listing page, click on the **view** action button.
4. The EA can similarly recommend an action (**Support Application, Reject Application, Return to Applicant**) for the RES (Switching) Application from the Incoming Applications list. Please refer to section **18.iii.4-5.** and section **18.iv.** for more information.

After submission, and payment, you can view more information about the application pending CEA processing by clicking on the **view** action button from the applications listing page. You can also click on the Activity Tracker function in the side menu and use the activity tracker to track the processing of the application. Please refer to section **4.b.iv.Activity Tracker** for more information.

vi. Payment of RES Registration (Switching) Application Fee

After EA submits the form to CEA, an application fee is required to be made to submit the application to CEA for processing. The payment method is GIRO. For the details of GIRO payment, refer to section **10.c.ii**.

vii. Withdrawal of RES Registration (Switching) Application

The same behaviour from the EA Licence services applies: The EA can **withdraw** the New & Returning application. Refer to section **5.b.v**.

viii. Resubmission of RES Registration (Switching) Application

The same behaviour from the EA Licence services applies: **CEA might return the EA the RES Registration (Renewal) application** for amendments, which the EA might in turn need to return to the RES applicant to edit and then resubmit. The EA must then resubmit the application, repeating the steps in section **20.b.v**. Refer to section **8.b.v**. for more information about the resubmission process.

ix. Payment of RES Registration (Switching) Registration Fee

After approval of the RES Registration (Switching) Application by CEA, the new EA may or may not have to make payment for the application fee. If the RES switches EA after their registration has been renewed, **no payment is needed** after CEA approves the Switching application. If the RES switches before their registration has been renewed, an email notification will be sent to remind the EA to ensure that the EA's GIRO account has sufficient funds for the **registration fee to be paid** to issue the RES Registration. Please refer to section **10.c.ii**. for more information.