

# E-SERVICES (AUTO-RENEWAL) USER GUIDE FOR ESTATE AGENT

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## **Document Change History**

<b>Version</b>	<b>Date</b>	<b>Description</b>
Version 1.0	22 Sep 2015	Initial Release
Version 2.0	13 Sep 2016	Update document
Version 2.1	20 Sep 2019	Update document

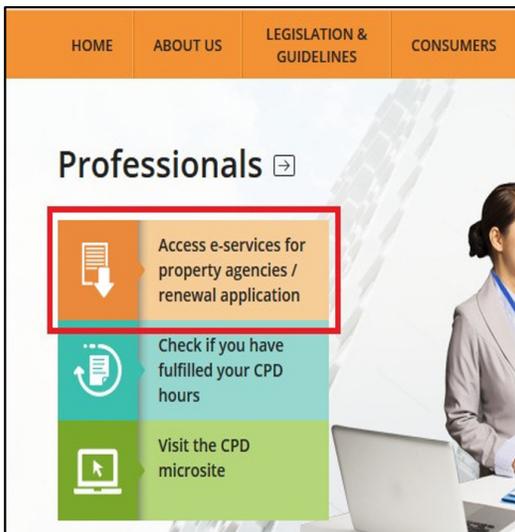
## 1. Access E-Services

1.1 Key Executive Officers (“KEOs”), who fulfil their CPD requirements and are not in arrears of CPF MediSave contribution, and Authorised Users, who were acknowledged by the KEO, can access the CEA E-Services using their **CorpPass** to submit their licence renewal application during the renewal exercise period from 1 Oct to 31 Oct each year.

1.2 KEOs and acknowledged Authorised Users can access the E-Service from the CEA website through the link: Professionals > Estate Agents Licensing Matters > Renewal of Estate Agent Licence



1.3 Alternatively, from 1 Oct to 31 Oct each year, KEOs and acknowledged Authorised Users can click on the short-cut icon “Access e-services for property agencies / renewal application” on CEA website’s Home page to access the E-Services.



1.4 At the “E-Services” page in the CEA website, KEOs and acknowledged Authorised Users can click on “Log in” to login to E-Services using their CorpPass account.



**E-Services**

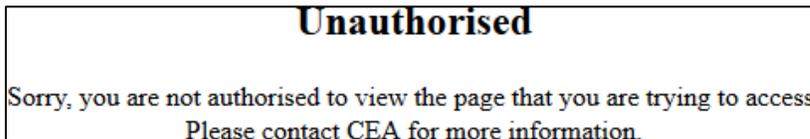
[Log in](#) with your SingPass ID/CorpPass ID to access these e-services. You can register for a [SingPass/CorpPass](#) account if you do not have one.

**Estate Agents Functions**

For Key Executive Officers (KEO) and designated persons from estate agents, please log in with your CorpPass. You can

- View/update estate agent information
- View all application submission
- View/update KEO and director information
- Submit new director application

1.5 KEOs, who did not complete their CPD requirement and/or are in arrears of their CPF MediSave contributions, cannot access the CEA E-services. Such KEOs will see the error message below when they try to login to E-Services.

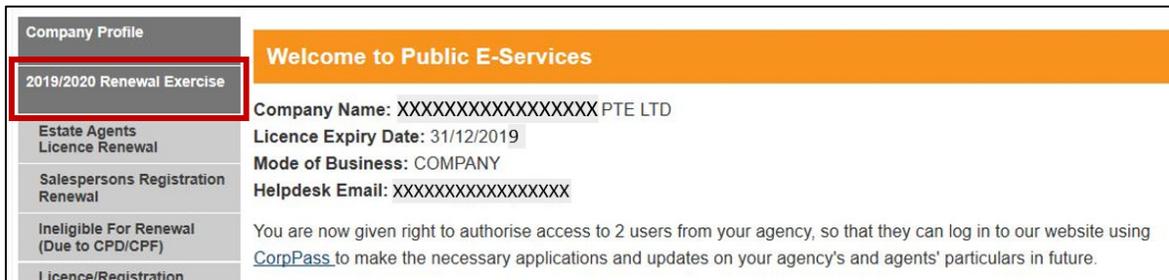


**Unauthorised**

Sorry, you are not authorised to view the page that you are trying to access.  
[Please contact CEA for more information.](#)

1.6 Similarly, Authorised Users, who are not acknowledged by the KEOs, will not be able to view the renewal module and will see the above error message when they try to login to E-Services.

1.7 After a successful login using CorpPass, KEOs and acknowledged Authorised Users will see the renewal application page below.



<b>Company Profile</b>	<b>Welcome to Public E-Services</b>
<b>2019/2020 Renewal Exercise</b>	Company Name: XXXXXXXXXXXXXXXXXXXX PTE LTD
Estate Agents Licence Renewal	Licence Expiry Date: 31/12/2019
Salespersons Registration Renewal	Mode of Business: COMPANY
Ineligible For Renewal (Due to CPD/CPF)	Helpdesk Email: XXXXXXXXXXXXXXXXXXXX
Licence/Registration	You are now given right to authorise access to 2 users from your agency, so that they can log in to our website using <a href="#">CorpPass</a> to make the necessary applications and updates on your agency's and agents' particulars in future.

## 2. For KEO to Acknowledge Authorised Users for Renewal Exercise

2.1 After the first successful login by the KEOs using CorpPass, the KEOs will see the list of Authorised Users in the estate agent under “Authorized User List”. KEOs will only review the list of Authorised Users displayed and acknowledge the list of Authorised Users once – this step one-time for every renewal exercise.



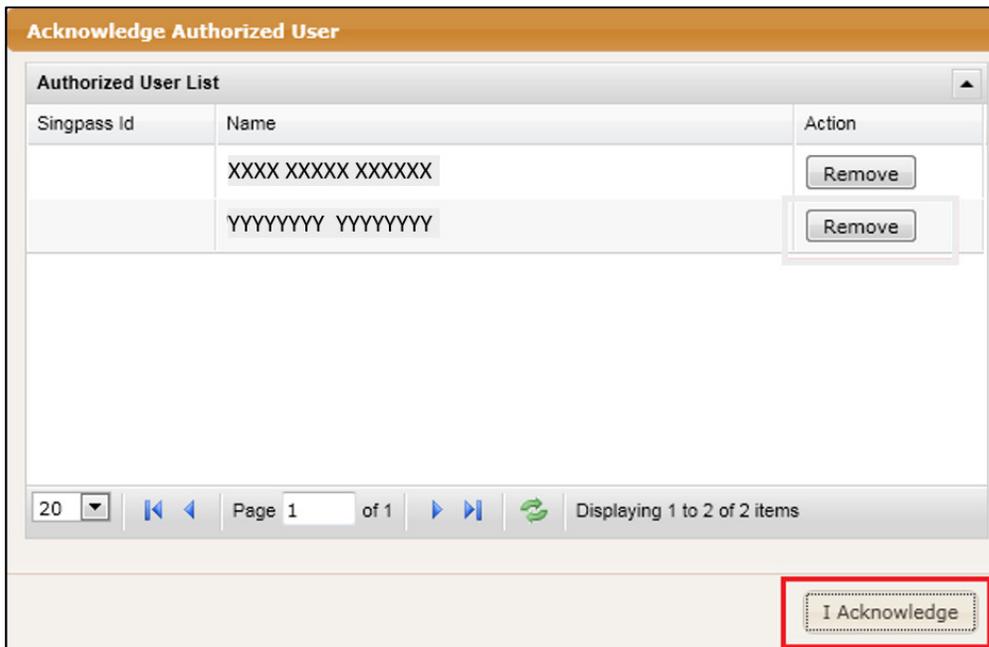
Acknowledge Authorized User	
Authorized User List	
Singpass Id	Name
	XXXX XXXXX XXXXXX
	YYYYYYYY YYYYYYYY

2.2 KEOs can remove unauthorised users from the list of Authorised Users by clicking “Remove”.



Acknowledge Authorized User		
Authorized User List		
Singpass Id	Name	Action
	XXXX XXXXX XXXXXX	Remove
	YYYYYYYY YYYYYYYY	Remove

2.3 KEOs can acknowledge the list of Authorised Users by clicking “I Acknowledge”.



Acknowledge Authorized User		
Authorized User List		
Singpass Id	Name	Action
	XXXX XXXXX XXXXXX	Remove
	YYYYYYYY YYYYYYYY	Remove

20 Page 1 of 1 Displaying 1 to 2 of 2 items

I Acknowledge

2.4 KEOs can certify and confirm the acknowledgment of the list of Authorised Users by checking this box and clicking “Ok”.



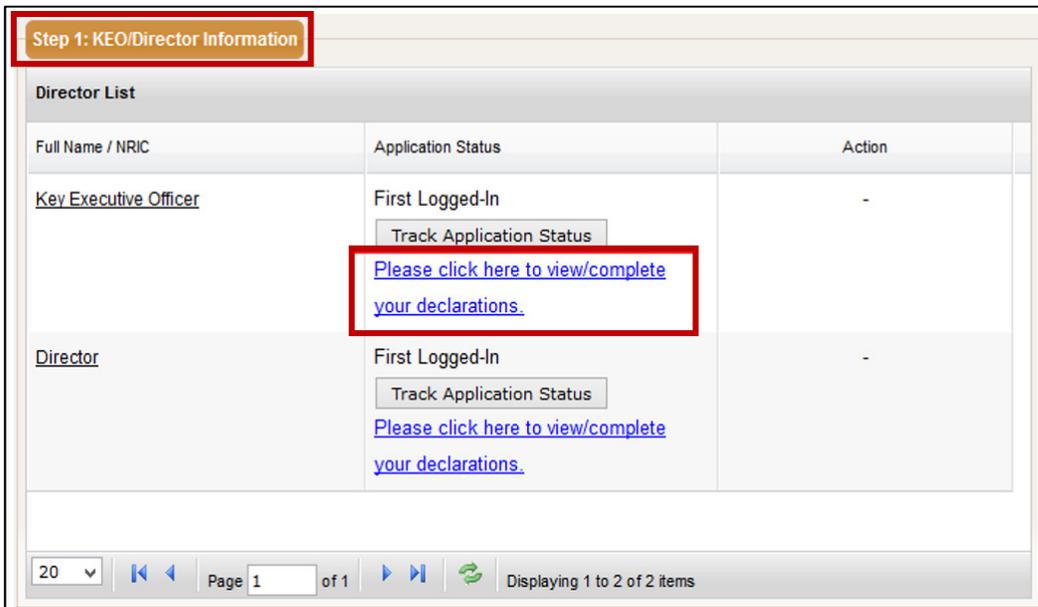
2.5 After the KEO has acknowledged the list of Authorised Users, acknowledged Authorised Users will be able to log in to the E-services to assist the KEOs with the processing of the renewal exercise.

### 3. KEOs who are Renewing their Estate Agent Licence

3.1 KEOs or Authorised Users can click “Estate Agent Licence Renewal” to begin their estate agent’s licence renewal application.



3.2 KEOs or Authorised Users must verify that their KEO and Practising Directors/ Partners have submitted their registration renewal applications under “KEO/Director Information”, before proceeding with the licence renewal application.



3.3 KEOs can click “Please click here to view/complete your declarations” to submit their own registration renewal application. The KEOs’ registration renewal application will open in a new tab or window (Please see the salesperson renewal/auto-renewal user guide for more details). Please disable “block pop-up windows” in your internet browser settings if the registration renewal application tab or window does not appear.

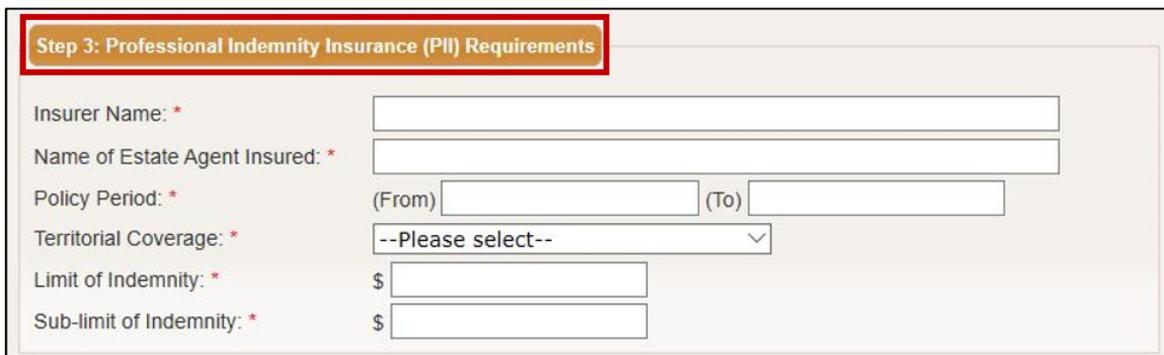


3.4 KEOs or Authorised Users must fill in the estate agent information under “Estate Agent Information”. There is no need to upload any ACRA documents.



The screenshot shows a form titled "Step 2: Estate Agent Information". It contains two fields: "Current Mode of Business: \*" with a dropdown menu showing "--Please select--", and "Will the Estate Agent and/or its Salespersons be dealing with Foreign Properties? \*" with a dropdown menu showing "No".

3.5 KEOs or Authorised Users must fill in the Professional Indemnity Insurance (PII) Requirements information under “Professional Indemnity Insurance (PII) Requirements”. There is no need to upload any PII documents unless CEA informs you to do so.



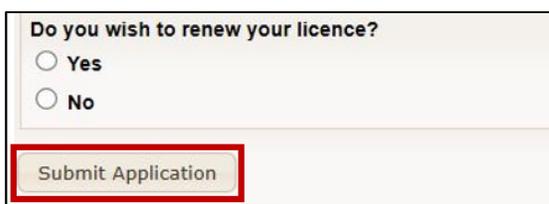
The screenshot shows a form titled "Step 3: Professional Indemnity Insurance (PII) Requirements". It contains several fields: "Insurer Name: \*" (text input), "Name of Estate Agent Insured: \*" (text input), "Policy Period: \*" (From) (text input) (To) (text input), "Territorial Coverage: \*" (dropdown menu showing "--Please select--"), "Limit of Indemnity: \*" (\$) (text input), and "Sub-limit of Indemnity: \*" (\$) (text input).

3.6 KEOs or Authorised Users must indicate in “Licence Renewal Indication” that the estate agent wishes to renew its estate agent licence by clicking “Yes”.



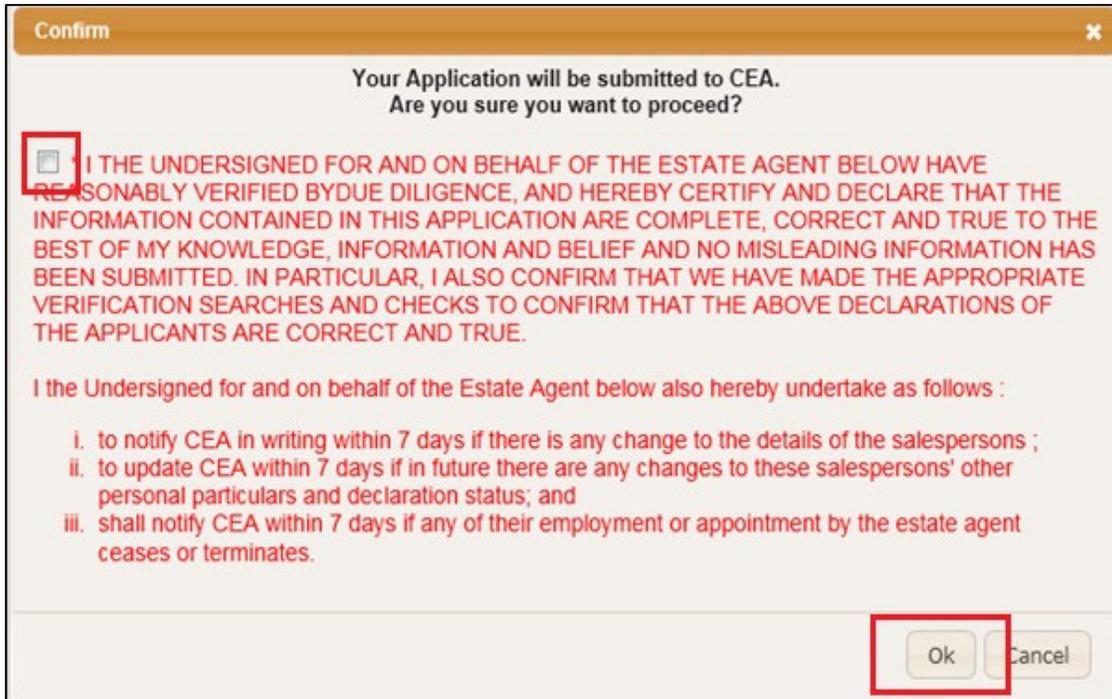
The screenshot shows a form titled "Step 5: Licence Renewal Indication". It contains a question "Do you wish to renew your licence?" with two radio button options: "Yes" and "No".

3.7 After completing all of the above details, KEOs or Authorised Users can proceed to submit their renewal application to CEA by clicking “Submit Application”.

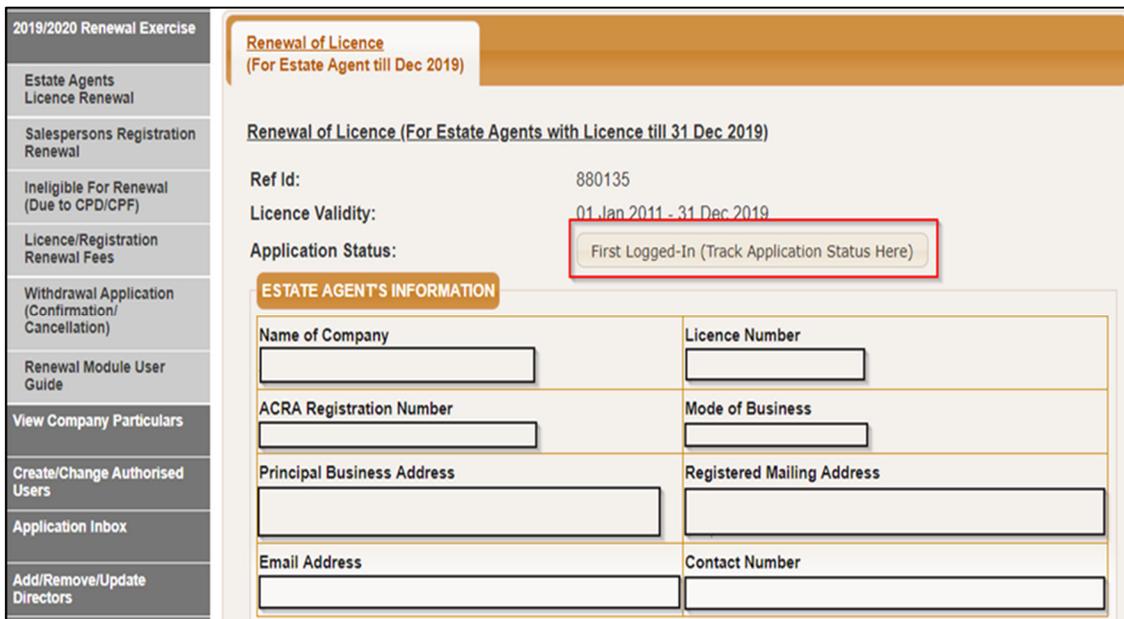


The screenshot shows a form with the question "Do you wish to renew your licence?" and two radio button options: "Yes" and "No". Below the options is a button labeled "Submit Application".

3.8 KEOs or Authorised Users must certify that the information are complete, true and correct to the best of their knowledge in the “pop-up” box, before they can proceed to submit their licence renewal application to CEA.



3.9 After submitting the licence renewal application, KEOs or Authorised Users can track the application status by clicking “First Logged-in (Track Application Status)”, after log in to E-Services using CorpPass.



3.10 KEOs or Authorised Users can see the application status of the licence renewal application in E-Services.

Ref Id: 880135

Estate Agents : XXXXXXXXXXXXXXXXXXXX

KEO/Director/Salespersons : XXXXXXXXXXXXXXXXXXXX

---

Your application is currently at this stage



Salesperson/Estate Agent Has Not Indicated Renewal Option/ Pending EA To Submit Licence Renewal Application	Pending EA Submission To CEA (Not Indicated Renewal Option)	Submitted To CEA (Not Indicated Renewal Option)	Processing By CEA	Pending Licence / Registration Fee Deductions	Approved By CEA (Not Indicated Renewal Option)
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#### 4. KEOs who are Not Renewing their Estate Agents Licence

4.1 KEOs, who do not want to renew their estate agent licence, are to indicate in the “Licence Renewal Indication” that the estate agent do not wish to renew its estate agent licence by clicking the “No” option and click “Click here to terminate my licence” to submit to CEA.



Step 4: Licence Renewal Indication

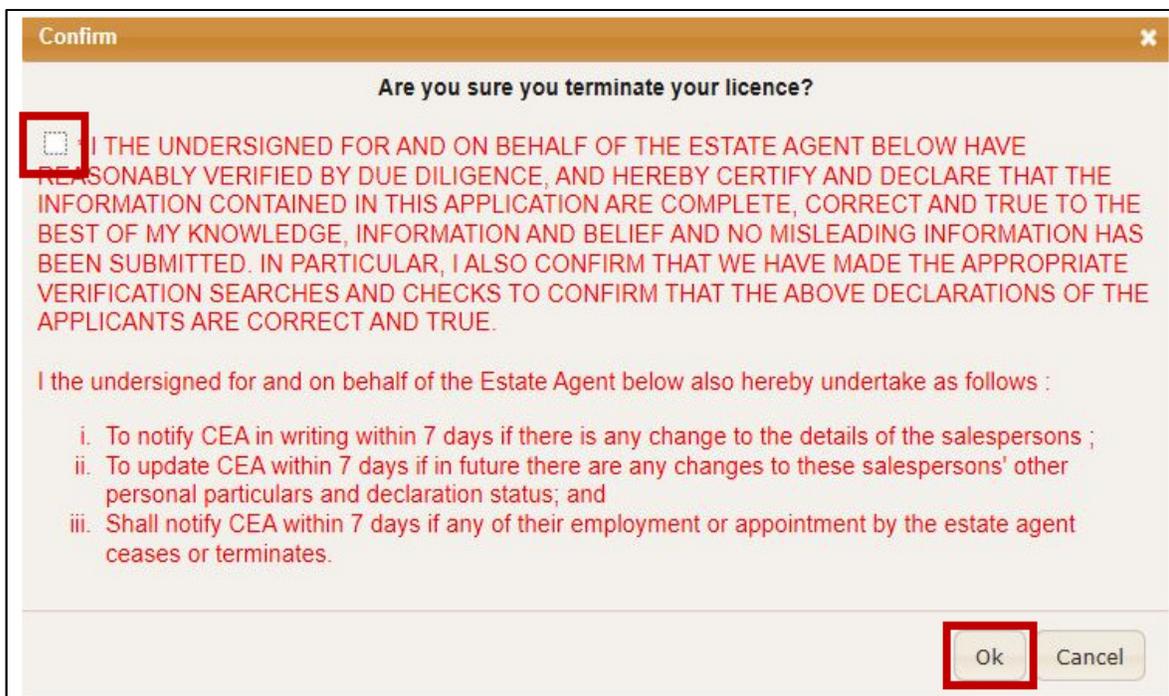
Do you wish to renew your licence?

Yes

No

Click here to terminate my licence

4.2 The KEO must confirm and acknowledge that they are terminating the estate agent and click the “Ok”.



Confirm

Are you sure you terminate your licence?

I, THE UNDERSIGNED FOR AND ON BEHALF OF THE ESTATE AGENT BELOW HAVE REASONABLY VERIFIED BY DUE DILIGENCE, AND HEREBY CERTIFY AND DECLARE THAT THE INFORMATION CONTAINED IN THIS APPLICATION ARE COMPLETE, CORRECT AND TRUE TO THE BEST OF MY KNOWLEDGE, INFORMATION AND BELIEF AND NO MISLEADING INFORMATION HAS BEEN SUBMITTED. IN PARTICULAR, I ALSO CONFIRM THAT WE HAVE MADE THE APPROPRIATE VERIFICATION SEARCHES AND CHECKS TO CONFIRM THAT THE ABOVE DECLARATIONS OF THE APPLICANTS ARE CORRECT AND TRUE.

I the undersigned for and on behalf of the Estate Agent below also hereby undertake as follows :

- To notify CEA in writing within 7 days if there is any change to the details of the salespersons ;
- To update CEA within 7 days if in future there are any changes to these salespersons' other personal particulars and declaration status; and
- Shall notify CEA within 7 days if any of their employment or appointment by the estate agent ceases or terminates.

Ok Cancel

4.3 The KEO must upload the Estate Agent Termination Report and indicate the Termination date for the estate agent, and click "Submit" to submit the estate agent termination application to CEA. The KEOs must check that there are no salespersons remaining in the estate agent, or that the salespersons have made arrangement regarding their salesperson registration with the estate agent before the indicated termination date for the estate agent.

### Terminate Estate Agent

All fields with ( \* ) are mandatory and cannot be left empty.

#### Estate Agent Particulars

Company Name:  
Licence No:  
Termination Letter: \*  
Requested Termination Date:

No file selected.  
[Download Estate Agent Termination Report](#)

1) Please complete the estate agent termination report and sign it.  
2) Scan the estate agent termination report and append it to the termination letter.  
3) Save as pdf and upload.

NOTE: Termination Date must be later than today's date.  
Please leave "Termination Date" as tomorrow's date if you wish your licence to be terminated as soon as CEA approved your termination application .

\*  I certify that all the information furnished by me in this application is true and correct to the best of my knowledge. I understand that misrepresentation or falsification of information is sufficient grounds for rejecting or rescinding my application.

## **5. Returning of Licence Renewal Application**

5.1 Should there be data entry error in the licence renewal application, KEOs or Authorised Users can request CEA, via email, to return the licence renewal application to the estate agent.

5.2 KEOs or Authorised Users must make all the necessary amendments to the licence renewal application and resubmit the application to CEA by 31 Oct (i.e. the deadline of the renewal exercise).

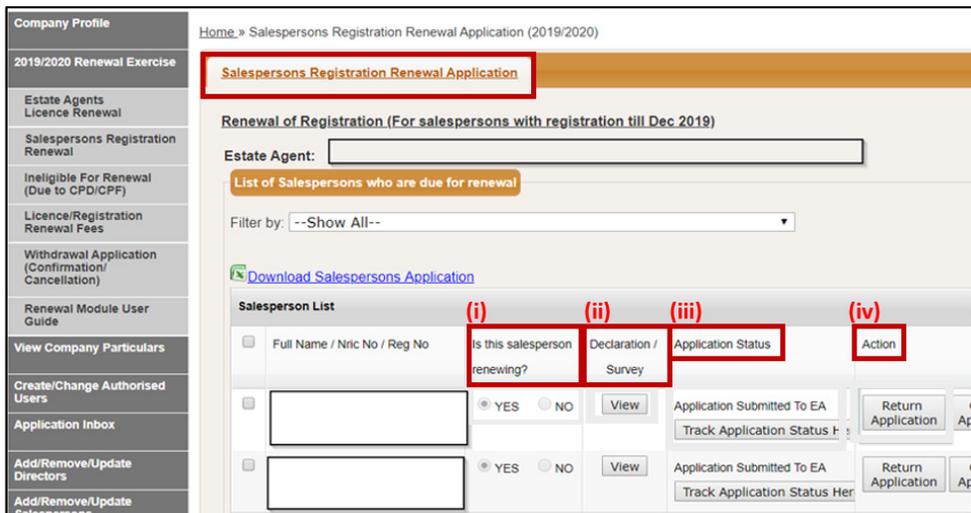
## 6. Processing of Salesperson Registration Renewal Application

6.1 KEOs or Authorised Users can click “Salesperson Registration Renewal” to see the “Salesperson List” of salespersons taking part in the renewal exercise under their estate agent.

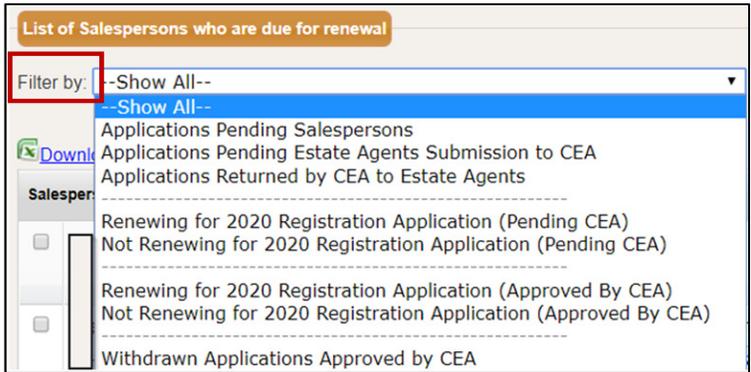


6.2 KEOs or Authorised Users can process the salesperson registration renewal application in “Salespersons Registration Renewal Application”:

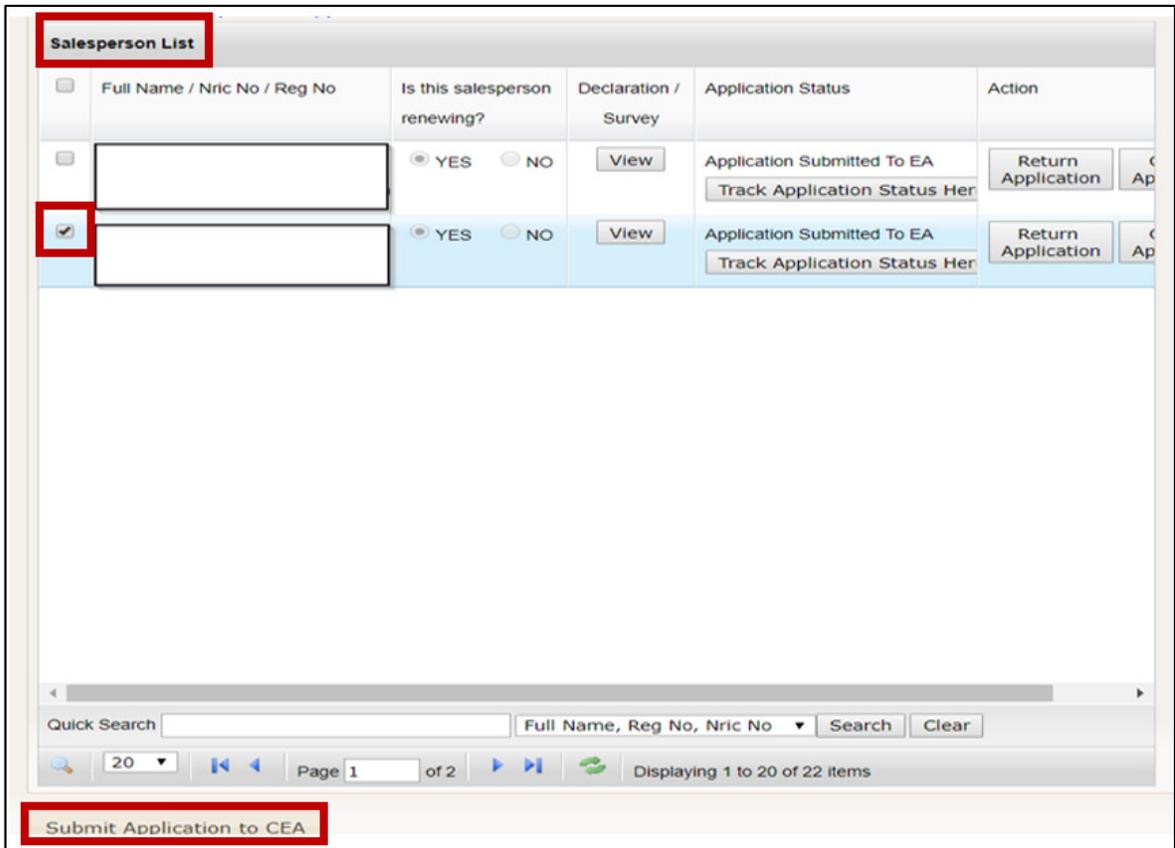
- (i) View the salesperson renewal indication in the registration renewal application,
- (ii) Review the salesperson’s registration renewal application by clicking “View”,
- (iii) Track the registration renewal application status, and
- (iv) Take the following action for the registration renewal application:
  - [Return the registration renewal application to the salesperson for amendments,](#)
  - [Cancel the registration renewal application submitted to Estate agent,](#) and
  - [Withdraw the registration renewal application submitted to CEA.](#)



6.3 KEOs or Authorised Users can filter the registration renewal application according to their status.



6.4 KEOs or Authorised Users can submit the registration renewal applications by checking the respective boxes under "Salesperson List" and click "Submit Application to CEA". Please note that KEOs or Authorised Users can submit the registration application to CEA only after submitting the licence renewal application to CEA.



## 7. Returning of Registration Renewal Application for Amendment before submission to CEA

7.1 KEOs and Authorised Users can click “Return Application” to return the registration renewal application to the salespersons to make amendments before submitting it to CEA (i.e. the registration renewal application is with the estate agent) in “Salesperson Registration Renewal Application”.

Home » Salespersons Registration Renewal Application (2019/2020)

**Salespersons Registration Renewal Application**

**Renewal of Registration (For salespersons with registration till Dec 2019)**

Estate Agent: XXXXXXXXXXXXXXXXXXXXXXX

List of Salespersons who are due for renewal

Filter by: --Show All--

[Download Salespersons Application](#)

Salesperson List				
Name / Nric No / Reg No	Is this salesperson renewing?	Declaration / Survey	Application Status	Action
	<input checked="" type="radio"/> YES <input type="radio"/> NO	<a href="#">View</a>	<a href="#">Application Submitted To EA</a> <a href="#">Track Application Status Her</a>	<a href="#">Return Application</a> <a href="#">Cancel Application</a>

7.2 Salespersons, who need to make amendments after the registration renewal application has been submitted to CEA, are to approach the KEO or Authorised Users to send a request to CEA to return the application to the estate agent.

7.3 KEOs or Authorised Users can request CEA, via email, to return the registration renewal application to the estate agent. The salespersons must make the necessary amendments to the registration renewal application and re-submit it to the estate agent by 31 Oct (i.e. the deadline of the renewal exercise), and the KEOs or Authorised Users must re-submit the registration renewal application to CEA by 7 Nov.

## 8. Cancellation of Registration Renewal Application before submission to CEA

8.1 KEOs and Authorised Users can click on “Cancel Application” in “Salesperson Registration Renewal Application” to cancel the registration renewal application for salespersons, who had submitted their registration renewal application to their estate agents but subsequently decided not to renew with the current estate agent.

Home » Salespersons Registration Renewal Application (2019/2020)

**Salespersons Registration Renewal Application**

**Renewal of Registration (For salespersons with registration till Dec 2019)**

Estate Agent: XXXXXXXXXXXXXXXXXXXXXXXXXX

List of Salespersons who are due for renewal

Filter by: --Show All--

[Download Salespersons Application](#)

**Salesperson List**

Name / Nric No / Reg No	Is this salesperson renewing?	Declaration / Survey	Application Status	Action
	<input checked="" type="radio"/> YES <input type="radio"/> NO	<a href="#">View</a>	Application Submitted To EA <a href="#">Track Application Status Her</a>	<a href="#">Return Application</a> <a href="#">Cancel Application</a>

8.2 Once the registration renewal application is cancelled, the salesperson will no longer be eligible to renew his salesperson registration with the current estate agent.

## 9. Withdrawal of Registration Renewal Application after submission to CEA

9.1 KEOs and Authorised Users can click “Withdraw” in “Salesperson Registration Renewal Application” to withdraw the registration renewal application for salespersons who, have decided not to renew with the current estate agent, after their applications had been submitted to CEA.

Home » Salespersons Registration Renewal Application (2019/2020)

**Salespersons Registration Renewal Application**

**Renewal of Registration (For salespersons with registration till Dec 2019)**

Estate Agent: UGL SERVICES PREMAS OPERATIONS LIMITED

List of Salespersons who are due for renewal

Filter by: --Show All--

[Download Salespersons Application](#)

Salesperson List

Full Name / Nric No / Reg No	Is this salesperson renewing?	Declaration Survey	Application Status	Action
	<input checked="" type="radio"/> YES <input type="radio"/> NO	<a href="#">View</a>	EA Submitted Application To CEA <a href="#">Track Application Status Here</a>	<a href="#">Withdraw</a>
	<input type="radio"/> YES <input type="radio"/> NO	<a href="#">View</a>	First Logged-In	-

9.2 The system will indicate the date that the withdrawal of the registration renewal application was submitted by the estate agent for the salespersons in “Salesperson Registration Renewal Application”.

Home » Salespersons Registration Renewal Application (2019/2020)

**Salespersons Registration Renewal Application**

**Renewal of Registration (For salespersons with registration till Dec 2019)**

Estate Agent: UGL SERVICES PREMAS OPERATIONS LIMITED

List of Salespersons who are due for renewal

Filter by: --Show All--

[Download Salespersons Application](#)

Salesperson List

Full Name / Nric No / Reg No	Is this salesperson renewing?	Declaration Survey	Application Status	Action
	<input type="radio"/> YES <input type="radio"/> NO	<a href="#">View</a>	<a href="#">Track Application Status Here</a>	
	<input type="radio"/> YES <input type="radio"/> NO	<a href="#">View</a>	First Logged-In <a href="#">Track Application Status Here</a>	-
	<input checked="" type="radio"/> YES <input type="radio"/> NO	<a href="#">View</a>	EA Submitted Application To CEA <a href="#">Track Application Status Here</a>	-

(Withdrawal Application Submitted On 18/09/2019 20:12)

9.3 KEOs or Authorised Users must go to “Withdrawal Application (Confirmation/Cancellation)” to confirm the withdrawal of the registration renewal application.

Home » Withdrawal Application Confirmation/Cancellation

**Withdrawal Application (Confirmation/Cancellation)**

Please Submit All Confirmation/Cancellation for Application Listed Below

Withdrawal Application List					
#	Renewal Year	Reference Id	Name (Lic No / Reg No)	Lic No / Nric No	Action
1	2020	101087	DEMO USER 18 (Reg: R042016Z)	S7510617C	<input type="button" value="Confirm"/> <input type="button" value="Cancel"/>

9.4 Once the registration renewal application is withdrawn, the buttons “Confirm” and “Cancel” in “Withdrawal Application (Confirmation/Cancellation)” will no longer be visible and the salesperson will no longer be eligible to renew his salesperson registration with the current estate agent.

9.5 KEOs or Authorised Users can cancel the withdrawal application by clicking “Cancel” in the “Withdrawal Application (Confirmation/Cancellation)” and indicate the reason for the cancellation of the withdrawal application.

Home » Withdrawal Application Confirmation/Cancellation

**Withdrawal Application (Confirmation/Cancellation)**

Please Submit All Confirmation/Cancellation for Application Listed Below

Withdrawal Application List					
#	Renewal Year	Reference Id	Name (Lic No / Reg No)	Lic No / Nric No	Action
1	2020	101087	DEMO USER 18 (Reg: R042016Z)	S7510617C	<input type="button" value="Confirm"/> <input type="button" value="Cancel"/>

9.6 KEOs or Authorised Users can proceed to submit the registration renewal application to CEA in “Salesperson Registration Renewal Application” before 7 Nov.

## 10. Checks for Salespersons ineligible for Renewal (due to CPD/CPF)

10.1 KEOs or Authorised Users can check the CPF MediSave and CPD fulfilment status in the “Ineligible For Renewal (Due to CPD/CPF)” for the salesperson who is not allowed to take part in the renewal application.

Home » Ineligible For Renewal (2019/2020)

Ineligible For Renewal (Due to CPD/CPF)

List of KEO/Director/Salespersons who are CPF Defaulters And/Or Not Fulfilled 2019 CPD Requirements

*NOTE: The CPD e-service function will no longer be available in E-services. Estate agents can view and update the CPD records via [My CPD Portal](#).*

[Download Ineligible Salespersons List](#)

Ineligible Renewal List

#	Full Name / Nric No / Reg No	CPF Defaulters?	Not Fulfilled CPD?	Contact No / (Email)
1		NO	YES	

10.2 Salespersons, who have “Yes” reflected under “CPF Defaulters?” (i.e. have outstanding arrears in CPF MediSave contributions), will be allowed to log into E-Services 2 working days after the salesperson has cleared their outstanding arrears in CPF MediSave contributions or are on an instalment repayment plan approved by the CPF Board.

10.3 Salespersons, who were “Yes” reflected under “Not Fulfilled CPD?” (i.e. have outstanding CPD requirements), will be allowed to log into E-Services 3 working days after the KEOs or Authorised Users have updated the salesperson’s CPD records in the [CPD Portal](#).

## 11. Consolidated Licence and Renewal Fees

11.1 KEOs or Authorised Users can view the quantum of licence and registration fees payable to CEA in the “Licence/Registration Renewal Fees”.

Company Profile	<a href="#">Home »Renewal Fees</a>				
2019/2020 Renewal Exercise	<b>Licence And Registration Renewal Fees (2019/2020)</b>				
Estate Agents Licence Renewal	Estate Agent :				
Salespersons Registration Renewal	Mode of Business: COMPANY				
Ineligible For Renewal (Due to CPD/CPF)	Renewal Fees Summary (21 September 2019)				
Licence/Registration Renewal Fees	<table border="1"> <tr> <td>Licence Fee</td> <td>0 x (\$300 Annual Licence Fee) = \$0</td> </tr> <tr> <td>Registration Fee</td> <td>0 x Salespersons (\$230) = \$0</td> </tr> </table>	Licence Fee	0 x (\$300 Annual Licence Fee) = \$0	Registration Fee	0 x Salespersons (\$230) = \$0
Licence Fee	0 x (\$300 Annual Licence Fee) = \$0				
Registration Fee	0 x Salespersons (\$230) = \$0				
Withdrawal Application (Confirmation/Cancellation)					

11.2 KEOs or Authorised Users can view the invoices for the renewal exercise in “Invoices” a few days prior to the scheduled GIRO deduction date as informed by CEA in the “[Renewal of Estate Agent Licence](#)” webpage.

Company Profile	<a href="#">Home »Renewal Fees</a>				
2019/2020 Renewal Exercise	<b>Licence And Registration Renewal Fees (2019/2020)</b>				
Estate Agents Licence Renewal	Estate Agent : XXXXXXXXXXXXXXXXXXXXXXXX (L0000000X)				
Salespersons Registration Renewal	Mode of Business: COMPANY				
Ineligible For Renewal (Due to CPD/CPF)	Renewal Fees Summary (18 September 2019)				
Licence/Registration Renewal Fees	<table border="1"> <tr> <td>Licence Fee</td> <td>0 x (\$300 Annual Licence Fee) = \$0</td> </tr> <tr> <td>Registration Fee</td> <td>0 x Salespersons (\$230) = \$0</td> </tr> </table>	Licence Fee	0 x (\$300 Annual Licence Fee) = \$0	Registration Fee	0 x Salespersons (\$230) = \$0
Licence Fee	0 x (\$300 Annual Licence Fee) = \$0				
Registration Fee	0 x Salespersons (\$230) = \$0				
Withdrawal Application (Confirmation/Cancellation)					
Renewal Module User Guide					
View Company Particulars					
Create/Change Authorised Users					
Application Inbox					
Add/Remove/Update Directors					
Add/Remove/Update Salespersons					
Invoices					
Circulars from CEA					

END OF DOCUMENT