

Frequently-Asked Questions on the Advanced CEA Estate Agencies System (ACEAS) Version 3 dated 30 August 2022

A. General questions on key features

1. What is ACEAS?

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

2. Why is CEA implementing ACEAS?

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

3. What are the key features of ACEAS?

The industry can expect faster approval of applications, efficient payment modes, and streamlined system workflows. Details of the key features of ACEAS can be found in CEA's E-services page.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

B. Switching application questions

10. What is the new workflow for switching applications?

When a RES decides to join another EA, he will have to indicate his wish to switch EA by submitting an RES (Switching) request to his current EA in CEA's E-Services. The current EA can choose to either acknowledge the switching request in ACEAS before it is routed to the receiving EA, or let ACEAS automatically route it to the receiving EA after a period of time. The receiving EA will then have to support the request in CEA's E-Services. Thereafter, the RES will be able to log into CEA's E-Services to fill in and submit the RES (Switching) application to the receiving EA. The receiving EA will then verify the application and submit it to CEA for processing.

Once CEA has approved the application, both the current and receiving EAs will be informed of the outcome of the application. Thereafter, the switch will be completed and CEA's Public Register will be updated to reflect the RES under the receiving EA.

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

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

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

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

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

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

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

No. This is not required.

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

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

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

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

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

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

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

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

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

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

C. Others

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

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

20. What Internet browsers are best suited for ACEAS?

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

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

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