

# Frequently-Asked Questions on CEA's Paperless Submission for Salesperson Registration Applications

- A) [General](#)
- B) [For Estate Agents](#)
- C) [For Registering Salespersons](#)

## A) [General](#)

### 1. Why is CEA implementing the paperless submission for salesperson registration applications? What are the benefits of doing so?

CEA has introduced fully paperless submissions for salesperson registration applications by estate agents with effect from 1 February 2018.

With this new paperless process for salespersons registrations, there are fewer steps in the application process and hardcopy forms are no longer required. Estate agents can thus enjoy savings in terms of time and printing costs.

CEA has also improved the *Application Form for Salesperson Registration* with clearer explanatory notes to guide estate agents and salespersons in completing the Form.

### 2. How does the paperless submission of salesperson registration applications work?

The paperless submission of salesperson registration application involves two steps.

#### **Step 1: Initiate request**

Estate agent submits a request to CEA via CEA's e-services to initiate an application to register a salesperson.

Within a day, CEA will send an email to notify the registering salesperson to log-in to CEA's e-services, along with the registration instructions.

#### **Step 2: Submit application**

Registering salesperson logs in to CEA's e-services via the link in CEA's notification email. He completes and submits the online application form to his estate agent. Registering salespersons must complete this step within 10 days of receiving CEA's notification email.

The estate agent then checks the registering salesperson's application:

- If everything is in order, the estate agent submits the application to CEA via CEA's e-services
- If there are some issues or missing information, the estate agent rejects or returns the application to the registering salesperson

For both scenarios, the estate agent must process the application within 10 days of receiving the online form from the registering salesperson.

Upon receiving the application and all the required supporting documents, CEA will take approximately 4 to 6 weeks to process the application.

Registering salespersons should check with their estate agent on the status of their applications. If the application is approved, CEA will notify the estate agent and salesperson via email. For returned or rejected applications, CEA will inform the estate agent, who should then notify the registering salesperson accordingly.

**3. When does the paperless submission of salesperson registration application start? Is there a transition period? Can estate agents still submit hardcopy forms?**

The paperless submission of salesperson registration applications by estate agents started on 1 February 2018.

To facilitate a smooth transition, we had requested estate agents to submit any remaining salesperson registration applications via CEA's e-services by 26 January 2018 and ensure that the hardcopy forms reach CEA by 30 January 2018.

CEA will not accept any applications from 27 to 31 January 2018 via e-services. In addition, CEA will not accept hardcopy forms from 31 January 2018 onwards.

Estate agents who have new salespersons applications after 26 January 2018 can submit the applications using the new paperless submission process from 1 February 2018 onwards.

**4. Who can I contact if I encounter issues during the application process?**

Estate agents who encounter any errors or issues with the e-services can contact CEA at 1800 6432555 or email us at [licensing@cea.gov.sg](mailto:licensing@cea.gov.sg).

For registering salespersons, please contact your estate agent, who will assist you on the application submission.

**5. How long will CEA take to approve the applications?**

Upon receiving the application and all the required supporting documents, CEA will take approximately 4 to 6 weeks to process the application. CEA will inform the estate agent of the outcome of the salesperson's registration application.

Registering salespersons can check with their estate agents on the status of their applications.

If the application is approved, CEA will notify the estate agent and the registering salesperson via email. For returned or rejected applications, CEA will inform the estate agent, who should then notify the registering salesperson accordingly.

## **B) For Estate Agents**

- 6. If an estate agent had submitted applications for registering salespersons before 1 February 2018, will the applications be affected due to this new paperless system?**

No, CEA will continue to process hardcopy application forms submitted before 31 January 2018.

- 7. For existing salespersons, do estate agents need to submit a scanned copy of their current estate agent cards?**

No, we do not require a copy of the salesperson's estate agent card.

- 8. If estate agents have a few applications for registering salespersons, can these be submitted to CEA at one go? Also, are the fields case-sensitive?**

For multiple application submissions, estate agents should use the Excel template provided in the e-services page. Data fields in the Excel template are not case-sensitive i.e. they can be in all capital or lower case letters.

- 9. What happens if the registering salesperson does not log in to CEA's e-services to submit the application to the estate agent within 10 days?**

The salesperson registration application in the e-services will lapse and will no longer be valid. The estate agent will have to submit a new application request to CEA.

- 10. What happens if the estate agent does not to submit the application to CEA within 10 days?**

The application will lapse and will no longer be valid. The estate agent will have to submit a new application request to CEA.

- 11. May I know if there are any changes to the application process for foreigners? Do we submit the documents for initial assessment in the e-services?**

There is no change in the salesperson registration application process for foreigners. Estate agents are required to submit a pre-assessment request to CEA at [licensing@cea.gov.sg](mailto:licensing@cea.gov.sg).

Upon CEA's approval, the estate agent may then initiate the registration application through CEA's e-services. The relevant supporting documents, including CEA's approval email, should be attached together with the online application by the registering salesperson.

- 12. If we wish to add new practicing/non-practising directors or change the Key Executive Officer (KEO), do we submit the application via this paperless submission too?**

The new paperless submission process applies only to salesperson registrations.

All other applications should be submitted by the KEO via the current process, i.e. through e-services and subsequently hardcopy.

**13. Will CEA be introducing paperless submission for other services such as estate agent licence applications?**

CEA will monitor the industry's response to the paperless submission of salesperson registration applications and explore introducing the paperless process for other services in future.

## **C) For Registering Salespersons**

**14. My estate agent submitted my application before 1 February 2018. Will my application be affected due to this new paperless system?**

No, CEA will continue to process hardcopy application forms submitted before 31 January 2018.

**15. How long must I wait to log in to CEA's e-services after my estate agent has submitted a request to initiate my salesperson registration application?**

After your estate agent submits an online request to CEA to initiate your salesperson application, CEA will send a notification email to you within a day.

After you have received CEA's notification email, log in to CEA's e-services via the link in the email.

Complete and submit the Application Form for Registration of Salesperson to your estate agent. You must complete this step within 10 days of receiving CEA's notification email.

**16. What happens if I do not log in to CEA's e-services to submit the application to my estate agent within 10 days?**

Your salesperson registration application in the e-services system will lapse and will no longer be valid. You will have to inform your estate agent to submit a new request to initiate a salesperson registration application for you in CEA's e-services.

**17. I did not receive any email notification from CEA as my estate agent had keyed in an incorrect email address. Can I still log in to CEA's e-services to complete and submit the application form?**

Please check with your estate agent to confirm that they have keyed in your NRIC correctly when submitting a request to initiate an application for salesperson registration through CEA's e-services.

If the above is done correctly, you will be able to log in to CEA's [e-services](#) to complete and submit the online application form to your estate agent within 10 days.

**18. I do not have a scanner, can I take photos of the documents instead and upload in .jpg format?**

Documents should either be in .DOC, .DOCX or .PDF formats. All other file formats are not accepted. The size for each file should not be larger than 1024KB.

**19. Must the required documents be scanned in colour? Can they be in black and white?**

We accept colour as well as black-and-white scans of documents.

**20. How do I know if my application has been submitted to CEA?**

Registering salespersons can check with their estate agents on the status of their applications.

**21. Will CEA notify me if my application is approved?**

If your application is approved, CEA will notify you and your estate agent via email. For returned or rejected applications, CEA will inform the estate agent, who should then notify you accordingly.

**22. If my application is returned by CEA, will I need to pay the application fee again when I resubmit my application?**

CEA charges an application fee for all new salesperson registration applications.

Applicants will not need to pay this fee again if they are resubmitting the same application within 3 months.

**23. I have decided to withdraw my current application. Who should I approach?**

Please contact your estate agent to withdraw your application and do note that fees deducted will not be refundable.