

E-SERVICES (RENEWAL)

USER GUIDE FOR SALESPERSON

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Document Change History

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

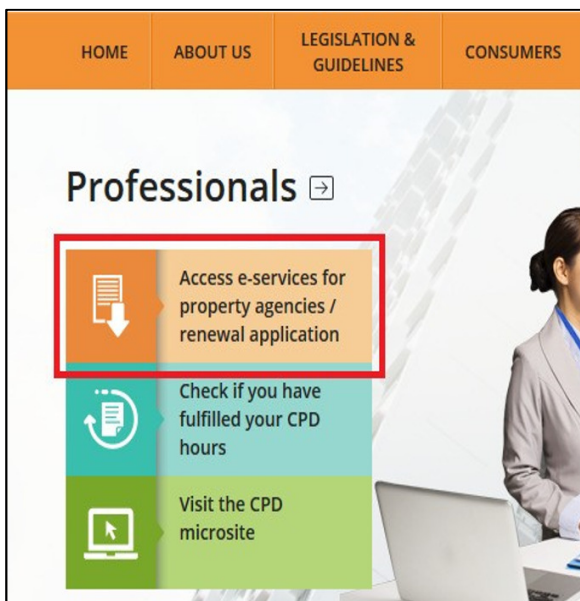
1. Access E-Services

1.1 Real estate salespersons (“Salespersons”), who fulfil their CPD requirements and are not in arrears of CPF MediSave contribution, can access the CEA E-Services using their **SingPass** to submit their registration renewal application during the renewal exercise period from 1 Oct to 31 Oct each year.

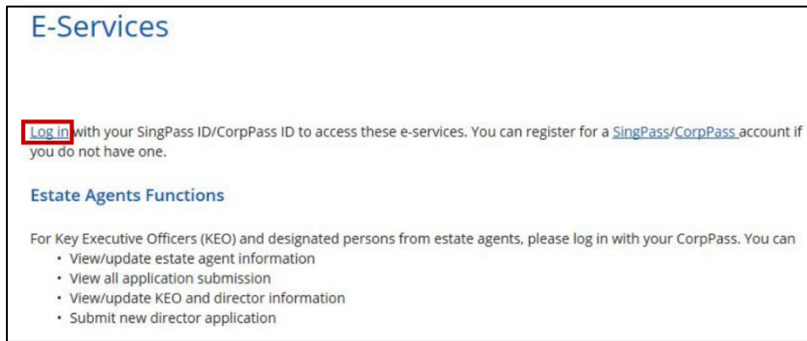
1.2 Salespersons can access the CEA E-Services from the CEA website through the link: Professionals > Salesperson Registration Matters > Renewal of Salesperson Registration



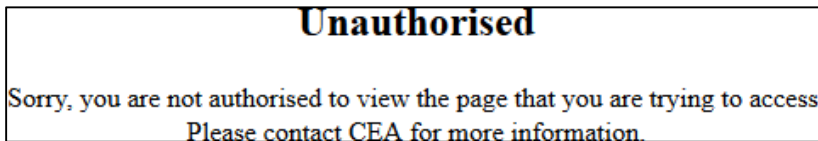
1.3 Alternatively, from 1 Oct to 31 Oct each year, salespersons can click on the short-cut icon “Access E-Services for property agencies / renewal application” on CEA website’s Home page to access the E-Services.



1.4 At the “E-Services” page in the CEA website, salespersons can click on “Log in” to login to E-Services using their SingPass account.



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



1.6 After a successful login using SingPass, salespersons will see the renewal application page below.



2. Renewal for Salespersons who are Renewing with their Current Estate Agent

2.1 After a successful login by the salesperson using SingPass, the salesperson will see his or her personal information under “Personal Particulars”. The salesperson must verify that the information is correct and contact the estate agent if the information needs to be updated.

Personal Particulars

Update of Information
Estate Agents (Licensing and Registration) Regulations 2010 Section 19(1) states that every estate agent shall notify the Council of any change to information in any application or form submitted to the Council under these Regulations, within 7 days after the date of change. Please contact your estate agent to update your particulars.

PERSONAL INFORMATION			
Name		Business Name	
NRIC/FIN	Nationality	Date of Birth	Gender
Home Address		Home Tel	Mobile No 1:
Block/House No:			Mobile No 2:
Street:			
Unit #:		Email Address	
Building:			
Postal Code:			

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](#).

2.2 Salespersons can check their CPD records by clicking on “My CPD Portal”.

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](#).

2.3 Salespersons are to report any discrepancies in their CPD records to their estate agents for rectifications.

2.4 After ensuring their personal particulars and CPD records are correct and updated, salespersons must indicate that he/she wishes to renew his/her registration with his/her current estate agent by clicking “Yes”.

Salesperson Registration Renewal

Ref Id:

Estate Agent:

Application Status:

Salesperson Registration Renewal Indicator

Do you wish to auto-renew with for 2020?

☐ Yes

☐ No

2.5 Salespersons must fill in their declarations and provide supporting documents pertaining to their declarations under “Declaration By Applicant”. Salespersons must declare all information that affects their fit and proper status, e.g. conviction records and bankruptcy details.

Declaration By Applicant

I am aware that Section 34 (7) of the Act provides that any person who, in any application for registration or renewal of registration for himself or any other person, submits false documents or makes a statement which is false or misleading in any material particular shall be guilty of an offence and shall be liable on conviction to a fine not exceeding \$50,000 or to imprisonment for a term not exceeding 3 years or to both.

If the answer to any of the questions below is “Yes”, please provide the details in an attachment to be duly signed together with submission of supporting documents (as applicable).

The information listed here was provided by yourself during the 2013 renewal exercise. (For your reference)

Have you at any time been convicted in a court of law in Singapore or any country outside of Singapore? **You are required to declare all convictions regardless of when they occurred. If YES, please state**

(i) Date of conviction
(ii) Offence committed
(iii) Sentence
(iv) Date of fine/release from imprisonment
(v) Country of conviction

For any conviction regardless of when they occurred, please also provide copies of all Charges, Statements of Facts and Notes of Evidence or equivalent documents.

N/A

(a) Have you been convicted in a court of law in Singapore or any country outside of Singapore in **2014 and/or 2015**? ☐ YES
You are required to declare all convictions regardless of when they occurred. For any conviction regardless of when they occurred, please also provide copies of all Charges, Statements of Facts and Notes of Evidence or equivalent documents. ☒ NO

2.6 Salespersons must complete the renewal survey questions under “Salesperson Information Update”. The information will help CEA and relevant government agencies understand the profile of salespersons and formulate appropriate plans to raise the professionalism of real estate salespersons and the industry.

Salesperson Information Update

Dear Sir/Mdm

This salesperson information update will help CEA and relevant government agencies understand the profile of salespersons and formulate appropriate plans to raise the professionalism of real estate salespersons and the industry. Please take a few minutes to complete the form. If you have any questions, please call us at 1800-643 2555. Thank you.

1) Will you be simultaneously holding another employment while being a salesperson? --Please Select--

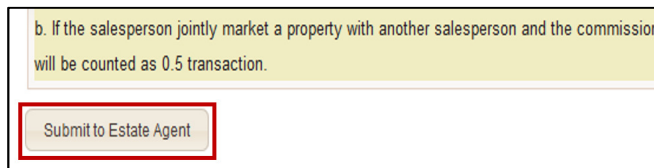
2) How long have you been in the profession as a real estate salesperson? --Please Select--

3) Please indicate the number of transactions that you have concluded in 2016: --Please Select--

4) Please indicate the amount of commission that you have earned in 2016: --Please Select--

5) Did you market any foreign properties in 2016? --Please Select--

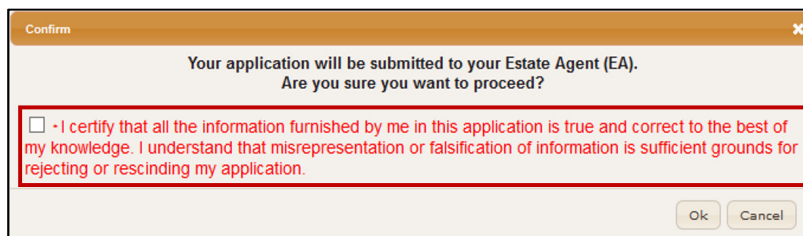
2.7 After completing all the questions in under “Declaration By Applicant” and “Salespersons Information Update”, salespersons can proceed to submit their renewal application to the estate agent by clicking “Submit to Estate Agent”.



b. If the salesperson jointly market a property with another salesperson and the commission will be counted as 0.5 transaction.

Submit to Estate Agent

2.8 Salespersons must certify that the information is complete, true and correct to the best of their knowledge in the “pop-up” box, before they proceed to submit their renewal application to the estate agents.



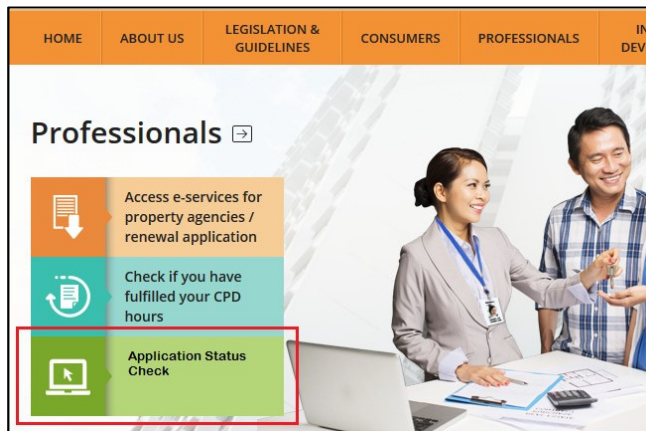
Confirm

Your application will be submitted to your Estate Agent (EA).
Are you sure you want to proceed?

☐ 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.

Ok Cancel

2.9 After submitting the renewal application, salespersons can access the short-cut icon “Application Status Check” on the CEA website to check the application status.

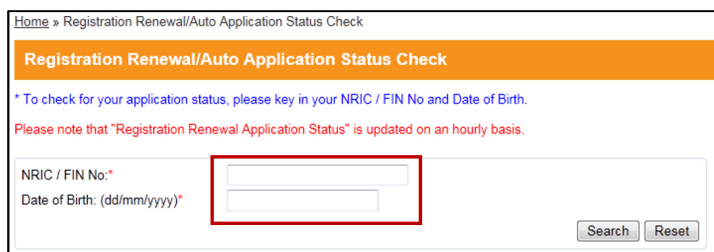


HOME ABOUT US LEGISLATION & GUIDELINES CONSUMERS PROFESSIONALS INITIAL DEVELOPMENT

Professionals

- Access e-services for property agencies / renewal application
- Check if you have fulfilled your CPD hours
- Application Status Check**

2.10 Salespersons must key in their NRIC/Fin No. and Date of Birth in order to check their application status.



Home » Registration Renewal/Auto Application Status Check

Registration Renewal/Auto Application Status Check

* To check for your application status, please key in your NRIC / FIN No and Date of Birth.

Please note that "Registration Renewal Application Status" is updated on an hourly basis.

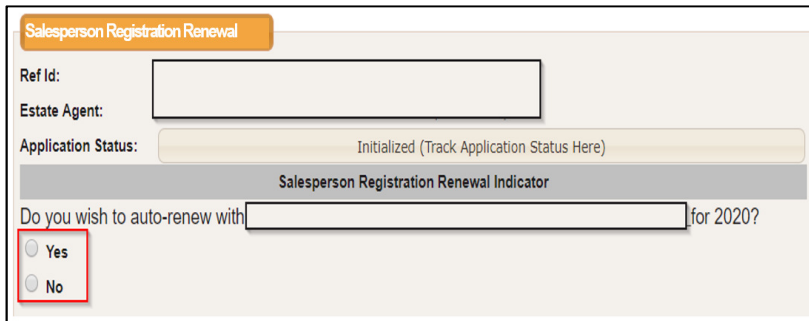
NRIC / FIN No:*

Date of Birth: (dd/mm/yyyy)*

Search Reset

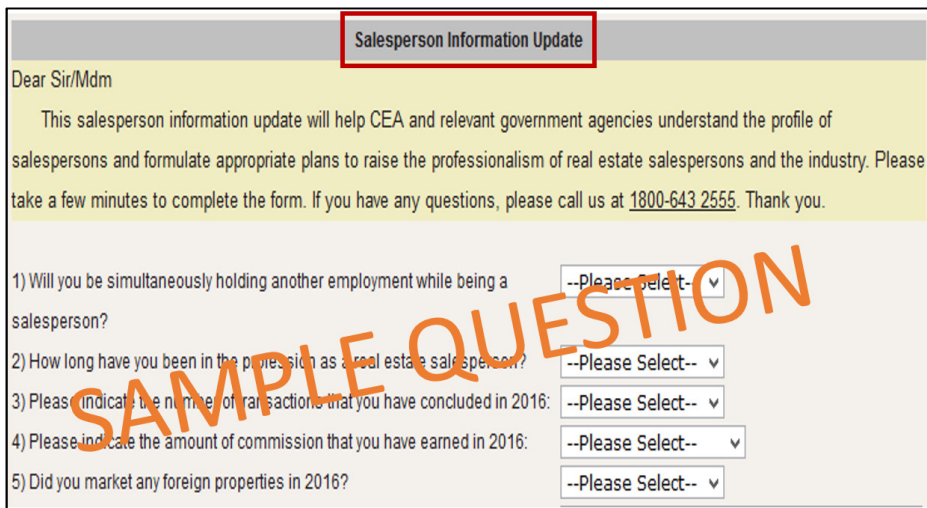
3. Salespersons who are Not Renewing with their Current Estate Agent

3.1 After a successful login, salespersons, who do not wish to renew their registration with the current estate agent because they are switching to another estate agent or leaving the industry, must indicate that he/she wishes to renew his/her registration with his/her current estate agent by clicking “No”.



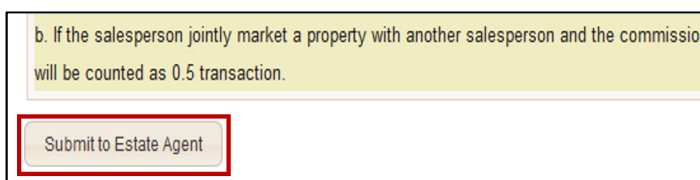
The screenshot shows the 'Salesperson Registration Renewal' form. It includes fields for 'Ref Id:', 'Estate Agent:', and 'Application Status:'. The 'Application Status' is set to 'Initialized (Track Application Status Here)'. Below this is a section titled 'Salesperson Registration Renewal Indicator' with the question 'Do you wish to auto-renew with [] for 2020?'. There are two radio buttons: 'Yes' and 'No'. The 'No' radio button is selected and highlighted with a red box.

3.2 Salespersons must complete the renewal survey questions under “Salesperson Information Update”. The information will help CEA and relevant government agencies understand the profile of salespersons and formulate appropriate plans to raise the professionalism of real estate salespersons and the industry.



The screenshot shows the 'Salesperson Information Update' form. It starts with a greeting 'Dear Sir/Mdm' and an introductory paragraph. Below this are five survey questions, each with a dropdown menu. The questions are: 1) Will you be simultaneously holding another employment while being a salesperson? 2) How long have you been in the profession as a real estate salesperson? 3) Please indicate the number of transactions that you have concluded in 2016: 4) Please indicate the amount of commission that you have earned in 2016: 5) Did you market any foreign properties in 2016? All dropdown menus are set to '--Please Select--'. A large orange 'SAMPLE QUESTION' watermark is overlaid on the form.

3.3 After completing all the questions under “Salespersons Information Update”, salespersons can proceed to submit their renewal application to the estate agent by clicking “Submit to Estate Agent”.



The screenshot shows a yellow box with the text 'b. If the salesperson jointly market a property with another salesperson and the commission will be counted as 0.5 transaction.' Below this is a button labeled 'Submit to Estate Agent', which is highlighted with a red box.

3.4 Salespersons must acknowledge that they do not wish to renew with their current estate agent and must not conduct estate agency work without a valid registration from 1 Jan.



Confirm

I hereby confirm that I do not wish to renew my registration with REALTY PTE LTD (L3000000J) for 20XX.

I understand that if I am not a registered salesperson in 20XX, I will not be allowed to perform estate agency work from 1 Jan 20XX.

Any person who conducts estate agency work without a licence/registration shall be guilty of an offence and shall be liable on conviction to a fine not exceeding \$75,000/- or to imprisonment for a term not exceeding 3 years or to both.

I Acknowledge Cancel

END OF DOCUMENT