

Note: This case was referred to a CEA Disciplinary Committee (DC) before the operationalisation of the Estate Agents (Amendment) Act 2020 on 30 July 2021. With the Act amendments, the maximum financial penalty for disciplinary breaches has been raised and a DC can impose a higher financial penalty on errant offenders.

S/N 10/2014 – Disclosure of Confidential Information of Client to a Third Party

Facts of Case

The Respondent represented the sellers (a married couple) in the sale of their HDB flat). A buyer was found and the sale of the flat was completed.

Subsequently, a third party was looking for the couple and telephoned the Respondent to ask for help to locate them. He wanted to know the wife's NRIC name and number.

The Respondent then disclosed the wife's name and NRIC number (obtained from the option to purchase) to the third party.

The wife had not authorised the Respondent to release such information to the third party. She did not know why the third party wanted to know such information and was aggrieved. She felt threatened and was worried that her confidential particulars would be misused for illegal activities.

Charge

The Respondent was charged with disclosing confidential information, without the consent of his client, in contravention of paragraph 15(1) of the Code of Ethics and Professional Client Care.

Outcome

The Respondent pleaded guilty to the Charge and was accordingly convicted by the DC.

The DC imposed a financial penalty of \$1,000 and suspension of 2 weeks on the Respondent.

Fixed costs of \$1,000 were also awarded to CEA.