

**Response to “Protect property agents from unscrupulous clients”  
– TODAY Voices, 21 Nov 2012**

30 Nov 2012

Dear Editor

We thank Mr Joseph Tan for his feedback in his letter, "Protect property agents from unscrupulous clients" (Nov 21).

2 As the regulatory body for the real estate agency industry, the Council for Estate Agencies (CEA) is committed to uphold professionalism in the industry and safeguard consumer interests.

3 CEA has prescribed estate agency agreements for the sale, purchase or lease of residential properties here. We encourage estate agents and consumers to use the agreements, which serve to protect both their interests. They can put on record the amount of commission agreed by both parties from the start. This will avoid future disputes. Parties who have signed the agreement can use CEA's dispute resolution schemes.

4 Mr Tan's daughter is welcome to provide her feedback to CEA at 1800 643-2555 or [feedback@cea.gov.sg](mailto:feedback@cea.gov.sg).

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