

## MEDIA UPDATE

---

12 DECEMBER 2012

### **UPDATE ON CEA'S PROSECUTION CASE AGAINST LUM CHAP HENG**

#### **Unregistered Salesperson Who Posted Flyers in Public Places Sentenced to \$21,000 Fine under the Estate Agents Act**

Today, Lum Chap Heng (59 years old, Singaporean male) was sentenced to a fine of \$21,000, or in default 84 days' imprisonment, for three charges.

#### **About the Case**

2. The Council for Estate Agencies (CEA) had charged Lum in Court on 14 November 2012. Lum posted flyers carrying his mobile number to advertise for landlords and tenants. He also represented a flat owner to find potential tenants for her property and conducted flat viewings. Lum was aware that it was illegal for him to hold himself out as a salesperson as he was not registered under the Estate Agents Act. Yet he specifically told prospective tenants that he had registered with CEA in 2010. He also identified himself as a salesperson with a licensed estate agent, HSR International Realtors Pte. Ltd. even though he did not have a written agreement with an estate agent for him to practise.

3. This case highlights the importance of checking the identity of a salesperson on CEA's Public Register, before consumers respond to the salesperson's flyer, leaflet or advertisement.

## **Advice for Consumers**

4. Consumers are advised not to respond to any real estate agent's flyer, leaflet or advertisement that does not provide a salesperson's name, registration number, contact number, as well as the estate agent's name and licence number.

5. Consumers should only engage salespersons who are registered with CEA. They can check CEA's Public Register at [www.cea.gov.sg](http://www.cea.gov.sg) or on the "CEA@SG" mobile app to verify a salesperson's registration details before engaging his or her services. Searches can be done on the Public Register using the salesperson's name, registration number and/or mobile number.

6. Consumers should report to CEA when they encounter any person not listed on the Public Register but carrying out estate agency work illegally. They can report the person to the CEA at 1800-6432555 or [feedback@cea.gov.sg](mailto:feedback@cea.gov.sg).

7. Consumers can refer to the "Consumer Resource Centre" on the CEA Website for the following resources:

- (a) A consumer guide for tips on engaging salespersons;
- (b) Information on CEA cases;
- (c) Articles of interest for consumers;
- (d) A schedule of consumer education talks which consumers can sign up for and attend; and
- (e) Reference information on HDB and private property transactions.

---

## **About Council for Estate Agencies**

The Council for Estate Agencies (CEA) is a statutory board established under the Estate Agents Act to regulate and promote the development of a professional and trusted real estate agency industry. The key responsibilities of CEA are to license estate agents and register salespersons, promote the integrity and competence of estate agents and salespersons, and equip consumers with the necessary knowledge to make informed decisions in property transactions. For more information, please visit: [www.cea.gov.sg](http://www.cea.gov.sg).