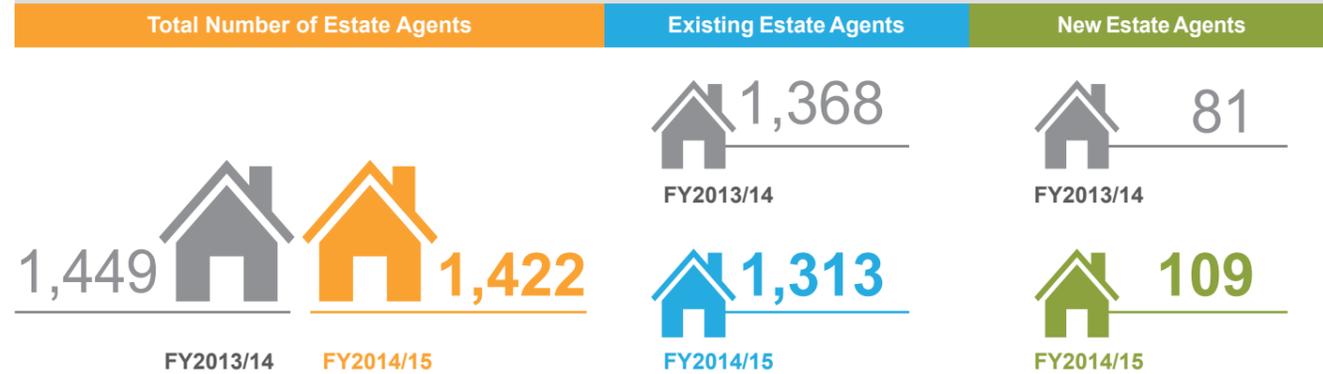


Statistical Overview

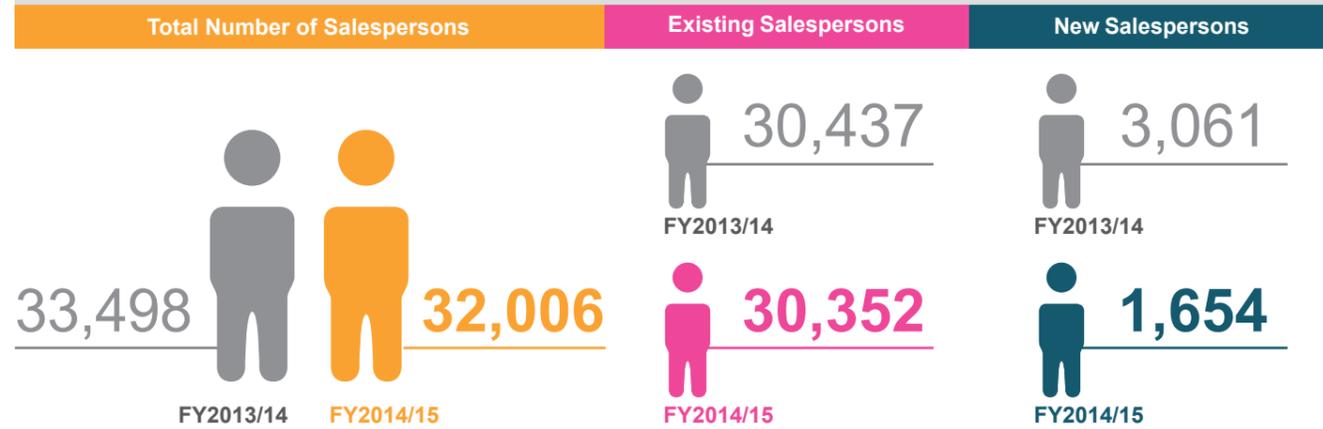
FY2014/15 (1 April 2014 to 31 March 2015)

LICENSING & REGISTRATION

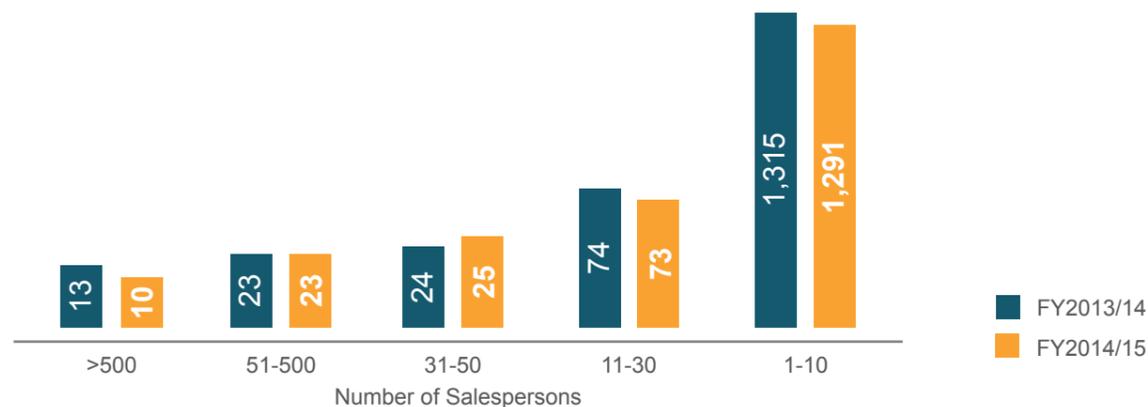
Number of Licensed Estate Agents



Number of Registered Salespersons

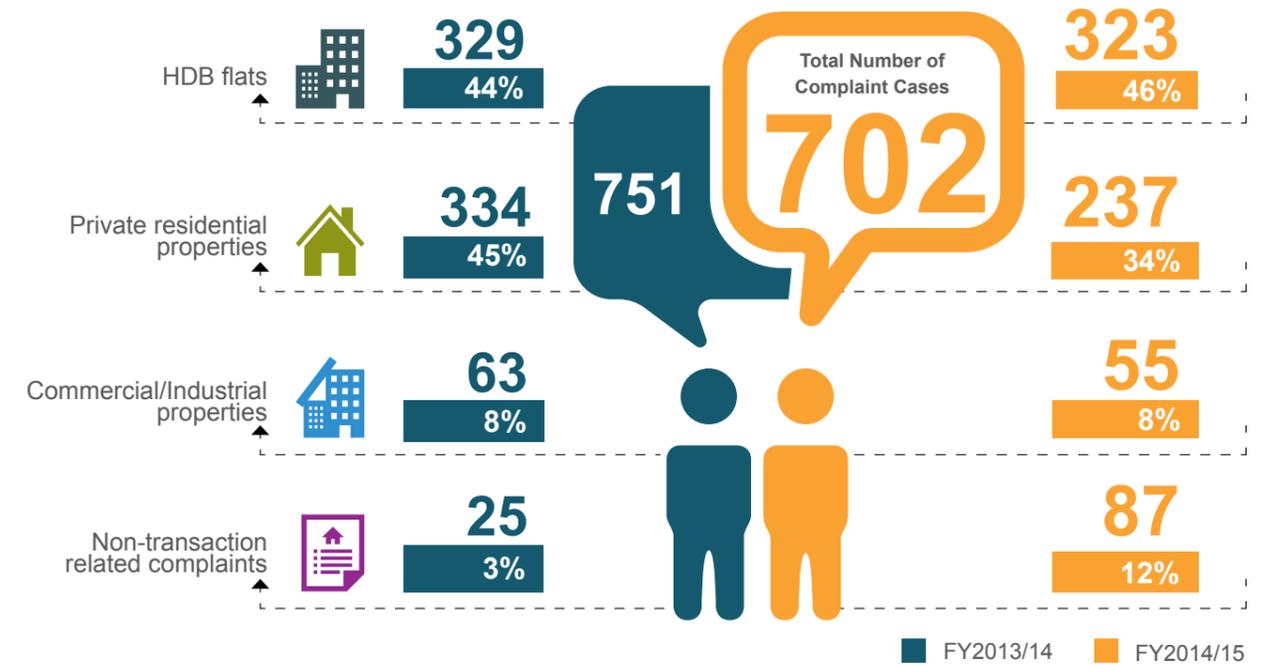


Breakdown of Licensed Estate Agents by Size



COMPLAINT MANAGEMENT

Breakdown by Property Type



Breakdown by Transaction Type



Statistical Overview

FY2014/15 (1 April 2014 to 31 March 2015)

COMPLAINT MANAGEMENT

Nature of Complaints

Nature of Complaints	Number of Complaints	
	FY2013/14	FY2014/15
Advertisement/flyer (e.g. misleading/missing information/improper distribution of flyers)	318 (42%)	305 (43%)
Unprofessional/poor service (e.g. wrong advice/not punctual/not following proper procedures)	183 (24%)	161 (23%)
Misconduct (e.g. use of threatening words/harassment/misrepresentation)	129 (17%)	121 (17%)
Not acting in client's interest (e.g. conflict of interest/refusing to co-broke/failing to convey offer)	33 (4%)	33 (5%)
Unregistered salesperson/unlicensed estate agent	36 (5%)	46 (7%)
Dual representation	6 (1%)	4 (<1%)
Fraud	1 (<1%)	2 (<1%)
Moneylending	12 (2%)	2 (<1%)
Handling transaction monies	15 (2%)	12 (2%)
Others (e.g. recruitments/seminars)	18 (2%)	16 (2%)
Total	751	702

COMPLAINT MANAGEMENT

Categories of Concluded Complaints

Categories	Investigation Outcome	Number of Complaints	
		FY2013/14	FY2014/15
Resolved by estate agents	Complaints resolved by estate agents	23	13
Substantiated	Letter of Advice/Warning served on salespersons and estate agents	363	166
	Letter of Advice issued on salespersons by estate agents for less serious advertisement complaints	127	127
	Disciplinary action	15	18
	Prosecution	5	20
Unsubstantiated	Insufficient evidence to substantiate claim	92	72
	Assessed by CEA that there was no wrongdoing by the salesperson	119	95
	Baseless/frivolous complaints	4	0
Referred to other bodies/ Government agencies	Small Claims Tribunals	0	0
	Police (for investigation)	9	8
No further action	After investigation, established that the cases were not under CEA's purview (e.g. landlord and tenant issues)	66	81
Total		823	600

Statistical Overview

FY2014/15 (1 April 2014 to 31 March 2015)

COMPLAINT MANAGEMENT AND COMPLIANCE CHECKS Number of Proactive Checks & Compliance Activities

Type	FY2013/14	FY2014/15
Advertisement, media & internet scan	77	56
Field surveillance (e.g. at seminars, property exhibitions, property launches)	36	29
Inspections on estate agents	22	22

Actions Taken (Inclusive of Complaint Cases and Compliance Checks)

Actions Taken	Number of Cases	
	FY2013/14	FY2014/15
Letter of Advice (LOA)/Warning (LOW)	644 LOAs/LOWs issued to estate agents/salespersons (arising from 458 cases)	224 LOAs/LOWs issued to estate agents/salespersons (arising from 191 cases)
Court prosecution	19 cases filed	12 cases filed
	13 cases concluded	17 cases concluded
Disciplinary action	17 cases filed	18 cases filed
	7 cases concluded	20 cases concluded
Composition Fines	32 notices issued	15 notices issued
	28 notices compounded	12 notices compounded

Dispute Resolution: Mediation and Arbitration Cases

In FY2014, 17 cases have gone to mediation under the Dispute Resolution Scheme.

Approved Mediation Centres	FY2013/14	FY2014/15
Consumers Association of Singapore	12	13
Singapore Institute of Surveyors & Valuers	5	2
Singapore Mediation Centre	1	2

Approved Arbitration Centres	FY2013/14	FY2014/15
Singapore Institute of Arbitrators	0	0
Singapore Institute of Surveyors & Valuers	0	0

INDUSTRY DEVELOPMENT

Number of Industry Engagement Activities

Platforms	Number of Activities	
	FY2013/14	FY2014/15
KEO briefings	12	10
Salespersons focus group discussions	2	5
Industry association dialogues	1	3

Number of Core CPD Courses Approved by CEA

