

RENEWAL PROCESS GUIDE FOR ESTATE AGENT LICENCE

This renewal guide is for **Estate Agents (EAs) Licence Renewal***.

*Please note that when an EA licence renewal application is submitted, it would also submit the KEO's RES registration renewal at the same time.

Both the KEO and its Authorised Users (AUs) can submit the EA licence renewal application. Before submission, EAs should check that their directors/partners have submitted their renewal applications via CEA's [e-services](#) for **Individual**.

Process for EA Licence Renewal

Note: The pictures below are for illustration purposes only and the wordings in the pictures may differ slightly from the actual renewal webpage.

Step 1: Click log in to CEA's [e-services](#) for **Corporate**.

The screenshot shows the CEA Council for Estate Agencies website. At the top left is the CEA logo and the text 'Council for Estate Agencies'. Below the logo, there is a search bar and a language selector. The main content area displays the text 'Please select the below option to log in to e-Services:'. There are two buttons: 'Individual' and 'Corporate'. The 'Corporate' button is highlighted with a blue box and a blue number '1' above it. Below these buttons, there is a blue number '2' and a blue box around the 'Log in Using Singpass (For Corporate)' button, with a blue arrow pointing to it from the right. The footer contains the CEA logo, the text 'Council for Estate Agencies', and a list of links: 'Report Vulnerabilities', 'Privacy Statement', 'Terms of Use', and 'Sitemap'. On the right side of the footer, there are social media icons for Facebook, YouTube, and LinkedIn, and a list of links: 'Contact Info', 'Feedback', and 'FAQ'. The copyright notice at the bottom right reads '© 2021 Council for Estate Agencies Last Updated on 30 June 2021'.

Step 2: Check that the KEO has fulfilled both the Continuing Professional Development (**CPD**) requirements and Central Provident Fund (**CPF**) MediSave contribution by the **green ticks** reflected under the "KEO Eligibility" section.

A Singapore Government Agency Website

CEA Council for Estate Agencies SERVICES Twitty Corp keo

Workspace > Workspace

Workspace

Hi, Twitty Corp! Welcome back to your ACEAS Workspace [Logout](#)

[View Your Profile](#)

EA Licence Renewal 2022 Renewal Deadline: 10 Oct 2022

You are **eligible to renew** your Estate Agent Licence.

Please ensure that the details of both your Estate Agent and your Key Executive Officer are updated first in their respective profile module so that the correct information can be pre-populated when initiating your Estate Agent Licence renewal application.

Please note that KEOs **do not need to submit a separate RES registration renewal application**, as this will be submitted automatically when the EA licence renewal application is submitted.

[Renew](#)

Help us improve

KEO Eligibility



CPD
As of 2022



CPF - Medisave
As of 30/06/2022 13:19:40

Directors/Partners Details

NRIC	Applicant Name	Role	Submission Date and Time	Status	Action
S [REDACTED]	Kyla Adkins	Director	-	● Pending Applicant Submission	ⓘ
S [REDACTED]	Colin Tate	Director	-	● Pending Applicant Submission	ⓘ

RES Registration Application Pending EA Action

Pending Submission

 **0** New and Returning

 **0** Switching (Incoming)

 **0** Switching (Outgoing)

 **0** Renewals

Pending Resubmission

 **0** New and Returning

 **0** Switching (Incoming)

 **0** Renewals

Active EA Applications

You have no active applications at the moment

Drafts

You have no drafts at the moment

Step 3: For EAs with directors/partners, check that they have submitted their renewal applications under the "Directors/Partners Details" section in the EA's ACEAS dashboard.

- a) If they have submitted their renewal applications, the status will show "**Pending EA Submission**" and there will be a green dot indicating ready for EA licence renewal (see "1").
- b) If they have not submitted their renewal applications, the status will be "**Pending Applicant Submission**" and there will be a red dot indicating that the EA licence renewal application is not ready for submission (see "2").

Note:

For EAs that have directors/partners, the directors/partners must submit their renewal applications to the EA for review.

For EAs that have no directors/partners, the EA may skip this step and move on to Step 4.

The screenshot shows the ACEAS dashboard for Twitty Corp. The main section is "EA Licence Renewal 2022" with a "Renew" button. Below this is the "KEO Eligibility" section showing CPD and CPF - Medisave status. The "Directors/Partners Details" table is highlighted with a blue box and an orange arrow. The table has the following data:

NRIC	Applicant Name	Role	Submission Date and Time	Status	Action
S-███	Kyla Adkins	Director	-	● Pending EA Submission ¹	⋮
S-███	Colin Tate	Director	-	● Pending Applicant Submission ²	⋮

Below the table are sections for "RES Registration Application Pending EA Action", "Pending Submission", "Pending Resubmission", and "Active EA Applications".

Step 4: The “Renew” button will be clickable:

- a) When the KEO fulfils both the CPD requirements and CPF MediSave contribution (see “1”).
- b) That the EA’s directors/partners have submitted their renewal applications. This is reflected as a green dot under the status column in “Directors/Partners Details” section (see “2”).
- c) For EAs that have no directors/partners, the “Directors/Partners Details” section will show “No directors/partners data available at the moment”.

After “1” and “2” (if applicable) are all green, the EA may click the “Renew” button to initiate the EA licence renewal application.

The screenshot displays the ACEAS Workspace interface for a user named Twitty Corp. The main heading is "EA Licence Renewal 2022" with a "Renewal Deadline: 10 Oct 2022" badge. The instructions state that the user is eligible to renew and that details for both the Estate Agent and Key Executive Officer must be updated. A "Renew" button is highlighted with a blue box and a blue arrow, with a "3" next to it.

KEO Eligibility

1

	CPD As of 2022		CPF - Medisave As of 30/06/2022 13:19:40
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Directors/Partners Details

NRIC	Applicant Name	Role	Submission Date and Time	Status	Action
S2638515F	Kyla Adkins	Director	17/08/2022 11:21:45	Pending EA Submission	
S4007954H	Colin Tate	Director	17/08/2022 11:12:28	Pending EA Submission	

RES Registration Application Pending EA Action

Pending Submission

0 New and Returning	0 Switching (Incoming)	0 Switching (Outgoing)	0 Renewals
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Pending Resubmission

0 New and Returning	0 Switching (Incoming)	0 Renewals
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Step 5: Click on the **EA licence renewal application ID** that has the status **“Pending EA Submission”** to proceed with the EA licence renewal application.

The screenshot shows the CEA Council for Estate Agencies website interface. The user is logged in as Twitty Corp keo. The navigation menu includes 'EA Management' and 'EA Licence Renewal'. The main content area is titled 'All Applications' and features a search bar and a table of applications. The table has columns for Application ID, Submission Date and Time, Approval Date and Time, Status, and Action. One application is listed with ID 'LIC-EA-REN-2208000017' and status 'Pending EA Submission'. An orange arrow points to this application ID.

Step 6: Read the notes on what you need to do and should know, before proceeding with the EA licence renewal application. Click the **“Continue”** button.

EA Licence Renewal Application

You are about to apply for a renewal of your EA Licence with CEA.
This application form will take about **15 minutes** to complete.

You will need to

- Fill up the renewal survey.
- Check the EA's, KEO's, and any Directors/Partners' details.
Most of them are already populated from the various parties' ACEAS Profiles.
- Complete a list of declarations.

You should know

- You may save the renewal application form as a draft.

[Continue](#)

Step 7: You will come to the Estate Agent Licence Renewal Survey, consisting of 12 questions. You will not be able to save your survey response as a draft. Fill up the survey and click **“Submit”** before proceeding to the Estate Agent Licence renewal application form.

Estate Agent Licence Renewal Survey



You will not be able to save your survey response as a draft. If you need to refer to documents for Question 9 (annual income for estate agency work) and Question 10 (costs incurred in conducting estate agency work), please have them ready before filling up the survey.

Q1. How long have you been working as a real estate salesperson? *

Q2. What is your main reason for becoming a real estate salesperson? *

Q3. Are you holding on to another job while concurrently being a real estate salesperson? *

Q4. Is being a real estate salesperson your full-time or part-time job? *

Q5. On average, how much time did you spend on estate agency work per week this year? Please provide an estimate. , numeric only, *

Total hours per week:

(Note: Please round the hours to the nearest whole number. Please indicate '0' if you did not conduct any estate agency work this year.)

Q6. Please indicate the number of transactions (including pending transactions) that you have concluded this year. , numeric only, *

Total no. of transactions

(Note: Please indicate '0' if you did not conduct any transactions this year. Please note the year refer to 1 Jan to 31 Dec.)

Q7. How many transactions (excluding pending transactions) did you not manage to conclude this year? Please provide an estimate. , numeric only, *

No. of transactions

(Note: Please indicate '0' if you successfully concluded all your transactions or you did not conduct any transaction this year. Please note the year refer to 1 Jan to 31 Dec.)

Q8. What is your compensation structure with your estate agent? *

Q9. What is your annual income earned for estate agency work this year? , numeric only, *

Total annual income: S\$

(Note: These include the commission you have received or due to receive, your salary, and any bonuses received where applicable.)

Q10. How much cost did you incur in the course of conducting estate agency work this year? , numeric only, *

Total annual expenditure: S\$

(Note: These include expenditure for activities such as advertising and marketing, transport, training, salesperson registration, rental of office premises, technology adoption, and industry association membership fees, where applicable.)

Q11. Which are the most predominant types of property that you have marketed and transacted this year? You may select up to 2 types. *

- HDB residential (sale and resale)
- HDB residential (leasing)
- Private residential (sale and resale)
- Private residential (leasing)
- Commercial properties
- Industrial properties
- Conservation properties
- Foreign properties
- Others

Q12. Which types of advertising tools did you use to market your services and/or properties this year? You may select up to 3 types. *

- Radio / TV
- Social media (e.g. Facebook, Instagram, TikTok, LinkedIn, YouTube)
- Outdoor advertising (e.g. Banner, Transport advertisement)
- Newspaper advertising
- Hardcopy flyers (distributed door-to-door)
- Hardcopy flyers (distributed via mail boxes)
- Online property portal listings
- Personal websites
- Others

Clicking Submit will direct you to fill up and submit the Estate Agent Licence Renewal Application. You will not be able to amend your survey response after this.

Submit

Step 8: Check that the **"Applicant Information"** is correctly pre-populated from the ACEAS profile for Corporate.

a) Check that the **"Estate Agent Information"** details are correctly pre-populated from the EA's ACEAS profile for Corporate.

- Boxes that are greyed out are non-editable (i.e., information from MyInfo or details from CEA's Public Register).
- Boxes in white are editable. Please update them if there are any changes.

b) Click the **"Next"** button.

A Singapore Government Agency Website

CEA Council for Estate Agencies SERVICES Twitty Corp keo

LIC-EA-REN-2208000017 > EA Management > EA Licence Renewal > Form

EA Licence Renewal Application Form

1 of 8 Applicant Information
Next: Declaration Details

Estate Agent Information

We have pre-filled your information based on your EDH and ACEAS Profile.

Name of Company * Twitty Corp

UEN * 202204801F

Mode of Business * General Partnership

Applicant Name * Joe Blanton

Contact Information

Email Address * easrevamp@xtremax.com

Contact No. * 32145669

Principal Business Address

Postal Code * 123456 Retrieve

Block / House No. * 90

Street Name * jalan cimuncang

Floor No.

Unit No.

Building Name

Mailing Address

My mailing address is the same as my residential address.

Postal Code * 123456 Retrieve

Block / House No. * 90

Street Name * jalan cimuncang

Floor No.

Unit No.

Building Name

 Next Cancel Save as Draft

Step 9: Check that the “**Declaration Details**” for the EA are correctly pre-populated from the EA’s ACEAS profile for Corporate. Please ensure that the EA submits its latest declaration information to CEA. Click the “**Next**” button.

Note:

- Section 33(6) of the Estate Agents Act 2010 states that any person who, in any application for the grant or renewal of a licence 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.

- Section 34(7) of the Estate Agents Act 2010 states 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.

A Singapore Government Agency Website
CEA Council for Estate Agencies SERVICES Twitty Corp keo

LIC-EA-REN-2208000017 > EA Management > EA Licence Renewal > Form

EA Licence Renewal Application Form

2 of 8 Declaration Details
Next: KEO Information

Declarations

! If you answered "Yes" to any questions below, please provide full details and supporting documents. CEA will verify the accuracy of the declarations made. For more information or further explanation regarding the declarations, please refer to the [explanatory notes](#) and [Terms of Service](#).

- 1) Does the estate agent hold a moneylender's licence? *
 Yes No
- 2) Does the estate agent have any convictions in Singapore or any country outside of Singapore? You are required to declare all convictions regardless of when they occurred. *
 Yes No
- 3) Does the estate agent have any judgment entered against it at any time that involved a finding of fraud, dishonesty or breach of fiduciary duties in civil proceedings? *
 Yes No
- 4) Is the estate agent in liquidation, wound up, in receivership, or has entered into a composition or scheme of arrangement with its creditors? *
 Yes No

 [Save as Draft](#)

Step 10: Check that the "KEO Information" is correctly pre-populated from the KEO's ACEAS profile for Individual:

- a) Check that the KEO is renewing his/her RES registration with the correct EA based on the "Practice Preference", which is the EA the KEO is registered with as reflected in CEA's Public Register (see the blue box in the picture below).
- b) Check that the "Applicant Information" of the KEO is correctly pre-populated from the KEO's ACEAS profile for Individual.
 - Boxes that are greyed out are non-editable (i.e., information from MyInfo or details of your RES registration in CEA's Public Register).

- Boxes in white are editable. Please update them if there are any changes.

c) Click the "Next" button.

The screenshot displays the 'EA Licence Renewal Application Form' on the Singapore Government Agency Website. The form is titled 'EA Licence Renewal Application Form' and is part of a 3-step process (3 of 8). The current step is 'KEO Information', with the next step being 'KEO Education Details'. The form is pre-filled with information from the user's ACEAS profile. The 'Applicant Information' section includes fields for Name (Mr. Joe Blanton), NRIC/FIN, Date of Birth (31/03/1981), Gender (Male), Citizenship (Singapore Citizen), Residential Status (PR), and Years of Residence in Singapore (More than 10 years). A 'Deed Poll' section allows for uploading a file. The 'Contact Information' section includes Home No., Business Mobile Number, Business Number, and Email Address. The 'Registered Addresses' section includes Postal Code, Block / House No., Street Name, Floor No., Unit No., and Building Name. The 'Mailing Address' section includes a checkbox for 'My mailing address is the same as my residential address' and the same address fields as the registered addresses. The 'Practice Preference' section includes a note about the extraction of director/partner information and a radio button selection for 'Practising' or 'Non-Practising'. At the bottom, there are buttons for 'Next', 'Back', and 'Save as Draft'. A blue arrow points to the 'Next' button.

Step 11: Check that the "KEO Education Details" are correctly pre-populated from the KEO's ACEAS profile for Individual. Click the "Next" button.

EA Licence Renewal Application Form



KEO Education Details

Next: KEO Declaration Details

Education Qualification Information

Do you have Singapore-Cambridge GCE O-level (at least 4 passes), OR a higher or equivalent educational qualification? *

Yes No

Do you have at least 4 Singapore-Cambridge GCE O-level passes? *

Yes No

What is the equivalent educational qualification you have attained? *

Choose one

Highest Educational Qualification *

Highest Educational Qualification

Year of Attainment

Year of Attainment

Upload Education Certification(s) *

[+ Upload a File](#) Upload up to 5 files (email, .pdf, .doc, .jpg, .png, .gif - Maximum file size is 30 MB)

Industry Qualification Information

Industry Examination Qualification *

RES examination (for new applicant: in the immediate 2 years before the date)

Year of Attainment

2010

Upload Industry Examination Certification(s) *

[+ Upload a File](#) Upload up to 5 files (email, .pdf, .doc, .jpg, .png, .gif - Maximum file size is 30 MB)

32093.jpg 51.4KB



[Next](#)

[Back](#)

[Save as Draft](#)

Step 12: Check that the "KEO Declaration Details" are correctly pre-populated from the KEO's ACEAS profile for Individual. Please ensure that the KEO submits his/her latest declaration information to CEA. Click the "Next" button.

Note:

- Section 33(6) of the Estate Agents Act 2010 states that any person who, in any application for the grant or renewal of a licence 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.
- Section 34(7) of the Estate Agents Act 2010 states 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.

A Singapore Government Agency Website
CEA Council for Estate Agencies
SERVICES
Twitty Corp keo
LIC-EA-REN-2208000017
EA Management > EA Licence Renewal > Form

EA Licence Renewal Application Form

5 of 8 KEO Declaration Details
Next: Directors/Partners and AU Information

Declarations

! If you answered "Yes" to any questions below, please provide full details and supporting documents. CEA will verify the accuracy of the declarations made.
Please note that a conviction may lead to a rejection of this application if CEA assesses the applicant to be not fit and proper. The applicant will likely need to observe a period of rehabilitation before he can be considered for registration.
A conviction may also lead to revocation of an existing registration if CEA assesses the salesperson to be not fit and proper. The salesperson will likely need to observe a period of rehabilitation before he can be considered for registration again.
For more information or further explanation regarding the declarations, please refer to the [explanatory notes](#) and [Terms of Service](#).

- 1) Have you ever been convicted in a Court of Law (including a military Court) in or outside Singapore? You are required to declare all convictions regardless of when they occurred. *
 Yes No
- 2) Are you currently being charged for any offence under the law in or outside of Singapore? *
 Yes No
- 3) Have you at any time been detained under the Misuse of Drugs Act or served with a detention/police supervision order under the Criminal Law (Temporary Provisions) Act? *
 Yes No
- 4) Are you an undischarged bankrupt or have you entered into a composition or scheme of arrangement (including a debt repayment scheme, e.g. Debt Management Programme (DMP) by Credit Counselling Singapore) with your creditors? *
 Yes No
- 5) Do you have any Court judgements arising from civil proceedings against you, and/or involved you and/or any business entities owned by you or related to you, that involved a finding of fraud, dishonesty or breach of fiduciary duties by you and/or business entities owned by you or related to you, in Singapore or any country outside of Singapore? *
 Yes No
- 6) Are you currently a party to and/or involved in any civil proceedings which may lead to such judgement(s) described above, under any law in or outside Singapore? *
 Yes No
- 7) Are you currently a licensee, director, partner, or employee of a licensed moneylender in Singapore? *
 Yes No
- 8) Are you currently holding a Financial Adviser's licence granted by Monetary Authority of Singapore (MAS)? *
 Yes No

Next [Save as Draft](#)

Step 13: Check the following:

- a) In the "**Directors/Partners Details**" section, that the EA's directors/partners have submitted their renewal applications, with application status at "Pending EA Submission" (see "1").

- If the above is complete, the EA may proceed to Step 13.
- If the above is incomplete, the EA may choose to "Save as Draft" while waiting for the EA's directors/partners to submit their renewal applications.

b) Check that the "**Authorised Users Details**" are correctly pre-populated from the EA's ACEAS profile (see "2").

c) Click the "**Next**" button.

The screenshot shows the 'EA Licence Renewal Application Form' interface. At the top, there is a breadcrumb trail: 'EA Management > EA Licence Renewal > Form'. The main heading is 'EA Licence Renewal Application Form'. Below this, a progress indicator shows '6 of 8' steps, with 'Directors/Partners and AU Information' as the current step and 'Next: PII Details' as the next step.

The 'Directors/Partners Details' section contains a table with the following data:

n ID	Name	NRIC/FIN	Role	Submission Date and Time	Status
N-2208000025	Kyla Adkins	S [REDACTED]	Director	17/08/2022 11:21:45	Pending EA Submission
N-2208000024	Colin Tate	S [REDACTED]	Director	17/08/2022 11:12:28	Pending EA Submission

Below the table, there are navigation controls: 'Page 1 of 1', 'Showing 100', and '1 - 2 of 2 Items'.

The 'Authorised Users Details' section shows a dropdown menu for 'Authorised User 1' and a checked checkbox labeled 'The EA has no authorised users'.

At the bottom, there are three buttons: 'Next' (highlighted with an orange arrow), 'Back', and 'Save as Draft'.

Step 14: Check that the "**PII Details**" are correctly pre-populated from the EA's ACEAS profile for PII information. Click the "**Next**" button.

A Singapore Government Agency Website

CEA Council for Estate Agencies SERVICES Twitty Corp keo

LIC-EA-REN-2208000017 EA Management EA Licence Renewal Form

EA Licence Renewal Application Form

7 of 8 PII Details Next: Confirmation

PII Information

Will the Estate Agent and/or its salesperson be dealing with foreign properties? * Yes No

Name of Insured Company * ABC company

Name of Insured * Twitty Corp

Insurance Coverage * Singapore

Coverage Start Date * 01/08/2022

Coverage End Date * 01/08/2023

Category * EA with 11-30 salespersons

Minimum Idemnity Limit (\$) for Each Category * 300000

Minimum Sub-Limit (\$) for Each Salesperson * 100000

Maximum Deductible for Salesperson (\$) for Each Category * 100

Maximum Deductible for EA (\$) for Each Category * 100

Additional Remarks (Premium Paid) * Yes No

Cover Note * Upload to 1 file (pdf, .doc, .jpg, .png - Maximum file size is 30 MB)
 6.12KB

 [Save as Draft](#)

Step 15: Complete the following:

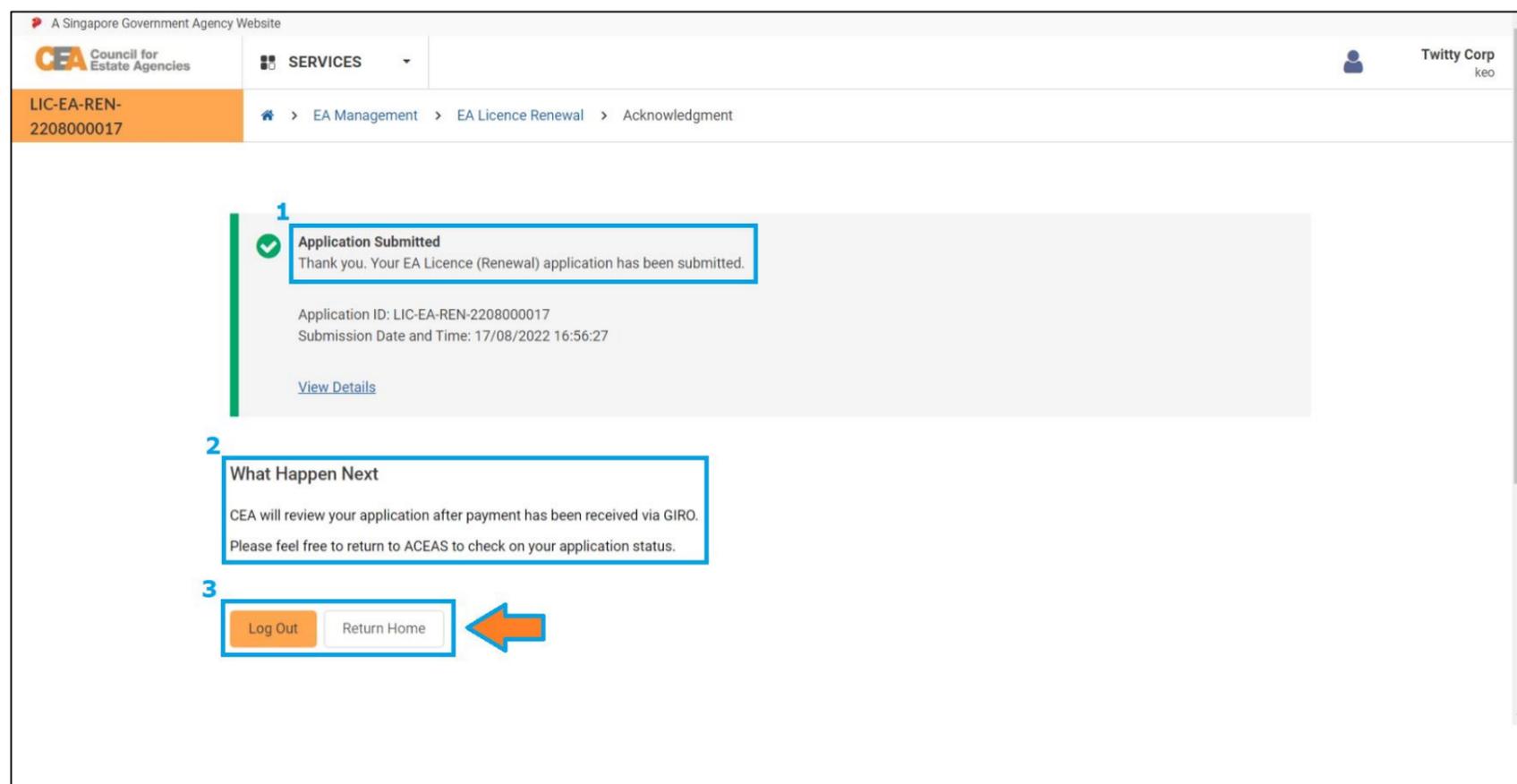
- Check that all the details in the EA licence renewal application are correct and updated (See the "1" in Picture below).

- b) Tick the boxes to declare that you agree to CEA's Terms of Service and Privacy Policy, and consent to electronic service of documents (See the "2" in Picture below).
- c) Click the "**Submit**" button.

Step 16: This is the **end of the renewal application**, and the application has been submitted to CEA for processing. Based on the picture below:

- a) "1" shows that your application is submitted to CEA.
- b) "2" shows that CEA will review the licence application after the applicable fees are received.

- As the EA can only submit its RES registration renewal applications after submitting its EA licence renewal to CEA, the EA is advised to submit the licence renewal application early.
 - The EA should ensure that it has sufficient funds in the GIRO account, to allow for smooth payment of the licence and registration renewal fees.
- c) “3” shows that you can choose to log out at this point or return to the “Home” page to check on your application status.



To check the progress and outcome of your EA licence renewal application, you can login to CEA’s [e-services](#) for **Corporate** and check the outcome of your application under the Renewal module in EA Management.

If the EA has successfully renewed its licence for 2025, the EA licence end date will be updated to 31 December **2025** and the status of the application will show as “**Licence Renewed**”. Similarly, the

KEO's registration with the EA will be renewed for 2025, and the KEO's RES registration end date will be updated to 31 December **2025**.

Picture– Check the outcome of the application from the Renewal module in the EA Management.

The screenshot displays the 'EA Licence Renewal' section of the EA Management system. The breadcrumb trail is 'EA Management > EA Licence Renewal'. The main heading is 'All Applications'. A search bar is present with the text 'Search for Application by ID, submission date and stat...'. Below the search bar are filters for 'Application ID', 'Submission Date and Time', 'Approval Date and Time', and 'Status'. The 'Application ID' filter is set to 'License Application ID'. The 'Submission Date and Time' and 'Approval Date and Time' filters are set to 'Select Date and Time'. The 'Status' filter is set to 'Show All'. A 'Search' button and a 'Reset' button are located below the filters. The search results table has the following data:

Application ID	Submission Date and Time	Approval Date and Time	Status	Action
LIC-EA-REN-2208000017	17/08/2022 16:56:27	-	Pending Application Fee	

The page footer shows 'Page 1 of 1' and 'Showing 10 1 - 1 of 1 Items'. An orange arrow points to the application ID in the table.