

RENEWAL PROCESS GUIDE FOR REAL ESTATE SALESPERSONS

This renewal guide is for Real Estate Salesperson (RES) (without any other roles).

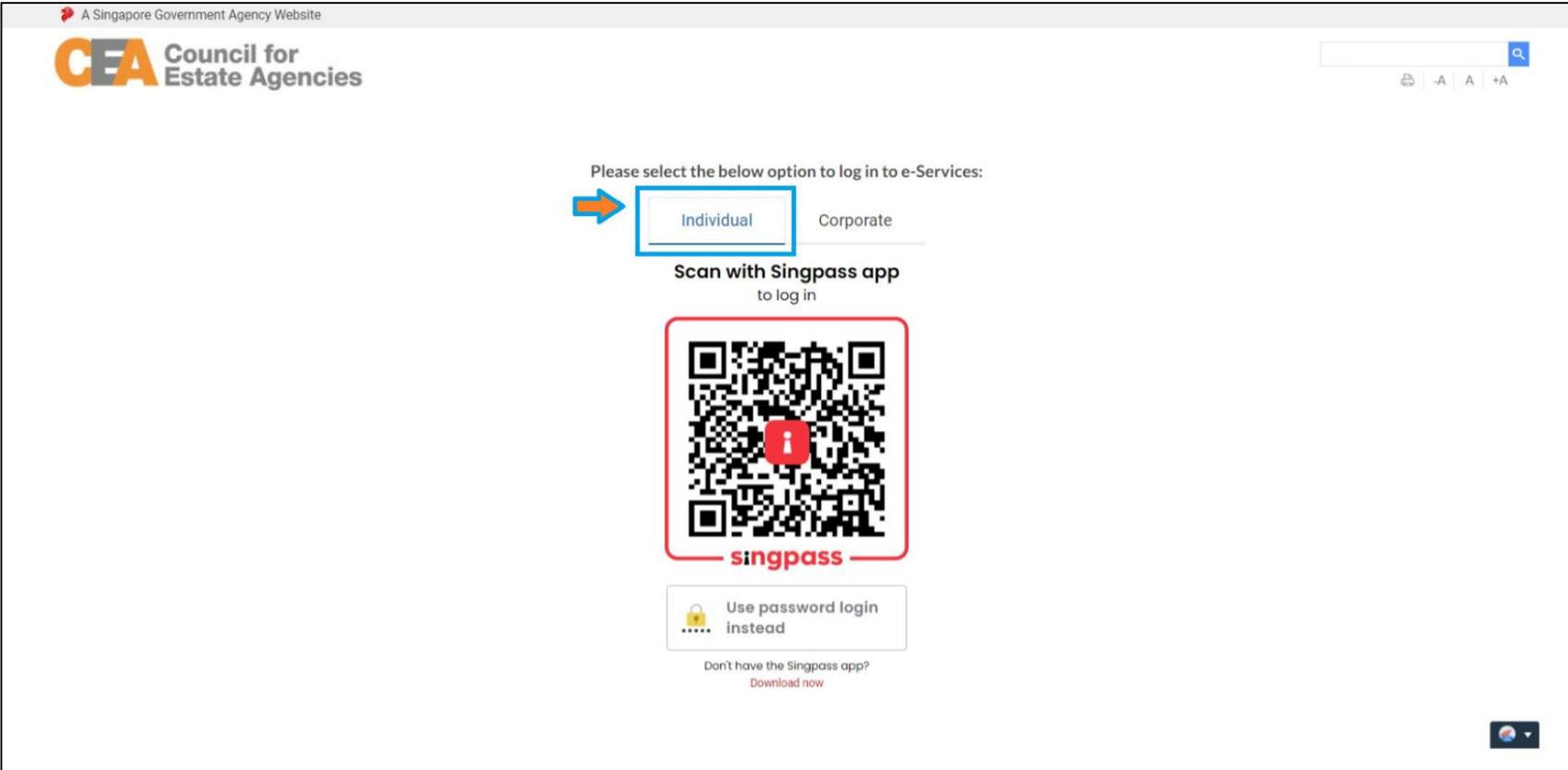
Renewal Category
RES (without Director or KEO roles in ACEAS)


Note: Your renewal category is shown at the top right corner of the ACEAS dashboard below your name when you log in to CEA's [e-services](#) for **Individual**.

Renewal Process for RES

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 **Individual**.



The screenshot shows the CEA Council for Estate Agencies login page. At the top, it says 'A Singapore Government Agency Website' and 'CEA Council for Estate Agencies'. There is a search bar in the top right. The main content area has the text 'Please select the below option to log in to e-Services:' followed by two buttons: 'Individual' (highlighted with a blue box and an orange arrow) and 'Corporate'. Below these buttons is the text 'Scan with Singpass app to log in' and a QR code with the Singpass logo. At the bottom of the QR code area is a button that says 'Use password login instead'. Below that is a link that says 'Don't have the Singpass app? Download now'. The footer contains the CEA logo, browser compatibility information, social media icons for Facebook, YouTube, and LinkedIn, and links for 'Contact Info', 'Feedback', and 'FAQ'. At the very bottom, there are links for 'Report Vulnerabilities', 'Privacy Statement', 'Terms of Use', and 'Sitemap', along with the copyright notice '© 2021 Council for Estate Agencies Last Updated on 30 June 2021'.

Step 2: Check that you have fulfilled the Continuing Professional Development (**CPD**) requirements and Central Provident Fund (**CPF**) MediSave contributions by **the green ticks** reflected under the Overview section.

The screenshot displays the ACEAS Workspace interface. At the top, the user is identified as Jeffrey Robbins (RES). The main content area includes a welcome message, a 'Logout' button, and a profile summary table. Below this is a 'Salesperson Registration Renewal 2022' notification with a 'Renew' button and a 'Renewal Deadline: 10 Oct 2022' warning. The 'Overview' section features two green checkmark boxes indicating compliance with CPD (As of 2022) and CPF - Medisave (As of 15/08/2022 10:54:47). Below the overview are sections for 'Active Applications' and 'Drafts', both showing 'You have no active applications at the moment' and 'You have no drafts at the moment' respectively. A blue box highlights the compliance boxes, and an orange arrow points to them from the right.

Field	Value
Alias/Business Name	-
Registration No.	R220801J
Registration Start Date	01/01/2022
Registration End Date	31/12/2022
EA Name	Roderick Corp
EA Licence No.	L2208001J
EA Licence Start Date	01/01/2022
EA Licence End Date	31/12/2022

Overview

	CPD As of 2022		CPF - Medisave As of 15/08/2022 10:54:47
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Active Applications

You have no active applications at the moment

Drafts

You have no drafts at the moment

Step 3: When both the CPD requirements and CPF MediSave contributions are fulfilled, you will be able to click on the **“Renew”** button. Click on the button to initiate your RES registration renewal application in ACEAS.

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Workspace Workspace

Workspace

Hi, Jeffrey Robbins! Welcome back to your ACEAS Workspace [Logout](#)

[View Your Profile](#)

Alias/Business Name	-
Registration No.	R220801J
Registration Start Date	01/01/2022
Registration End Date	31/12/2022
EA Name	Roderick Corp
EA Licence No.	L2208001J
EA Licence Start Date	01/01/2022
EA Licence End Date	31/12/2022

Help us improve

Salesperson Registration Renewal 2022 Renewal Deadline: 10 Oct 2022

You are **eligible to renew** your Salesperson Registration with [the Estate Agent that you are currently registered with](#).

Please ensure that your details in the profile are updated first so that the correct information can be pre-populated when initiating your Salesperson 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](#)

Overview

CPD As of 2022	CPF - MediSave As of 15/08/2022 10:54:47
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Active Applications

You have no active applications at the moment

Drafts

You have no drafts at the moment

Step 4: Read the notes on what you need to do and what you should know before proceeding with the RES registration renewal application. Click the **“Continue”** button.

Salesperson Registration Application

You are about to apply for a renewal of your Real Estate Salesperson Registration with CEA.

The application form will take about **20 minutes** to complete.

You will need to

- Fill up the renewal survey.
- Check the information and your personal details in the renewal application form. Most of them are already populated from your ACEAS profile.
- Complete a list of salesperson's declarations.

You should know

- You must submit this application within 10 calendar days after you initiate the application.
- You may save the renewal application form as a draft.

Continue

Step 5: You will come to the Salesperson Registration 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.

Salesperson Registration Renewal Survey

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

Q6. Please indicate the number of transactions (including pending transactions) that you have concluded this year. (Note: Please indicate '0' if you did not conduct any transactions this year. Please note the year refer to 1 Jan to 31 Dec.) , numeric only. *

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

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

Q9. What is your annual income earned for estate agency work this year? (Note: These include the commission you have received or due to receive, your salary, and any bonuses received where applicable.) , numeric only. *

Total annual income: S\$

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

Total annual expenditure: S\$

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
- Foreign properties
- Others

Q12. Which types of advertising tools do 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 Salesperson Registration Renewal Application. You will not be able to amend your survey response after this.

Submit

Step 6: Check that the “**Application Details**” are correctly pre-populated from your ACEAS profile for Individual:

- a) Check that you are renewing your RES registration with the correct estate agent (EA) based on the “**Estate Agent Information**”, which is the EA you are currently registered with as reflected in CEA’s Public Register (see “1” below).
- b) Check that the “**Applicant Information**” details are correctly pre-populated from your 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.

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RES Management > RES Management > Renewal > Form

Salesperson Registration Application

1 of 4 Application Details
 Next: Education Details

1

Estate Agent Information

Estate Agent Licence Number * L2208001J
 Name of Estate Agent * Roderick Corp

Applicant Information

We have pre-filled your information according to your ACEAS Profile.

Name * Mr Jeffrey Robbins
 NRIC/FIN * S
 Date of Birth * 31/03/1981
 Gender * Male Female
 Citizenship * Singapore Citizen
 Residential Status * PR
 Years of Residence in Singapore * Less than 10 years More than 10 years
 Deed Poll If you have changed your name, please upload your deed poll (.pdf, .doc, .jpg, .png - Maximum file size is 30 MB)
 2093.jpg 51.4KB

Contact Information

Home No. * 32145678
 Business Mobile Number * 92145678
 Business Number
 Email Address * eastramp@xtremax.com

Registered Address

Postal Code * 398679
 Block / House No. * 22
 Street Name * LORONG 22 GEYLANG
 Floor No.
 Unit No.
 Building Name

Mailing Address

My mailing address is the same as my registered address

Postal Code * 398679
 Block / House No. * 22
 Street Name * LORONG 22 GEYLANG
 Floor No.
 Unit No.
 Building Name

2

Step 7: Check that the "Education Details" are correctly pre-populated from your ACEAS profile for **Individual**. Click the "Next" button.

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RES Management > RES Management > Renewal > Form

Salesperson Registration Application

2 of 4 Education Details
Next: Declarations

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

Highest Educational Qualification * A-Level

Year of Attainment 1998

Upload Education Certification(s) * [+ Upload a File](#) Upload up to 5 files (email, .pdf, .doc, .jpg, .png, .gif - Maximum file size is 30 MB)
434364.pdf 176.53KB

Industry Qualification Information

Industry Examination Qualification * RES examination (for new applicant: in the immediate 2 years before the date of this applicati

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 8: Check that the “**Declarations**” are correctly pre-populated from your ACEAS profile for Individual. Please ensure that you submit your latest declarations to CEA. Click the “**Next**” button.

Note:

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.

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RES Management > RES Management > Renewal > Form

Salesperson Registration Application

3 of 4 Declarations
Next: Confirmation

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

 [Save as Draft](#)

Step 9: Complete the following:

- a) Check that all the details in your RES renewal application are correct and updated (See "1" below).
- b) Tick the boxes to declare that you have read the explanatory notes, agree to CEA's Terms of Service and Privacy Policy, and consent to the electronic service of documents (See "2" below).
- c) Click the "**Submit**" button.

Step 10: This is the **end of the renewal application**, and the application has been submitted to your EA for review. Based on the picture below:

- "1" shows that your application is submitted to your EA but not yet submitted to CEA.
- "2" shows that your EA is to review your application before submitting it to CEA for processing. You are advised to ensure that your EA submits your application to CEA by 30 November 2024.
- "3" shows that you can either choose to log out at this point or return to the "Home" page.

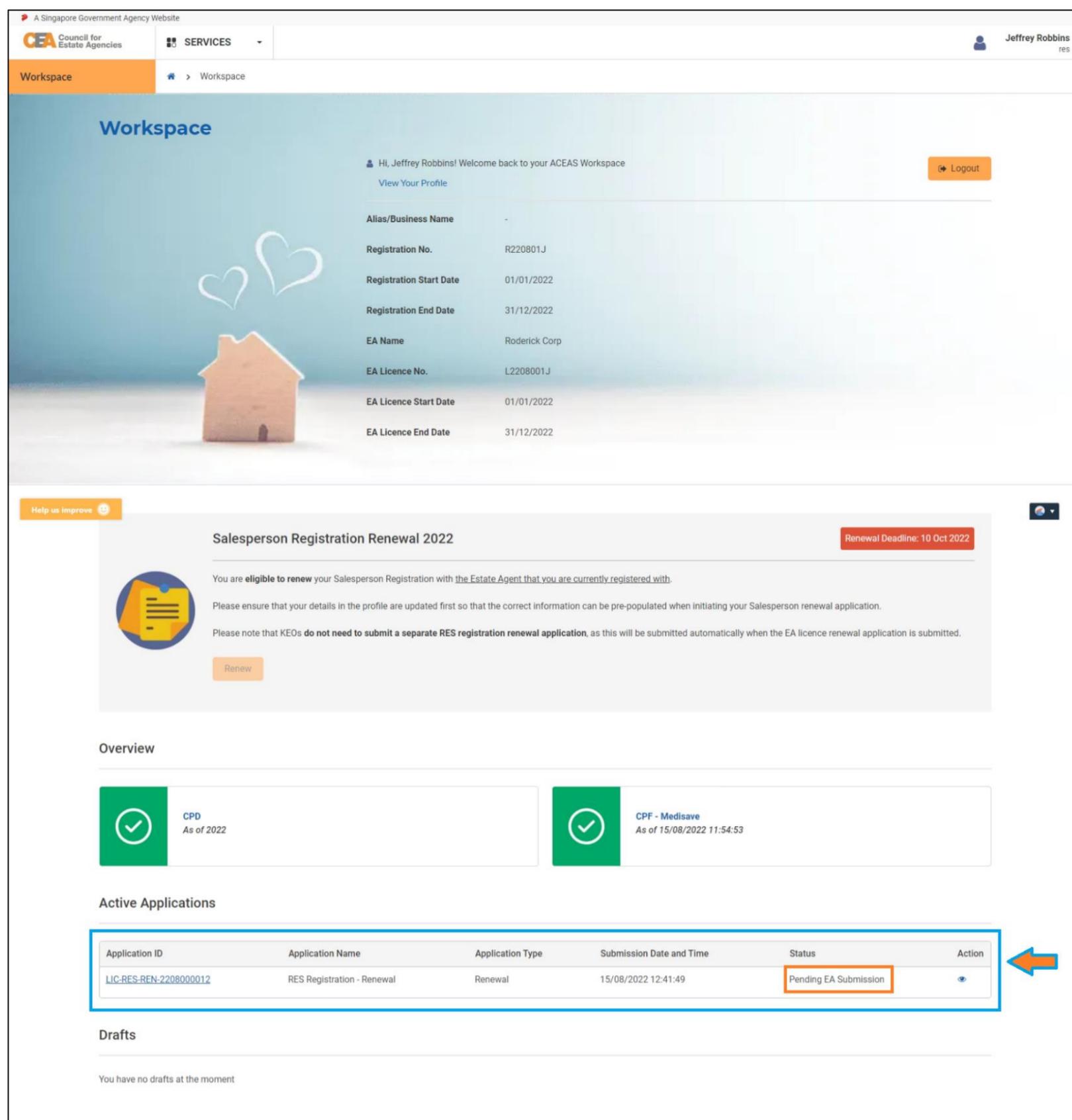
To check the progress and outcome of your RES registration renewal application, you can login to CEA's [e-services](#) for **Individual**:

- Check the "Active Applications" section in your ACEAS dashboard (see **Picture A** below). The progress of your renewal application is reflected in the orange box. If your application has been processed by CEA, it will no longer reflect as "active" as there is already an outcome for the application.

b) If you do not see your application under "Active Applications", please check the outcome of your application in the Renewal module in RES Management (see **Picture B**).

- If your renewal is successful for 2025, the status of the application will show "**Registration Renewed**". Your registration end date will be updated to 31 December **2025**.
- Please note that the EA that you are renewing with must also successfully renew its own EA licence for 2025. Otherwise, your registration will lapse after 31 December 2024.

Picture A – Check the status of "active" application from the ACEAS dashboard.



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

New and Returning

Switching

Renewal

Renewal

Non Renewal

Renewal Applications

Show All

Search for Application by ID



Application ID	Estate Agent Name	EA License Number	Submission Date and Time	Approval Date and Time	Status	Action
LIC-RES-REN-2208000012	Roderick Corp	L2208001J	16/08/2022 09:54:41	16/08/2022 09:56:42	Registration Renewed	

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Showing 10 1 - 1 of 1 Items