

FAQs for Notification on ‘Facilitating the transfer of FDWs by EAs’

Frequently asked questions for Employment Agencies

1. On taking over responsibilities for the FDW

Q1.1	An employer has approached my agency for help to transfer their FDW. Will I be responsible for the FDW’s housing, upkeep and medical treatment while my agency helps to find a new employer? Is my agency also responsible for the repatriation costs if the FDW is unable to find a new employer?
A1.1	<p>If your agency assesses the FDW is suitable for transfer, and chose to take over the responsibilities for the FDW as listed above, you may proceed to cancel her Work Permit.</p> <p>To safeguard the interest of both parties in the event of any disputes, employers and employment agencies should document their agreement on the transfer of responsibilities (e.g. through email) and keep a copy of the agreement.</p> <p>If you are unwilling to take on the responsibilities for the FDW, you may advise the employer to do any of the following:</p> <ul style="list-style-type: none"> • Not cancel the Work Permit until your agency has found a new employer for the FDW. Once the new Work Permit is issued, the current Work Permit will be automatically cancelled as per current practice. • Approach another agency who is willing to take over the responsibilities for the FDW. You may direct the employer to this list of agencies [webpage will be up on 19 May 2020]. • Cancel the Work Permit themselves and send the FDW home. Your agency can help the employer with the repatriation.
Q1.2	The employer had cancelled the Work Permit themselves and the FDW is due to be sent home. Can I still help the employer with the repatriation, FDW’s housing and providing her with food until she leaves Singapore without assuming any responsibility?
A1.2	<p>Yes, your agency can continue to help the employer with the repatriation and housing the FDW at your boarding house. In this case, the cost should be borne by the employer.</p> <p>As the employer was the one who cancelled the Work Permit, they remain responsible for the FDW, including the cost of providing accommodation, food and medical treatment until she leaves Singapore. The employer is also responsible to pay for the cost to send her home.</p>
Q1.3	I managed to transfer the FDW to a new employer, but the new employer no longer wants to employ her and has asked me to cancel her Work Permit. Does it mean my agency is responsible for the FDW until she finds another employer?
A1.3	<p>If your agency agrees to cancel the Work Permit for the new employer, you will be responsible for the FDW, including providing accommodation, food and medical treatment until she leaves Singapore or is transferred to another employer. You will also need to send her home if she does not find a new employer.</p>

	<p>If you are unwilling to take on the responsibilities for the FDW, you may advise the employer to do any of the following:</p> <ul style="list-style-type: none"> • Not cancel the Work Permit until your agency has found a new employer for the FDW. Once the new Work Permit is issued, the current Work Permit will be automatically cancelled as per current practice. • Approach another agency who is willing to take over the responsibilities for the FDW. You may direct the employer to this list of agencies [webpage will be up on 19 May 2020]. • Cancel the Work Permit themselves and send the FDW home. Your agency can help the employer with the repatriation. <p>To safeguard the interest of both parties in the event of any disputes, employers and employment agencies should document their agreement on the transfer of responsibilities (e.g. through email) and keep a copy of the agreement.</p>
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2. On validity of Special Pass

Q2.1	I need more time to find a new employer for the FDW. Can I extend her Special Pass?
A2.1	<p>No Special Pass extension will be granted. Thus, if you are unable to find a new employer for the FDW before her Special Pass expires, you will need to send her home.</p> <p>However, if you have already submitted a new Work Permit application or an appeal against a Work Permit rejection, we will automatically extend her Special Pass by 14 days on a one-off basis and email you. You do not need to submit a request for this.</p>
Q2.2	If I wish to take over responsibility of the FDW to facilitate the FDW's transfer to another employer, which date should I enter as the 'Departure Date' in the Work Permit cancellation form?
A2.2	<p>The departure date entered will correspond with the Special Pass expiry date. During the cancellation, please select the departure date as 14 days later. This then means you will then have 14 days to submit a new Work Permit application for the FDW.</p>

3. On purchasing medical insurance

Q3.1	Why must my agency purchase medical insurance for the FDW after the Work Permit is cancelled? Once her new Work Permit application is approved, does the new employer still need to buy medical insurance for her?
A3.1	<p>Your agency must buy and maintain medical insurance with coverage of at least \$15,000 until the FDW leaves Singapore or is transferred to another employer. This is to protect your agency and help defray costs in the event the FDW needs medical treatment during this period.</p> <p>Once her new Work Permit application is approved, the new employer still needs to buy medical insurance, personal accident insurance and a security bond for her.</p>

4. Others

Q4.1	The FDW's new Work Permit application has been approved and she has obtained an in-principle approval (IPA). However, the new employer no longer wants to employ her. Can I submit a new Work Permit application for her straight-away?
A4.1	<p>You must cancel the IPA using our FDW eService before you can submit a new Work Permit application.</p> <p>Once the IPA is cancelled, your agency is responsible for the FDW until she is transferred to a new employer. The FDW will also be issued a 14-day Special Pass. You need to submit the new Work Permit application before her Special Pass expires.</p>