

EA Alert Dated: 25 June 2018

EA Alert (10/2018): Inaccurate IPA information – MOM Stepping Up Checks

Dear Key Appointment Holders and Employment Agency Personnel,

It has come to our attention that some Foreign Domestic Workers (FDWs) were charged agency fees that differed from the amount stated in their In-Principle Approval (IPA) letters.

2 Your EA is reminded to ensure that the information stated within the FDWs' IPA letter is accurate. This includes stating the correct amount of agency fee charged, monthly salary, and frequency of rest days. This provides transparency to the FDWs and ensures that they are aware of the various employment terms and conditions *before* they arrive in Singapore for work. Failure to do so will be considered to be acting in a manner detrimental to your clients' interests.

3 If your EA collect fees from FDWs, you must keep proper documentary records, including a itemisation of the fees. This is required under Section 12(4) of the Employment Agencies Rules. Upon MOM's request, your EA must be able to produce a copy of the itemised receipt, indicating the breakdown of fees charged to an FDW, for (i) your agency's services; and (ii) the FDW's personal loan for her expenses incurred in her home country for the purpose of her employment in Singapore.

4 Please refer to the attached FAQ explaining the steps EAs should take if there are changes to the information in the IPA letter as well as what should be reflected in itemised receipts.

5 The Ministry takes a serious view of inaccurate information in the IPA letter as well EA's failure to issue itemised receipts to workers, and will be stepping up our checks. Non-compliant EAs will be taken to task, including being issued with demerit points.

Thank you.

Brian Wong  
For Commissioner for Employment Agencies  
Foreign Manpower Management Division, Ministry of Manpower