

EA Alert Dated: 3 August 2020

EA Alert: Ceasing of Hardcopy Banker's Guarantee Discharge Letters for Employment Agencies

Dear Key Appointment Holders,

MOM currently provides Employment Agencies (EAs) with a hardcopy letter to inform EAs of the discharge of its Banker's Guarantee (BG). A copy of the discharge letter would be mailed to EAs' last known operating address, as well as to the Bank. As part of the Ministry's ongoing efforts to digitalise administrative processes, MOM would no longer provide hardcopy discharge letters to both EAs and Banks. Instead, EAs and Banks would receive electronic copies of discharge letters (in PDF format) from MOM via email. This will commence from **12 August 2020**.

2 The format and content of the electronic discharge letter would remain the same as existing hardcopies, with the following features:

- i. Discharge letters would bear MOM's official letterhead
- ii. Discharge letters would not bear nor require any signature

3 EAs may provide Banks with the electronic discharge letter to process a discharge of the BG. As with current practices, the original BG document will continue to be retained by MOM.

4 The electronic discharge letters would be sent to EAs' agency email, as well as to all KAHs' email addresses. Please therefore ensure that EAs keep all email addresses accurately updated via the [GoBusiness Licensing Portal](#). If you require technical assistance, you may contact CrimsonLogic via email at [licences-helpdesk@crimsonlogic.com](mailto:licences-helpdesk@crimsonlogic.com) or their hotline at 6774 1430.

Yours sincerely

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For Commissioner for Employment Agencies  
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