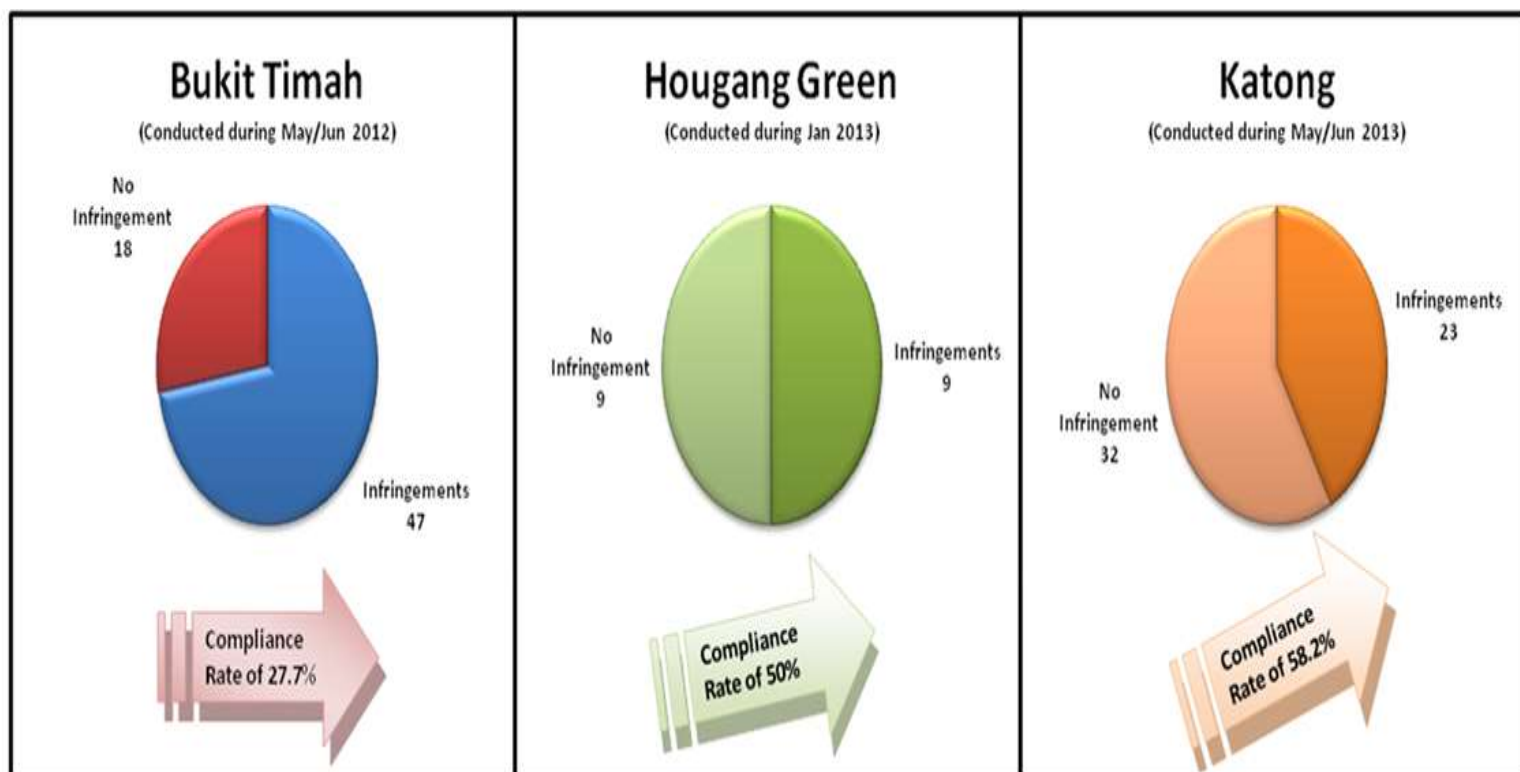


EA Alert Dated: 8 April 2014

EA Alert: 43% of EAs found with no infringement for our Cluster Audits. Would you be the next one at Chinatown in April 2014!

So far, the Ministry of Manpower has conducted three cluster audit operations. **43%** of EAs audited as part of these operations were found with no infringements. The results of the cluster audits are listed below:



2 The last audit operation, which was conducted in May and June 2013, involved 55 EAs situated in the **Katong** area. The most common infringement was of EAs failing to issue receipts to FDWs from whom they collected agency fees. We would like to clarify that issuing receipts is necessary regardless whether your EA collected the fees, directly from the FDW or indirectly through third parties. The maximum penalty for failing to issue receipts is a fine of \$1,000 and, for repeat offenders, is a fine of \$2,000 and/or imprisonment of up to 6 months. The table below shows the top five infringements found during the last audit operation.

S/No.	Infringement Details	Percentage of EAs found with Non-Compliance
i	Failure to issue itemized receipt for fees received, whether directly or indirectly, to FDW	48%

ii	Failure to furnish FDW's employment history to potential employers and obtain written acknowledgement from the employer	35%
iii	Failure to ensure that EA Personnel names and/or registration numbers are inserted in all communication channels that the EA personnel is involved	30%
iv	Failure to issue Registration Cards which are in line with MOM's requirements to EA's registered key appointment holders and staff	22%
v	Failure to obtain written authorization prior to carrying out work pass transactions	22%

3 In **April 2014**, we will be conducting another cluster audit operation on EAs situated in **Chinatown**. The audit team will check for EAs' compliance to the list of regulations which can be found in the attached Self-Assessment Compliance Checklist. Please note that the attached Checklist has been updated since the last version was sent out in November 2013. **Enforcement action will be taken for any non-compliance found during the audit.** As we hope to see even better results this time around, you are encouraged to use the Checklist to verify if your EA's practices are in line with the Ministry's regulations before the audit.

4 We wish to remind EAs that audits may be conducted at other areas during this period. Your EA may also be audited even if it was audited previously.

5 MOM officers will show their MOM authority cards as proof of identity. EAs should not allow any persons without the MOM authority cards to audit your EA. If you encounter any such persons, please contact the Employment Agencies Licensing Branch at 6692 4355 immediately.

Thank you.

Yours Sincerely

Daphne Yuan  
Assistant Director, Employment Agency Licensing Branch  
Assistant Commissioner for Employment Agencies