

EA Alert Dated: 5 December 2019

EA Alert (14/2019): FDW Age Verification – Important Steps To Comply With

Dear KAHs and EAPs

Despite reminders, we continue to see employment agencies (EA) bring in underage FDWs. Our investigation revealed many gaps in the EAs' processes. This alert<sup>[1]</sup> informs all FDW-placing EAs to review your FDW age verification processes.

### **Checks to be conducted by licensee**

2. For the purpose of Licence Condition #7<sup>[2]</sup>, the verification checks are to be conducted before the FDW attends the Settling-In-Programme (SIP). The following should minimally be performed:

- a) Examine the FDW's original official documents (e.g. passport, educational certificate, household (family) listing, national identity card) to check for discrepancies in information and alterations on the documents;
- b) Conduct a face-to-face interview with the FDW in person, when she arrives in Singapore. It should be conducted in her native language, to obtain information on the following:
  - (i) family history (including the age of the parents and siblings);
  - (ii) educational history; and
  - (iii) work experience.

The information gathered could confirm or raise doubts on the FDW's declared age.

- c) Assess the FDW's physical appearance, mannerism, and speech to see that they are consistent with the age that the FDW declared herself to be.

3. In addition, EAs should note the following:

- a) cannot rely on the information and/or interpretation services provided by the supplier (foreign or local) when assessing the age of the FDW;
- b) When the FDW's official documents are not in the English language, the content should be translated into English.
- c) will ensure that such verification checks are conducted either by the licensee or the licensee's employment agency personnel; and
- d) All checks conducted are to be documented and these documents must be retained for at least 3 years, as stipulated in Licence Condition #5(c)<sup>[3]</sup>.

4. We wish to remind you that failure to adhere to EA Alerts is a breach of the EA licence conditions.

Yours sincerely

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For Commissioner for Employment Agencies  
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<sup>[1]</sup> With the issuance of this alert, EA Alerts 08/2015 and 12/2017 are rescinded.

<sup>[2]</sup> The licensee shall, for all clients who are foreigners seeking employment, perform verification checks to ensure that all the prevailing entry requirements imposed on the foreigner by the Ministry of Manpower are fulfilled by the foreigner. The standard of verification checks to be performed by the licensee for any FDW shall be minimally in line with the standard as set out in Annex B.

<sup>[3]</sup> For all work pass applications made by the licensee, the licensee shall retain possession of all original documents or copies of such documents (and such documents may be retained in an electronic form) as laid out in Annex A, for a minimum period of 3 years starting from the date of any work pass application and any work pass renewal.