

Dear Key Appointment Holders and EA Personnel

To give both employers and employment agencies (EAs) a better user experience, prevent unauthorised transactions and safeguard employers' personal particulars, we have tightened the authorisation process. This new process also removes the need for EAs to keep the hard copy authorisation forms.

For EAs' actions

For any FDW eService transactions performed from 1 Jul 2021, the employer must log in to the FDW eService to authorise your agency **before you can proceed with the transaction**. This also applies to employers who had signed the hard copy authorisation forms previously.

Complete these steps to get the employer's authorisation:

1. Log in to our [FDW eService](#) .
2. Search for the employer using their NRIC number/FIN and Date of Birth.
3. Select the type of transaction you will be performing for the employer (e.g. apply for a Work Permit).
4. Choose one of these options for the employer to log in for the authorisation:
 - If the employer is physically present with you, select the option for them to log in directly to the FDW eService after you click Continue. They can then log in using the link or QR code generated on your computer screen for the authorisation immediately.
 - Alternatively, select the authorisation email option and enter the employer's email address. The login link will be sent to the employer.

The employer must respond to the authorisation request **within 7 days**. Otherwise, the request will lapse and you will need to send a new one.

Note: The employer must have a Singpass to log in for the authorisation. Please ask your client to [register for a Singpass](#) , if they do not have one, **at least 7 days before** transacting for them.

If the employer has difficulties with the Singpass registration, you can help them with it.

For the employer whose helper was approved under the [Sponsorship Scheme](#) , the sponsor can also log in to authorise your agency on the employer's behalf.

EA Licence Condition (EALC) 9 has been amended in line with the above change, to take effect from 1 Jul 2021.

- **Original EALC 9:** The licensee will written obtain authorisation from any employer seeking a foreign employee, prior to performing any form of work pass transactions with the Ministry of Manpower on the employer's behalf.
- **New EALC 9:** The licensee will obtain authorisation from the employer, prior to performing any form of work pass transaction with the Ministry of Manpower on the employer's behalf. Such authorisation must be obtained digitally via the Singapore Personal Access (Singpass) application, or in writing in such form as may be prescribed by the Commissioner.

Please also refer to the [FAQs](#) and [infographic](#) for more details on the new process.

Yours sincerely

Kevin Teoh

Commissioner for Employment Agencies

Ministry of Manpower