

Dear EA Key Appointment Holders and EA Personnel,

Employment agencies (EAs) play a crucial role in facilitating good matches between employers and MDWs. To encourage greater ownership of matching outcomes by employment agencies (EAs), all EAs will be required to provide employers of migrant domestic workers (MDWs) a [refund option](#) of at least 50% of the service fees paid by the employer, if the MDW's employment is terminated within the first six months of employment. This will apply to service fees paid on or after 1 June 2022.

2. To limit the liability on EAs, the refund option is available to the employer only if the employer has hired no more than three MDWs through the EA, and each of their employment was terminated within the first six months of employment. There will also be specific circumstances under which the policy would not apply.

3. The Employment Agency Rules (EAR) will be amended to include the new service fee refund policy. EAs should refer to the [MOM website](#) for details of the policy, including how 'service fee' is defined and the specific exclusions. EAs that fail to provide refunds to employers as required under the EAR may receive demerit points and have their WPOL/EPOL accounts suspended.

4. We encourage EAs to review your matching processes and consider ways to facilitate better matches and provide better quality services to employers. Lasting employment relationships reduce the likelihood that EAs have to provide refunds. Employers that are satisfied with an EA's services would also be more inclined to seek a replacement MDW rather than a refund from the EA. EAs with good matching outcomes would in general see fewer premature terminations and refunds.

5. To support the EA industry, the Association of Employment Agencies (Singapore) (AEA(S)), in consultation with MOM, has developed [best practices](#) to promote good matching. EAs are encouraged to refer to and adopt the recommended practices in their matching.

Yours sincerely

Mr Kevin Teoh
Commissioner for Employment Agencies
Ministry of Manpower