

Factsheet on Employment Agency Customer Rating system

1. What is the customer rating system about?

- FDW employers who used an EA's services will get a chance to rate their EA's service a few months after their FDW has been placed with them – this allows them to experience the full suite of EA's services, including post-deployment services, before they rate.
- Employers will be invited to rate the EA's performance on four areas:
 1. *How well did your EA explain application process, fees, service contract and the FDW employment contract to you? (5-point rating scale)*
 2. *How helpful was your EA when you needed advice or help? (5-point rating scale)*
 3. *How able was your EA in finding an FDW that meets your need? (5-point rating scale)*
 4. *Would you recommend the EA to your friends? (Yes/No)*
- The survey is voluntary. Employers are strongly encouraged to participate.
- The aggregated rating for the individual survey questions, as well as the EA's overall rating, will be published on MOM's Employment Agencies and Personnel Search E-Service page (<https://services.mom.gov.sg/eadirectory/>)
- Each agency's rating will be based on survey responses collated over the preceding 12 months.

2. What is the process for an employer?

- Three to four months after the FDWs start working, employers will receive an SMS from MOM on their mobile phone number declared to MOM during the work pass application process.
- The SMS will contain a unique URL to a survey page to rate the EA for each of the 4 questions. The survey will take less than 1 minute to complete.
- Each employer's rating will form part of the EA's aggregated rating that will be displayed on MOM's Employment Agencies and Personnel Search E-Service page. Individual employer's ratings will not be displayed and identities of employers who took part in the survey will be kept strictly confidential.

3. When will the customer rating system be launched?

- The customer rating system will be launched in the middle of this year.