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MINISTRY OF MANPOWER

Feedback on Employment Agency

This form may take you 10 minutes to fill in.
You will need the following information to fill in the form:

- **Name of employment agency/ agent**
- **Address of employment agency/ agent**
- **Nature of feedback**

Please complete the form and submit it with supporting documents, if any, to the above address.

1	Name of employment agency / agent	
2	Address of employment agency / agent	Contact person …….. Contact No. ……

3 Nature of feedback *[please circle the relevant box(es)]*

(A) Type of feedback investigated by Employment Agency Licensing Branch (EALB)

Nature of offence	Unauthorised application/ cancellation of work permit	Operating as illegal/ unlicensed EA[1]	Passport withholding	Mistreatment/ abuse of foreign domestic worker	Bring in underage foreign domestic worker	Others (Pls Specify)

[1] *To check whether an Employment Agency (EA) is licensed by MOM, refer to the EA Directory at www.mom.gov.sg.*

(B) Type of Feedback handled by Accreditation Bodies

Nature of contractual / service disputes	Delay in application/ cancellation/ placement of workers	Overcharging	Refund of loan/ fee	Poor matching	Unsatisfactory level of services provided	Others (Pls Specify)

For contractual/service disputes with EAs, you may wish to seek assistance from either CaseTrust (Tel: 64631811; email: complaints@case.org.sg) or Association of Employment Agencies (Singapore) (Tel: 68362618; email: admin@aeas.org.sg). To check if an Employment Agency (EA) is accredited, please refer to EA Directory at www.mom.gov.sg.

4	Supporting documents *(please list attachments, if any)*	

Please elaborate on your issues.

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Name/ NRIC of Informant _____ Email/ Residential address/ Contact No. _____ Signature _____ Date _____