

Application for Employment Pass (EP) Online Services Access

This form may take you 2 minutes to fill in. Ensure that your form is complete or you will experience delays in processing time.

Part 1: Your Organisation's Particulars

Organisation's Name:

Organisation's Address:

Postal code: *Contact no: (O) (Hp) (Fax)

Contact Person: Designation:

Email:

*Unique Entity Number (UEN) / Registration No. (ACRA):

Employment Agency Licence No (only for Employment Agencies):

Important Notes:

- Fields marked with * are mandatory.
- For Employment Agency, please submit a copy of any Key Appointment Holder's NRIC (front & back) together with this form.

Part 2: Your Request [Please tick at least one of the following box(es)]

Apply for an EP Online Account

Note:

- Please provide the particulars of the organisation's EP Online account administrator in the fields below.
- Please refer to 'Important Notes on Application for EP Online Services Access' for other documents that should be submitted together with this form.
- The processing time is **7 working days** from the date we receive your completed application.

Change my Administrator/ **Add another Administrator**

Note:

- Please provide the particulars of the newly appointed administrator in the fields below.
- The new administrator may log in to EP Online **7 working days** from the date we received your completed application.

Mandatory Fields

Administrator's Name (as in NRIC / Passport):

NRIC No. / FIN: Employment Status: #Employee / Partner / Sole-Proprietor / Director / Licensee

Designation: Contact no: (O) (Hp)

Email:

Delete where inapplicable.

Grant current EP Online user of a related organisation access to my organisation's EP Online account (indicated in Part 1).

Note:

- We will consider your request if both organisations are related through shareholding / common directorship etc.
- Please submit supporting documents (e.g. business profile from the Accounting and Corporate Regulatory Authority) to substantiate the relationship between the two organisations.

Mandatory Fields

Name (as in NRIC / Passport):

NRIC No. / FIN: Employment Status: #Employee / Partner / Sole-Proprietor / Director / Licensee

Designation: Contact no: (O) (Hp)

Email:

Delete where inapplicable.

Terminate my organisation's EP Online account with effect from _____ (dd/mm/yyyy).

I hereby declare that the information provided in this form is true and correct.

Full Name & Signature of #Sole Proprietor / Partner / Director /
General Manager / Personnel Manager / Licensee

Date

Delete where inapplicable

Important Notes on Application for EP Online Services Access

(A) General

1. All EP Online users are required to obtain a SINGPASS (Singapore Personal Access) in order to access the EP Online system. This is a password that is required for transactions involving the Government's e-services. For more information on SINGPASS application, please visit the eCitizen website at <http://www.singpass.gov.sg/sppubsvc/>.
2. Part 1 of the form requires you to fill in your organisation's Unique Entity Number (UEN). This is a standard identification number issued to each organisation in Singapore, to facilitate their interaction with various government agencies. For more information on UEN and UEN issuance agencies, please refer to www.uen.gov.sg.

(B) Application for EP Online Account

1. With effect from 1 Feb 2010, only Singapore Citizens, Singapore Permanent Residents and foreigners holding Employment Pass, Personalised Employment Pass, EntrePass, or S Pass can be appointed as EP Online user (s).
2. Please **mail** the following set of documents to

*EP Online Account Administration
Work Pass Applications Section
Work Pass Division
Ministry of Manpower
18 Havelock Road
Singapore 059764.*

- a. Application for EP Online Services Access form;
 - b. Declaration Form for EP Online User Agreement;
 - c. Application Form for Interbank GIRO (EP Online), if you wish to use GIRO as the mode of payment for Work Pass administrative fees and charges;
 - d. For Employment Agency, please submit a copy of any Key Appointment Holder's NRIC (front & back).
3. Alternatively, you may submit electronic/scanned copies of the documents listed above via the iSubmit web portal (<http://www.mom.gov.sg/iSubmit>), except the Application Form for Interbank GIRO (EP Online) which has to be submitted by post. For submission via iSubmit, please select '3. EP Online & WP Online Accounts Administration' under 'Request Type' on the iSubmit portal.
 4. You will receive a one-time PIN by mail if your application is approved.
 5. The Administrator must log in using the one-time PIN to activate the account. Subsequently, the administrator may login in to EP online using his/her SINGPASS via MOM website.
 6. We allow up to a maximum of 6 employees for each EP Online account. You can appoint 2 employees as the Administrators and up to 4 employees as users.

(C) Change/Addition of Company EP Online Account Administrator

1. The Administrator can grant access rights to additional administrator and users via the 'Manage User Account' function at the EP Online function side bar so as to enable them to perform EP/S Pass and related Pass transactions (e.g. application, renewal and application status enquiry). The Administrator can also terminate their access to EP Online.
2. For manual request, please fax the 'Application for EP Online Services Access' form to WPD at fax number (65) 6296 2086. Alternatively, you may submit electronic/scanned copy of the form via the iSubmit web portal (<http://www.mom.gov.sg/iSubmit>). For this mode of submission, please select '3. EP Online & WP Online Accounts Administration' under 'Request Type' on the iSubmit portal.
3. The new Administrator may log in to EP Online using his/her own SingPass via MOM website, under 'Services and Forms' 7 working days from the date we received your completed application.

(D) Grant applicant access to another related Organisation's EP Online Account

1. The Administrator can grant a current EP Online user of a related organisation the access to the organisation's EP Online account via the EP Online function side bar so as to enable them to perform EP/S Pass and related Pass transactions (e.g. application, renewal and application status enquiry). The Administrator can also terminate Users' access to EP Online

2. For manual request, please fax the completed 'Application for EP Online Services Access' form together with supporting documents to WPD at fax no: (65) 6296 2086 to link an employee to another Organisation's EP Online Account. Alternatively, you may submit electronic/scanned copy of the completed form via the iSubmit web portal (<http://www.mom.gov.sg/iSubmit>). For this mode of submission, please select '3. EP Online & WP Online Accounts Administration' under 'Request Type' on the iSubmit portal.
3. We will consider your request if both organisations are related through shareholding / common directorship etc.
4. Please submit supporting documents (e.g. business profile from the Accounting and Corporate Regulatory Authority) to substantiate the relationship between the two organisations.

(E) Termination of EP Online Account

1. Please fax the 'Application for EP Online Services Access' form to WPD at fax number (65) 6296 2086 if you intend to cease business and/or wish to terminate the EP Online account. Alternatively, you may submit electronic/scanned copy of the form via the iSubmit web portal (<http://www.mom.gov.sg/iSubmit>). For this mode of submission, please select '3. EP Online & WP Online Accounts Administration' under 'Request Type' on the iSubmit portal.
2. For organisation, you will have to inform WPD to terminate your EP Online account if:
 - a) There will be a change in the organisation's UEN (e.g. conversion in business entity from Sole Proprietorship to Private Limited company). Please note that you will have to apply for a new EP Online account under the UEN.
3. For employment agencies, you will have to inform WPD to terminate your EP Online account if:
 - a) You intend to cancel or surrender your employment agency licence; or
 - b) There will be a change in the employment agency licence number resulting from changes such as change of licensee, conversion to Private Limited Company etc. Please note that you have to apply for a new EP Online account under the new employment agency licence number.

Declaration Form for EP Online User Agreement

This form may take you 2 minutes to fill in. Incomplete forms will not be processed.

Instructions:

1. Please read the attached terms and conditions of the Employment Pass (EP) Online User Agreement carefully before you sign or use the EP Online services.
2. The declaration form must be signed by the:
 - Sole Proprietor, if the organisation is registered under 'Sole Proprietorship'; or
 - Partner, if the organisation is registered under 'Partnership'; or
 - Person with a designation of Manager or higher, if the organisation is registered under 'Pte Ltd', 'Ltd' or 'LLP'; or
 - Any Key Appointment Holders if the organisation is an employment agency.
3. The declaration form must be duly completed and returned to the Work Pass Division at the following address:

EP Online Account Administration
Work Pass Applications Section
Work Pass Division
Ministry of Manpower
18 Havelock Road
Singapore 059764

Alternatively, you may submit the electronic/scanned copy of the completed form via the iSubmit web portal (<http://www.mom.gov.sg/iSubmit>). For this mode of submission, please select '3. EP Online & WP Online Accounts Administration' under 'Request Type' on the iSubmit portal.

To: Controller of Work Passes

1. I have read and understood the terms and conditions of the EP Online User Agreement, a copy of which has been provided to me. I agree to be bound by the terms and conditions stated therein.
2. I shall ensure that all users of my EP Online account read and understand the terms and conditions of the EP Online User Agreement. I agree that they shall be bound by the terms and conditions stated therein, and that I will be held responsible for their acts in using the EP Online system.
3. I am aware that Ministry of Manpower (MOM) may vary the terms and conditions of the EP Online User Agreement and/or create new terms or conditions at any time and such changes will be made known via online message broadcast or in such manner as MOM deems appropriate. I am aware that the changes shall take effect on the date specified in the notice. I shall ensure that all users of my EP Online account read and understand the changes. I, and users of my EP Online account, shall refer to the 'Terms and Conditions' on the EP Online top menu for the updated terms and conditions. Continued usage of the EP Online account after the imposition of revised or additional terms and conditions shall constitute acceptance on my part, of such revised or additional terms and conditions.
4. If I breach any of the terms and conditions of the EP Online User Agreement, my EP Online account shall be suspended or terminated.
5. I am aware that the suspension or termination of the EP Online account shall not in any way prejudice or affect MOM's right to take other actions against me and/or the company.

Name (as in NRIC / Passport) : _____

NRIC No. / Foreign Identification Number (FIN) : _____

Designation : _____

Company's / Organisation's Name : _____

Signature : _____

Date : _____

Work Pass Division

18 Havelock Road
Singapore 059764
Tel: 6438 5122
www.mom.gov.sg
mom_wpd@mom.gov.sg



EP ONLINE USER AGREEMENT

This agreement contains the terms and conditions which shall bind users of the EP Online System, provided by the Ministry of Manpower.

1 Definition of Terms

In this agreement, the following words and phrases shall have the meanings assigned to them except where the context otherwise requires:

"MOM"	means Ministry of Manpower;
"EP Online"	means the electronic system designed for the provision of Services in relation to Employment Pass, S Pass, Training Employment Pass and related passes such as Long Term Visit Pass and Dependant's Pass; Letter of Consent.
"Services"	means the facilities provided through the EP Online system;
"Customer"	means the user of the EP Online system, including a person or organisation, holding a SingPass ID, his servants and agents and his authorised users;
"SingPass ID"	means the Singapore Personal Access ID assigned to the Customer;
"CPFBoard"	means Central Provident Fund Board;
"Employer"	means any organisation and/or person employing a foreigner and, for the purposes of an application for an Employment Pass, S Pass, Training Employment Pass and related passes such as Long Term Visit Pass, Dependant's Pass and Letter of Consent, any person who intends to employ a foreigner.

2 Services to be Provided

- 2.1 The customer shall have access to the Services in EP Online to carry out any of the transactions provided by the system. The Services available are set out in the Online Guide for the system.
- 2.2 MOM may vary the Services provided through EP Online and shall notify the customer of any variation by posting a message broadcast via the EP Online system. MOM reserves the right not to approve any transaction that may be submitted by the customer through EP Online.
- 2.3 MOM may verify and share the information retrieved, stored or transmitted through the services with any government agency as and when necessary so as to serve the customer in the most effective way, unless such sharing is prohibited by legislation. MOM will NOT share customer's personal data with non-Government entities, except where such entities have been authorised to carry out specific duties in relation to services provided by the Government.
- 2.4 MOM may display data that customer had previously supplied to other Government agencies or MOM. This will speed up the transaction and save customer the trouble of repeating previous information submissions. Should the data be out-of-date, customer should supply MOM with the latest data. MOM will retain the data only as necessary for the effective delivery of public services to the customer.
- 2.5 To safeguard the data provided by the customer from unauthorised persons, all electronic and transmission of personal data will be secured with appropriate security technology.

3 Hours of Operation

- 3.1 The Services are available for use from 8am to 8pm on Mondays to Fridays, and 8am to 2pm on Saturdays. Services will not be available on Sundays and Public Holidays.
- 3.2 MOM reserves the right to shut down the EP Online for system maintenance as and when necessary. MOM shall take reasonable steps to notify the customer of the system unavailability by posting a message broadcast on EP Online. MOM shall not be responsible for any damage or loss resulting from the unavailability of the system due to system maintenance.

4 Purchase of Hardware and Software by Customer

- 4.1 The hardware and software products to be used by the customer for access to EP Online shall be acquired by the customer from a vendor of his choice.
- 4.2 The customer shall ensure that the hardware and software are compatible and suitable for communicating with the EP Online.
- 4.3 The customer shall be fully responsible for the installation and maintenance of the necessary hardware and software.
- 4.4 The hardware and software to be acquired by the customer must be in accordance with the specifications prescribed by MOM in the 'Recommended PC Specification' and 'Technical Guidelines'. MOM reserves the right to change the prescribed hardware and software specifications required. The customer shall be notified of any change in the specifications by an online message broadcast on EP Online.

5 Fees and Charges

- 5.1 The customer shall be liable for and shall promptly pay on demand all fees and charges due notwithstanding that the customer disputes the same for any reason(s) whatsoever. The customer shall inform MOM of any dispute within 7 days from the date of the statement and in the event, the dispute is decided by MOM in the customer's favour, MOM will refund to the customer any excess amount paid by the customer.
- 5.2 All payments must be made through GIRO or any other form of electronic payment system approved by MOM. For payments by GIRO, the bill will be made available to the customer via EP Online from the 5th day of each calendar month and deductions from GIRO shall be made on the 17th day of the month or next working day if 17th falls on a Saturday, Sunday or Public Holiday. The customer is required to ensure there is sufficient fund in the GIRO bank account. MOM shall suspend or terminate the services or access to the EP Online if the GIRO deduction is unsuccessful.
- 5.3 If the amount stated in MOM's bill or any part thereof remains unpaid after the due date, MOM reserves the right to suspend the user account and charge interest on the sum that remains unpaid at the rate specified in MOM's bill from the due date to date of full payment (due date will be stipulated as fourteen calendar days from statement date).
- 5.4 If the customer intends to terminate the GIRO bank account, he must notify MOM in writing within 7 calendar days of such intent. Such notice shall be given before the customer terminates the GIRO bank account.
- 5.5 A reconnection charge of \$14.50 will be charged if the suspended or terminated account is reconnected for usage.
- 5.6 MOM may review and vary the rate or amount of any charge or the payment schedule under this agreement by posting a broadcast notification on the EP Online site.

6 Intellectual Property

- 6.1 The contents of the EP Online system such as the specifications, materials, programs developed by MOM and/or its authorised agent, text, graphics, logo or mark are protected by copyright, trademark and other forms of propriety rights and these rights are owned by, licensed or controlled by MOM. No part or parts of the EP Online may be reproduced, distributed, adapted, modified, republished, displayed, broadcast or transmitted in any manner or by any means without prior written permission from MOM. The customer shall use the services in a manner that will not infringe these rights.

7 Change of Address

- 7.1 The customer shall notify MOM of any change of his business address, contact and fax particulars within 7 calendar days of such change.

8 Cessation of Business by Customer

- 8.1 If the customer intends to cease business or is facing insolvency or bankruptcy proceedings, he must notify MOM in writing within 14 calendar days of such intent or proceedings. Such notice shall be given before the customer ceases his business operations or before any insolvency or bankruptcy proceedings are instituted.

9 EP Online account

- 9.1 EP Online accounts shall be assigned to all customers in accordance with their SingPass IDs. The customers shall be fully responsible for the change or reset of this SingPass ID with the CPF B or its designated centres.
- 9.2 The customer shall protect the secrecy of his/her SingPass ID at all times and shall ensure that it is not revealed or disclosed in any manner whatsoever to any person(s). The customer shall be responsible for all transactions effected by the utilisation of the services with the customer's SingPass ID whether or not such use was authorised and shall bear all charges, losses or damages arising from any use of his/her SingPass ID.
- 9.3 The customer shall inform MOM as soon as it is practicable if the customer believes that an unauthorised transaction may be or has been conducted with the customer's SingPass ID.
- 9.4 The customer shall ensure that the persons accessing EP Online are employees of the organisation. The Customer shall also ensure to terminate the persons access to EP Online if they ceased to be employees of the organisation. MOM reserves the right to limit the number of users for every EP Online account.
- 9.5 The customer shall be responsible for updating MOM on the substitute of the administrator for their EP Online account.

10 Customer's Responsibilities

- 10.1 The customer shall use the information retrieved, stored or transmitted through the services for its prescribed purpose.
- 10.2 The customer shall take all necessary measures to prevent unauthorised access to the system. The customer shall ensure that only its servants, agents and authorised users are allowed to retrieve, store or transmit information through its own registered EP Online account and that it is utilised for the purposes of its own business operations.
- 10.3 The customer shall not retrieve, store or transmit information through an EP Online account other than his/her own registered EP Online account.
- 10.4 The customer shall not retrieve, store or transmit information through the system on behalf of an employer without obtaining authorisation from the employer concerned.
- 10.5 The customer shall not use the Services in EP Online for any illegal purpose or in any other manner inconsistent with the Terms and Conditions of Use.
- 10.6 The customer shall ensure that all information submitted through the Services is complete, accurate, true, correct and consistent with the supporting documents. Failure to do so shall result in delay in processing or rejection of the electronic submission. The customer shall be liable for all costs incurred due to false or incorrect information submitted.
- 10.7 The customer shall ensure that all relevant supporting documents for the purposes of application for, issuance or cancellation of an Employment Pass, S Pass, Training Employment Pass and related passes such as Long Term Visit Pass, Dependant's Pass and Letter of Consent for foreigners are retained by the customer for a period of 3 years from the date of application. Failure in producing the required documents to MOM may result in the revocation of the Employment Pass, S Pass, Training Employment Pass and related passes such as Long Term Visit Pass, Dependant's Pass, Letter of Consent and repatriation of the foreigner. The customer shall bear all costs incurred arising from the revocation of the Employment Pass, S Pass, Training Employment Pass and related passes such as Long Term Visit Pass, Dependant's Pass and Letter of Consent.
- 10.8 The customer, his servants and agents and authorised users must, at all times comply with the instructions or directions issued by MOM regarding the use of EP Online, as well as the Online Guide and other documents given.
- 10.9 The customer is prohibited from violating or attempting to violate the security of the EP Online including:
a) accessing data or logging into a server or account which the customer are not authorised to access
b) attempting to probe, scan or test the vulnerability of the EP Online
c) breaching or attempting to breach the security or authentication measures of the system.

11 Disclaimer

- 11.1 While every care is taken by MOM to provide the Services, the Government disclaims all liability whatsoever, for:
- (i) any loss of or any inability to retrieve any data or information however caused and including non-deliveries, misuses, misdeliveries as a result of any interruption, suspension or termination of service;
 - (ii) any inaccuracy in the information or resources available, received or transmitted through EP Online;
 - (iii) any malfunction, defect or error in the EP Online system; and
 - (iv) any delay or inability on MOM's part in the provision of the Services under this Agreement because of any electronic, mechanical, system, data processing or telecommunication defect or failure, Act of God, civil disturbance or any event outside MOM's control.

Further, no warranty is given that access to the EP Online will be provided uninterrupted or free from errors or that any identified defect will be corrected or that the information on the EP Online is free from virus or other malicious, destructive or corrupting code, agent, program or macros. MOM shall not be responsible or liable for any direct, incidental or consequential damage or loss that may result from such errors, defects or harmful components.

12 Suspension of Access to Services

- 12.1 MOM shall suspend the customer's access to the Services where incomplete, inaccurate, false, incorrect or inconsistent information is furnished, or where the customer has breached any of the responsibilities under Clause 10. Wilful misrepresentation or submission of false information may result in prosecution. Where levy or charges are incurred due to false or incorrect information, the customer shall be held responsible and shall be liable for the levy and charges incurred.
- 12.2 MOM may, without prejudice to any other rights or remedies of MOM and notwithstanding any waiver or any waiver of any previous breach, suspend all or part of the Services if the customer fails to fully pay up the charges and fees raised in Clause 5 of this agreement. The customer shall be liable to pay all charges and fees incurred up to and including the date of such suspension. After the customer has paid the charges and fees, MOM may in its sole discretion, reconnect the Services upon payment of the reconnection fee by the customer under Clause 5.5 and this agreement shall continue as if the Services had not been suspended.
- 12.3 If in the opinion of MOM, the customer has conducted himself in a manner which may amount to an infringement of Employment Act, Employment of Foreign Manpower Act (Chapter 91A) and its Regulations, Employment Agencies Act and its Rules, or the Work Injury Compensation Act, MOM may suspend the Services or access to the EP Online up to a maximum period of six (6) months or until the conclusion of any investigations or termination of this Agreement under Clause 13.
- 12.4 The suspension of Services shall not in any way prejudice or affect MOM's right to take other actions against the customer.

13 Termination of Agreement

- 13.1 MOM or the customer may terminate this agreement by giving one month's notice in writing.
- 13.2 Upon termination of the agreement for whatever reason, the customer shall not continue to use the Services.
- 13.3 Termination of this agreement shall not affect the accrued rights or liabilities of either party nor shall any remedy which any party has against the other be affected.
- 13.4 Notwithstanding Clause 13.1, this agreement shall terminate immediately and without notice being given in event of the customer's cessation of business, bankruptcy or insolvency, or where the customer has breached any of the terms and conditions in this agreement. MOM may also terminate the agreement if in the opinion of MOM the customer has conducted himself in a manner which may amount to an infringement of Employment Act, Employment of Foreign Manpower Act (Chapter 91A) and its Regulations, Employment Agencies Act and its Rules, or the Work Injury Compensation Act and/or is prosecuted by the authorities.

14 Assignment of Agreement

- 14.1 The customer shall not, without the prior written consent of MOM, sub-contract, transfer or assign this agreement or benefits or obligations or any part thereof, to any other party.

15 Applicable Law

- 15.1 This agreement shall be governed by the laws of the Republic of Singapore.
- 15.2 A person who is not a party to this agreement shall have no right under the Contracts (Rights of 3rd parties) Act to enforce any term.
- 15.3 By accessing and/or using EP Online, the customer agrees that Singapore law (including without limitation the Electronic Transactions Act, Chapter 88) shall govern such access and the service.

16 Mediation

- 16.1 In the event of any dispute, claim, question or disagreement arising out of and relating to this agreement or the breach thereof, no party shall proceed to litigation or any other form of dispute resolution unless the parties have made reasonable efforts to resolve the same through mediation in accordance with the mediation rules of the Singapore Mediation Centre. A party who receives a notice for mediation from the other party shall consent and participate in the mediation. Any failure to comply with this clause shall be deemed to be a breach of the agreement.

17 Variation

- 17.1 MOM may vary the terms and conditions of this agreement and/or create new terms or conditions at any time by notifying the customer of the changes. The changes shall take effect on the date specified on the notice. Should the customer continue to utilise the Services after the specified time, the customer shall be deemed to have accepted the changes. MOM shall notify the Customer of any changes via online message broadcast on EP Online or in such manner as MOM deems appropriate.

18 Exclusion of Liability

- 18.1 MOM shall in no event be liable for any damages, loss or expense including without limitation, direct, special or consequential damage or economic loss arising from or in connection or referable to:
- (i) any access, the use or inability to access or use of the EP Online or the services, or reliance on the information on the EP Online;
 - (ii) any system, server or connection failure, error, omission, interruption or delay in transmission;
 - (iii) any computer virus or other malicious, destructive or corrupting code, programs or macro that may affect, the computer equipment, program or other property of yours.

19 Indemnity

- 19.1 By accessing the Services in EP Online, the customer agrees to indemnify, hold harmless and defend MOM from and against any claims, actions or demands, including, without limitation, reasonable legal and accounting fees, alleging or resulting from your use of the Services or your breach of the terms and conditions of use.

How does GIRO work?

The original Application for Interbank GIRO Form (EP Online) must be submitted to:

*EP Online Account Administration
Work Pass Applications Section
Work Pass Division
Ministry of Manpower
18 Havelock Road
Singapore 059764.*

The Application for Interbank GIRO Form instructs your bank to make deductions from your savings or current account for the Work Pass administrative fees and charges when you use EP Online.

- MOM shall suspend or terminate the Services or access to EP Online if the GIRO deduction is not successful.
- Bills will be made available via EP Online from the 5th day of each calendar month and GIRO deduction date will be on the 17th of each month or the next working day if 17th falls on a Saturday, Sunday or Public Holiday.
- The processing time for Interbank GIRO application is about 4 weeks. Prior to the approval from the Bank for the Interbank GIRO account, payments for the Work Pass administrative fees and charges are to be made via eNETS Credit or eNETS Debit.