



Updated on 18 Feb 2013

## Use this form to open / close your WPOL and EPOL accounts or change your administrators (For Employment Agencies' Access only)

### Completing the form

If you have all the right information on hand, this form should take 2 minutes.

**All fields on pages 1-3 are compulsory.**

Please read the *Important Notes* for more information about access to online accounts.

You do not have to fill this form if you only wish to change or appoint another administrator/ user to any of your accounts. Login to your EPOL / WPOL account and go to *Manage User Account*.

#### PART A

For everyone to complete

#### PART B

If you are applying for a new account or want to change administrator but currently do not have one in your organisation.  
(E.g. he/she has resigned)

## Your declaration

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

I have also read the *Important Notes* found on page 4 & 5.

Your full name & job title:

# Sole Proprietor/ Partner/ Director/ General Manager/ HR Manager/ Licensee

Your signature:

# Delete accordingly

Date




(DD-MM-YYYY)



## PART A

### About your application

I want to (tick one box):

- Open an EPOL account [For services related to Employment Pass (EP), S Pass, Dependant Pass (DP), & Long-Term Visit Pass (LTVP)]
- Open a WPOL account [For services related to Work Permits (WP)]
- Open both EPOL and WPOL accounts
- Change administrator for my EPOL / WPOL / both accounts (please delete accordingly)
- Close my account(s)

### About your organisation

Unique Entity Number (UEN):

EA License Number:

Name:

  


Address:

  
  
  


Postal Code

Contact no.:

 (o)  (hp)  (fax)

Contact person:

Designation:

Email:



## PART B

### About your online account administrator

- Your administrator must be a registered key appointment holder / employment agency personnel with the Employment Agency Licensing Branch.
- Your administrator can only access the account(s) of the Employment Agency he is registered with.
- If your appointed administrator is a current user of a related organisation, please submit supporting documents (e.g. business profile from the Accounting and Corporate Regulatory Authority) to show the relationship between the two organisations.
- Your administrator will automatically be granted Administrative and Operational roles. (i.e. grant EPOL / WPOL access) to appoint employees of the organisation and perform relevant work pass related transactions on the organisation's behalf.
- Please refer to the *Important Notes* on the next page for other documents that should be submitted together with this form. Make sure you have read and agreed to it.

**Administrator's name** (as in NRIC / Passport):

  


**NRIC no. / FIN:**

**Contact no.:**

 (O)  (hp)  (fax)

**Designation:**

**Employment status** (tick one):

Employee
  Partner
  Sole – Proprietor
  Director
  Licensee

**For new applications:**

- Please submit a copy of any Key Appointment Holder's NRIC (front & back) together with this form.
- The processing time is **7 working days** from the date we receive your completed application and supporting documents (if any). We will write to you once your account is ready.

**For change of administrator in existing online account(s)**

- Your new administrator may login to EPOL / WPOL **7 working days** after submitting the completed application and supporting documents.



## Important Notes

### (A) General

1. Only Singapore Citizens, Singapore Permanent Residents and foreigners holding Employment Pass, Personalised Employment Pass, EntrePass, or S Pass can be appointed as EPOL / WPOL user(s).
2. EPOL / WPOL users holding any of the above mentioned work passes may access their employing company's EPOL / WPOL accounts only.
3. All EPOL / WPOL users are required to obtain a SingPass (Singapore Personal Access) in order to access the EPOL / WPOL 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 [www.singpass.gov.sg/sppubsvc](http://www.singpass.gov.sg/sppubsvc)
4. We allow access of up to a maximum of six employees for each EPOL / WPOL account. You can appoint up to two employees as administrators and up to four employees as users.

### (B) Application for EPOL / WPOL Account

1. Please **mail** the following set of documents to

EPOL / WPOL Account Administration  
Work Pass Applications Section  
Work Pass Division  
Ministry of Manpower  
18 Havelock Road  
Singapore 059764

- A completed copy of this form
  - Declaration Form for EPOL / WPOL User Agreement
  - Application Form for Interbank GIRO (EPOL / WPOL), if you wish to use GIRO as the mode of payment for Work Pass administrative fees and charges
  - Submit a copy of any Key Appointment Holder's NRIC (front & back)
2. Alternatively, you may submit electronic / scanned copies of the documents stated above using iSubmit ([www.mom.gov.sg/iSubmit](http://www.mom.gov.sg/iSubmit)), except the Application Form for Interbank GIRO which has to be submitted by post. Select option 3. *EP Online & WP Online Accounts Administration*.
  3. If your application is approved, you will receive a one-time PIN by mail in about one week.
  4. Your administrator must login using the one-time PIN to activate the account. Subsequently, your administrator may login to EPOL / WPOL using his SingPass through MOM website.

### (C) Linking an employee to another related EPOL / WPOL account

1. If your administrator wants to link an employee to another related organisation's EPOL / WPOL account, your administrator can do so using the *Manage User Account* function found on EPOL / WPOL. Please submit supporting documents (e.g. business profile from the Accounting and Corporate Regulatory Authority) to show the relationship between the two organisations.



2. We will consider your request if both organisations are related through shareholding / common directorship etc.

#### **(D) Termination of EPOL / WPOL Account**

1. For employment agencies, you have to inform us for termination of EPOL / WPOL account if:
  - You intend to cancel / surrender your employment agency license;
  - There will be a change in the employment agency license 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 EPOL / WPOL account under the new employment agency license number.

**Work Pass Division**

18 Havelock Road  
Singapore 059764  
www.mom.gov.sg



## Declaration Form for EP Online/ WP Online User Agreement

You may need about 2 minutes to complete this form.

**Instructions:**

- Please read the attached terms and conditions of the Employment Pass (EP) Online/ Work Permit (WP) Online User Agreement carefully.
- The declaration form can only be acknowledged and signed by the following:
  - Sole proprietor if the organisation is registered as a **Sole Proprietorship**
  - Partner if the organisation is registered as a **Partnership**
  - A Managerial level staff and above if the organisation is registered as a **Pte Ltd, Ltd or LLP**
  - A key appointment holder if the organisation is an employment agency.
- The duly completed declaration form must be returned to the Work Pass Division at the following address:

Work Pass Applications Section  
Work Pass Division  
Ministry of Manpower  
18 Havelock Road  
Singapore 059764

Or, you may submit the electronic/scanned copy of the completed form via MOM's 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' when attaching the scanned document.

- we will not be able to process incomplete forms.

**To: Controller of Work Passes**

- I have read and understood the terms and conditions of the EP Online/ WP Online User Agreement, a copy of which has been provided to me. I agree to be bound by the terms and conditions stated therein.
- I shall ensure that all users of my EP Online/ WP Online account read and understand the terms and conditions of the EP Online/ WP 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/ WP Online system.
- I am aware that Ministry of Manpower (MOM) may vary the terms and conditions of the EP Online/ WP 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/ WP Online account read and understand the changes.

I, and users of my EP Online/ WP Online account shall refer to the 'Terms and Conditions' on the EP Online/ WP Online top menu for the updated terms and conditions. Continued usage of the EP Online/ WP 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.

- If I breach any of the terms and conditions of the EP Online/ WP Online User Agreement, my EP Online/ WP Online account shall be suspended or terminated.
- I am aware that the suspension or termination of the EP Online/ WP Online account shall not in any way prejudice or affect MOM's right to take other actions against me and/or the organisation.

Name (as in NRIC/Passport) : \_\_\_\_\_

NRIC No. / Foreign Identification Number (FIN) : \_\_\_\_\_

Designation : \_\_\_\_\_

Organisation's Name : \_\_\_\_\_

Signature : \_\_\_\_\_

Date : \_\_\_\_\_

## EP Online/ WP Online User Agreement

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This Agreement contains the terms and conditions which will bind Customers of the EP Online and WP Online systems provided by the Ministry of Manpower.

### 1 Definition of Terms

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

“MOM”, “We”, “Our” or “Us”	means Ministry of Manpower.
“EP Online”	means the electronic system designed for the provision of services in relation to all passes issued by MOM, including Employment Pass, S Pass, Training Employment Pass, Long Term Visit Pass, Dependant’s Pass and Letter of Consent.
“WP Online”	means the electronic system designed for the provision of services in relation to Work Permits.
“Services”	means the facilities provided through the EP Online or WP Online system.
“Customer”, “You” or “Your”	means the administrator or user of the EP Online or WP Online system, including a person or organisation, holding a CorpPass or SingPass ID. This comprises employees, agents and authorised users.
“SingPass ID”	means Singapore Personal Access ID assigned to the Customer.
“CorpPass ID”	means Singapore Corporate Access ID assigned to the Customer.
“CPF”	means Central Provident Fund Board.
“Employer”	means any person or organisation employing or intending to employ a foreigner.

### 2 Services to be Provided

- 2.1 You will have access to the services in EP Online and WP Online to carry out any of the transactions provided by the system.
- 2.2 We may vary the services provided through EP Online and WP Online and will notify you of any variations by posting an announcement on EP Online or WP Online. We reserve the right to reject any transactions submitted by you through EP Online and WP Online.
- 2.3 We may verify and share the information retrieved, stored or transmitted through the services with any Government agencies as and when necessary to serve you in the most effective way, unless such sharing is prohibited by legislation. Your personal data will not be shared with non-Government entities, except where such entities are authorised to carry out specific duties relating to the services provided by the Government.
- 2.4 To speed up transactions, we may display the data you have provided to other Government agencies or in EP Online and WP Online. You should provide us with the latest information to get an accurate outcome. We will only retain data if it is necessary for us to serve you effectively.
- 2.5 To safeguard your data from unauthorised persons, we will secure all electronic transmission of personal data with appropriate security technology.

**3 Hours of Operation**

3.1	EP Online		WP Online	
	Monday to Friday	8am to 8pm	Monday to Friday	8am to 10pm*
	Saturday	8am to 2pm	Saturday	8am to 10pm*
Services are not available on Sunday and Public Holidays.				

\*We will consider all applications submitted through WP Online after 8pm from Monday to Friday and after 2pm on Saturday as being submitted on the next working day.

3.2 We reserve the right to make EP Online and WP Online unavailable for system maintenance as and when necessary. We will take reasonable steps to notify you of the system unavailability by posting an announcement on our website, EP Online or WP Online. We will not be responsible for any damage or loss resulting from the system unavailability.

**4 Purchase of Compatible Hardware and Software**

- 4.1 You need to buy, install and maintain your own hardware and software products for access to EP Online and WP Online.
- 4.2 Your hardware and software must meet the specifications prescribed in the 'Recommended PC Specification' and 'Technical Guidelines'. We reserve the right to change the prescribed specifications, and will notify you of these changes through an announcement on EP Online or WP Online.

**5 Fees and Charges**

- 5.1 You must pay all fees and charges promptly. If there is any disagreement on the amount paid, you must inform us within 7 days from the statement date. If we decide in your favour, the excess amount will be refunded to you.
- 5.2 Payments must be made through GIRO (applicable to Business Employers and Employment Agencies) or other forms of electronic methods approved by us. For GIRO payments, you can view or print the bill from EP Online and WP Online from the 5th of every month. GIRO deductions will be made on the 17th of the month or the next working day if the 17th is a Saturday, Sunday or Public Holiday. You must ensure that you have sufficient funds in your GIRO bank account. If the GIRO deduction is unsuccessful, your access to EP Online and WP Online will be limited or suspended.
- 5.3 If you intend to terminate the GIRO bank account, you must notify us in writing at least 14 days before the termination date.
- 5.4 We may review and vary the charges and payment schedule under this Agreement by posting an announcement on EP Online or WP Online.

**6 Intellectual Property**

6.1 The contents of the EP Online and WP Online systems such as specifications, materials, programs, text, graphics, logo or trademark developed by us and our authorised agents are protected by copyright, trademark and other forms of proprietary rights. These rights are owned by, licensed or controlled by us. No parts of EP Online and WP Online may be reproduced, distributed, adapted, modified, republished, displayed, broadcasted or transmitted in any manner or by any means without our prior written permission. You must use the services in a manner that will not infringe these rights.

**7 Change of Address and Contact Details (For Business Employers and Employment Agencies)**

7.1		Change of Address	Change of Contact Details
	EP Online	You must notify MOM.	You must notify MOM.
	WP Online	You must notify CPF B at <a href="http://www.cpf.gov.sg">www.cpf.gov.sg</a> .	
You must notify the respective government agency within 7 days of the change.			

**8 Cessation of Business (For Business Employers and Employment Agencies)**

8.1 If you intend to cease business or are facing insolvency or bankruptcy proceedings, you must notify us in writing at least 14 days before such intent or proceedings are instituted.



## 9 EP Online and WP Online Accounts

- 9.1 We have the rights to decide whether you can log in to EP Online and WP Online using your CorpPass or SingPass. To change or reset the passwords for CorpPass and SingPass, you can refer to the CorpPass and SingPass websites for more information.
- 9.2 You must protect the secrecy of your CorpPass and SingPass IDs at all times and not disclose to any person(s). You are responsible for all transactions done using your CorpPass or SingPass ID, regardless of whether you have authorised such use, and must bear any charges, losses or damages resulting from these transactions.
- 9.3 You must inform us immediately if an unauthorised transaction may be or has been done using your CorpPass or SingPass ID.
- 9.4 You must ensure that persons accessing EP Online and WP Online are authorised. You are responsible for terminating the person's access to EP Online or WP Online if the person is no longer authorised. We reserve the right to limit the number of administrators and users for all EP Online and WP Online accounts (applicable to Business Employers and Employment Agencies).
- 9.5 You are responsible for updating us of any changes to the administrators or users of the EP Online and WP Online accounts (applicable to Business Employers and Employment Agencies).
- 9.6 For Business Employers and Employment Agencies, we reserve the right to terminate the EP Online and WP Online accounts under any of these conditions:
- No regular logins to the accounts.
  - Account does not have any administrators or users.
  - The business entity is no longer operating or in existence.
- 9.7 We reserve the right not to grant access to EP Online and WP Online if you are assessed to be unsuitable to assume the responsibilities of an administrator or user.
- 9.8 We reserve the right to withdraw access to EP Online and WP Online immediately whenever you have contravened any of the following:
- The Employment Act (Chapter 91) or its subsidiary legislation.
  - Employment of Foreign Manpower Act (Chapter 91A) or its subsidiary legislation.
  - The Employment Agencies Act (Chapter 92) or its subsidiary legislation and licensing conditions.
  - The Foreign Employee Dormitories Act 2015 or its subsidiary legislation.
  - The Immigration Act (Cap 133) or its subsidiary legislation.
  - The Work Injury Compensation Act (Chapter 354) or its subsidiary legislation.
  - The Workplace Safety and Health Act (Chapter 354A) or its subsidiary legislation.
  - The provisions of the terms and conditions for the use of work pass online accounts. This includes being involved in transactions and activities which are inconsistent with the intent and purpose of the legislations and online account conditions.

## 10 Your Responsibilities

- 10.1 You must use the information retrieved, stored or transmitted through the services for its prescribed purpose.
- 10.2 You must take necessary measures to prevent unauthorised access to the system. You must ensure that only your employees, agents and authorised users are allowed to transact, retrieve, store or transmit information through the EP Online and WP Online accounts for your business operations.
- 10.3 You must not retrieve, store or transmit information through EP Online and WP Online if you are not registered as an administrator or user of that account.
- 10.4 You must not retrieve, store or transmit information through the system on behalf of an Employer without getting authorisation from the Employer.
- 10.5 You must not use the services in EP Online and WP Online for any illegal purpose or in any other manner inconsistent with the terms and conditions of use.
- 10.6 If you are an Employment Agency licence holder, you must use the Employment Agency's EP Online and WP Online accounts to transact for your clients.
- 10.7 You must ensure that all information submitted through the services is complete, true, correct and consistent with the supporting documents. If you fail to do so, it will cause delay in processing or rejection of your electronic submission. You are liable for all costs incurred due to submission of false or incorrect information.

- 10.8 You must retain the complete set of documents used to support the application, issuance or cancellation of all passes issued by us for 3 years from the date of application. If you are unable to produce these documents to us when required, the passes may be cancelled and you will have to bear the cost of sending the foreigner home.
- 10.9 You and your employees, agents and authorised users must always comply with our instructions or directions, online guide and other documents on the use of EP Online and WP Online.
- 10.10 You must download and save or print all GIRO bills or payment receipts issued from the use of EP Online or WP Online. The bills and receipts will only be available in EP Online and WP Online for 3 months from the payment date. We will not provide you with the monthly GIRO bills or payment receipts.
- 10.11 You are prohibited from violating or attempting to violate the security of EP Online and WP Online including:
- Accessing data or logging into a server or account which you are not authorised to access.
  - Attempting to probe, scan or test the vulnerability of EP Online and WP Online.
  - Breaching or attempting to breach the security or authentication measures of the system.

## 11 Disclaimer

- 11.1 While we take every care to provide the services, the Government disclaims all liabilities whatsoever for:
- Any loss of or any inability to retrieve data or information however caused including non-delivery, misuse, misdelivery as a result of any interruption, suspension or termination of services.
  - Any inaccuracy in the information or resources available, received or transmitted through EP Online and WP Online.
  - Any malfunction, defect or error in the EP Online and WP Online systems.
  - Any delay or inability on our 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 events outside our control.

Further, no guarantee is given that:

- EP Online and WP Online will always be accessible.
- EP Online and WP Online will be free from errors or defects.
- Any identified error will be corrected.
- EP Online and WP Online will be free from virus or other malicious, destructive or corrupting code, agent, program or macros.

We will 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 We will suspend access to the services if you have provided incomplete, false, incorrect or inconsistent information or breached any of the responsibilities under Clause 10. Wilful misrepresentation or submission of false information may result in prosecution. You will be held responsible and liable for any levies or charges incurred due to false or incorrect information.
- 12.2 We may suspend all or part of the services if you fail to make full payment of the fees and charges for the services. Non-payment of fees for either EP Online or WP Online may result in suspension of both accounts (if applicable). You will need to pay the amount owed up till the day of suspension. Once this is done, we may choose to restore the services, in which case this Agreement will resume.
- 12.3 We may suspend the services for up to a maximum period of 1 year or until the conclusion of any investigations, if we decide that you have infringed any of the following:
- The Employment Act (Chapter 91) or its subsidiary legislation.
  - The Employment of Foreign Manpower Act (Chapter 91A) or its subsidiary legislation.
  - The Employment Agencies Act (Chapter 92) or its subsidiary legislation and licensing conditions.
  - The Foreign Employee Dormitories Act 2015 or its subsidiary legislation.
  - The Immigration Act (Chapter 133) or its subsidiary legislation.
  - The Work Injury Compensation Act (Chapter 354) or its subsidiary legislation.
  - The Workplace Safety and Health Act (Chapter 354A) or its subsidiary legislation.

Alternatively, we can terminate this Agreement as described under Clause 13.4.

## 13 Termination of Agreement

- 13.1 MOM or the Customer may terminate this Agreement by giving 1 month's notice in writing.
- 13.2 Upon termination of the Agreement for whatever reason, you cannot continue to use the services.
- 13.3 Termination of this Agreement will not affect the accrued rights or liabilities of either party nor will any remedy

which any party has against the other be affected.

- 13.4 We can also terminate this Agreement immediately without any notice if you have done any of the following:
- a) Ceased the business operations or had the business declared as bankrupt or insolvent.
  - b) Breached the terms and conditions of this Agreement.
  - c) Infringed the Employment Act (Chapter 91) or its subsidiary legislation.
  - d) Infringed the Employment of Foreign Manpower Act (Chapter 91A) or its subsidiary legislation.
  - e) Infringed the Employment Agencies Act (Chapter 92) or its subsidiary legislation and licensing conditions.
  - f) Infringed the Foreign Employee Dormitories Act 2015 or its subsidiary legislation.
  - f) Infringed the Immigration Act (Chapter 133) or its subsidiary legislation.
  - g) Infringed the Work Injury Compensation Act (Chapter 354) or its subsidiary legislation.
  - h) Infringed the Workplace Safety and Health Act (Chapter 354A) or its subsidiary legislation.

#### **14 Assignment of Agreement**

- 14.1 You must not, without our prior written consent, 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 will be governed by the laws of the Republic of Singapore.
- 15.2 A person who is not a party to this Agreement will not have rights under the Contracts (Rights of Third Parties) Act to enforce any term.
- 15.3 By accessing or using EP Online or WP Online, you agree that Singapore law (including without limitation the Electronic Transactions Act, Chapter 88) will govern such access and the services.

#### **16 Mediation**

- 16.1 In the event of any dispute, claim, question or disagreement arising from and relating to this Agreement or the breach thereof, no party can proceed to litigation or any other forms 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 must consent and participate in the mediation. Any failure to comply with this clause will be deemed as a breach of the Agreement.

#### **17 Variation**

- 17.1 We may vary the terms and conditions of this Agreement and create new terms and conditions at any time by notifying you of the changes. The changes will take effect on the date specified on the notice. If you continue to use the services after the specified time, you will be deemed to have accepted the changes. We will notify you of any changes via an announcement on EP Online or WP Online or in such manner as we deem appropriate.

#### **18 Exclusion of Liability**

- 18.1 We will 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:
- a) Any access, the use or inability to access or use of EP Online and WP Online or the services, or reliance on the information on EP Online and WP Online.
  - b) Any system, server or connection failure, error, omission, interruption or delay in transmission.
  - c) Any computer virus or other malicious, destructive or corrupting code, programs or macro that may affect your computer equipment, program or other properties.

#### **19 Indemnity**

- 19.1 You agree not to hold us liable for any claims or legal action, resulting from the use of the services or breach of the terms and conditions of use.