

EA Alert Dated: 14 June 2016

EA Alert: [For FDW-Placing EA's Attention] Implementation of Employment Agency (EA) Customer Ratings

1. As customers' feedback can be a good gauge of the service levels of employer agencies (EAs), MOM will be rolling out an Employment Agency Customer Rating system for employers of foreign domestic workers (FDWs).

2. Starting from second half of June 2016, employers who have engaged the services of EA in the recruitment of FDWs will receive an SMS invite to rate their EAs. The invite will be sent about 3 months after their FDWs have been placed with them. This means that employers who have engaged your services from about Mar 2016 onwards will receive the invite. They will be provided with an unique URL to participate in an online survey. The survey returns provide EAs with feedback on service levels to help EAs improve, and also gives prospective employer clients another source of information to aid them in their EA selection.

3. The short survey comprises the following 4 questions:

- a) How well did your EA explain the application process, fees, service contract and the FDW employment contract to you?
- b) How helpful was your EA when you needed advice or help?
- c) How able was your EA in finding an FDW who meets your need?
- d) Would you recommend the EA to your friends?

4. Do encourage your FDW employers to participate in the survey. Customer ratings gathered from the employers will be aggregated and made public on MOM's [Employment Agencies and Personnel Search eService page](#) in the third quarter of this year.