

Work Pass eServices

Terms and conditions of use

Thank you for using our work pass electronic services (“**eServices**”).

By using our eServices, you agree to be bound by the following terms and conditions (“**Terms**”). It is important that you read these Terms. If you do not agree to these Terms, please do not use our eServices or any part of it.

A	How we define the terms we use The key terms we use in this document have specific meanings. Refer to these definitions to understand what we mean.
1	<p>Definitions:</p> <p>(a) “MOM”, “we”, “our” or “us” refer to the Ministry of Manpower.</p> <p>(b) “eServices” mean any electronic systems or services provided by MOM that allow a person to perform work pass transactions online and/or access MOM services electronically. eServices include but are not limited to:</p> <ul style="list-style-type: none">I. web-based services (e.g., Employment Pass (“EP”) eService, Work Permit (“WP”) eService, WP Online, migrant domestic worker eService, foreign worker levy eService, and myMOM Portal) andII. mobile software applications provided by MOM (e.g., SGWorkPass) that allow a person to perform work pass transactions online and/or access MOM services on mobile platforms. <p>(c) “Organisation” is an entity that transacts on eServices, which includes:</p> <ul style="list-style-type: none">I. a company;II. a partnership;III. an association; orIV. any other organisation or bodies corporate. <p>(d) “eServices user”, “you” or “your” means a person who accesses and uses our eServices, which includes:</p> <ul style="list-style-type: none">I. an employee of an Organisation;II. an agent or employee of the Organisation’s outsourced partners which includes an agent of an employment agency (“EA”), immigration or relocation service provider;III. an employee of a healthcare service provider (e.g., a clinic); orIV. an employee of other agencies authorised by us to transact on our eServices. <p>(e) An “Account” gives a person an identity on our eServices, enabling them to log in and use our eServices.</p>

	<p>(f) eServices users who have an Account with us are assigned specific roles by Organisations to transact on their behalf. These roles are:</p> <ul style="list-style-type: none"> I. “Administrator”, who can make work pass transactions for an Organisation, and is responsible for appointing and removing roles like “User”. An Administrator is assigned when an Account is created with our eServices; and II. “User”, who is assigned by the Administrator to make work pass transactions for an Organisation. <p>(g) “Employer” refers to any person or Organisation who hires or wants to hire a Foreign Employee.</p> <p>(h) “Foreign Employee” refers to an employee who is not a Singapore citizen or Singapore Permanent Resident.</p> <p>(i) “Singpass” refers to the Singapore Personal Access. It is a trusted digital identity for Singapore’s residents.</p> <p>(j) “Corppass” refers to the Singapore Corporate Access. It is the authorisation system for Organisations.</p>
2	<p>Our eServices provide general information and tools (e.g., to verify the validity, and application status of work pass).</p> <ul style="list-style-type: none"> (a) Our eServices do not provide financial, legal or other professional advice. (b) The information provided on our eServices is generated at the time of your query. (c) You should obtain professional advice relevant to your particular circumstance(s) as necessary.
B	<p>Our services and how we manage your data <i>We may make changes to eServices and use your information.</i></p>
3	<p>You can access our eServices to perform the available transactions provided by us. We may make changes to our eServices from time to time which may affect you. You will be deemed to have agreed to such changes if you continue to use our eServices.</p>
4	<p>Information may be required when you use our eServices to perform transactions, which includes your personal data (e.g., your identity, and your contact information).</p> <ul style="list-style-type: none"> (a) If you provide us with your personal data in connection with our eServices: <ul style="list-style-type: none"> I. we may verify and share this personal data with other “public agencies” (refers to an Organ of State, Ministry, Government Department, or Statutory Board), unless such sharing is prohibited by law; and II. we will not share this personal data with entities which are not public agencies, except where such entities have been authorised by us to carry out specific Government services. (b) We may use this information to contact you to participate in research activities (e.g., interviews, surveys, and user testing). Your participation will help us to improve our policies, programmes, and services to serve you better. You may opt out of these research activities if you prefer not to participate in them. (c) For your convenience, we may also display to you data that you had previously provided to us and/or other public agencies. This will expedite the transaction and eliminate the need for you

	to re-submit your data. Should the data be out-of-date, please supply us with your latest data. We will only retain the information we need to effectively deliver services to you or to enhance your convenience in using our eServices.
5	We will endeavour to (a) secure all electronic transmissions of your information; and (b) keep your information safe from unauthorised use.
6	We can reject any transactions submitted by you through our eServices.
7	We may change, suspend, or remove any information, content or features in our eServices at any time, with or without notice to you. We will not be liable to you for any loss or damage arising from such change, suspension or removal.
8	Our eServices and the MOM website may become unavailable during system maintenance. We will endeavour to announce any system maintenance before our eServices and/or the MOM website become unavailable.
C	Your responsibilities Use our eServices responsibly. Additional terms apply to persons who have an Account with us or who represent an Organisation (see sections C2-C4).
C1	<i>For persons transacting as individuals using our eServices (including those without eServices Account)</i>
9	You may need your Singpass to access our eServices. You do not need to create a separate Account with us for some verification and enquiry eServices.
10	You are responsible for all transactions performed using your Singpass, regardless of whether the transactions are performed by you or by another person (with or without your knowledge or consent). If you know or suspect that any unauthorised transaction is being performed by another person using your Singpass on our eServices, you must: (a) contact us immediately; and (b) follow the guidance available on the Singpass website to secure your Account.
11	You must only use our eServices for their intended purpose as specified in each eService. Your usage of our eServices must be consistent with these Terms.
12	You must not breach or attempt to breach the security of our eServices. A breach of security includes: (a) Accessing any system, Account or information without authorisation, including confidential or undisclosed information. (b) Probing, scanning, or testing our eServices for vulnerabilities unless we have expressly authorised this in writing. (c) Accessing, viewing, or using information for which you are not the intended recipient but have been exposed through system flaws, configuration errors or security weaknesses, regardless of whether you have intended to do so. You must contact us immediately if you believe you have found a security issue. Do not attempt to test, verify or access further information.
13	Internet communications may be intercepted by third parties. We do not guarantee that our eServices are free from viruses or other unauthorised software. We shall not be liable for any loss or damage arising from any breach to the security, authenticity, integrity or confidentiality of any transaction and communication made through our eServices. You should take steps to keep your information, software, and devices secure (e.g., using an anti-virus software, using strong passwords and enabling Two-Factor Authentication, spotting signs of phishing, and updating your

	software as soon as possible). For more tips, you may visit How to Go Safe Online by Cyber Security Agency of Singapore.
14	Our eServices may contain links to websites which are not maintained by us. We are not responsible for the contents of those websites and shall not be liable for any loss or damages arising from your access to them. The links to websites should not be interpreted as our approval or endorsement of those websites or their operators, and your use of such links is entirely at your own risk. In no circumstances shall we be associated or affiliated with any trademarks, logos, insignia or other devices used or appearing on websites to which our eServices are linked.
C2	<i>Additional Terms - For persons transacting for an Organisation with an eService account (e.g., Administrators or Users)</i>
15	Your Organisation must use Corppass to allow you to access our eServices. Information related to Corppass and Singpass is available on the Corppass website and the Singpass website respectively.
16	We will assess whether you can create an Account with us to access our eServices. We may, at our sole discretion, decline to grant you access to our eServices if we find you unsuitable. After we approve your eServices account, you may transact for your Organisation.
17	Only persons authorised by us can transact, retrieve, store, or send information on our eServices in accordance with their assigned specific roles (e.g., Administrators or Users).
18	If you are performing transactions for any Foreign Employees on our eServices, you must get their consent. You must secure their consent in writing before you perform the transactions on our eServices. If requested by us, you must provide us with this written consent within three (3) working days.
19	When using our eServices, you must ensure that all information entered is complete, accurate, true, and correct. The information provided should be consistent with any supporting documents submitted to us and, where applicable, with information declared (and supporting documents submitted) by you to other Government agencies. You are responsible for ensuring that all documents provided are authentic, original, and have not been tampered with, edited, or falsified in any way. If you submit wrong information or documents, you must take immediate corrective action. This may include amending and resubmitting your application and paying the application fee again.
20	You may submit documents to support transactions such as applications, issuances, or cancellations. For all pass types, you must keep the complete set of supporting documents submitted to us. You must keep them for three (3) years from the date of application. If you are unable to produce these supporting documents upon request, we may cancel the pass, and you may have to bear the cost of sending your Foreign Employee home. Where false declarations, inaccurate information, or unauthorised submissions are identified, we may take appropriate follow-up actions (e.g., investigations, enforcement) in accordance with applicable laws and regulations.
21	If your Organisation is an EA, you must use your EA Account on our eServices to transact for your clients. You must get prior written consent from your clients if you are performing transactions for them on our eServices. If requested by us, you must send us this consent within three (3) working days.

22	If you are an EA personnel, you must get written consent from an Employer before you perform transactions on the Employer's behalf. The consent must include the Employer's consent for us to display to you the said Employer's information on our eServices. If requested by us, you must send us this consent within three (3) working days.
C3	<i>Additional Terms - For persons transacting for an Organisation as an Administrator</i> <i>These clauses apply to persons having Administrator roles on our eServices</i>
23	<p>Administrators bear the responsibility of overseeing the persons in their Organisations who access and use our eServices.</p> <p>(a) An Administrator role must be held by a person who is a business owner, director, senior employee, or someone with the authority to oversee persons in his or her Organisation who access and use our eServices.</p> <p>(b) Subject to subparagraph (a) above, an Administrator can add employees from his or her Organisation to our eServices, and assign them eServices roles (e.g., Administrator, User), so that they can access and use our eServices.</p> <p>(c) An Administrator can also remove, or update the contact details of such persons accessing our eServices if they no longer represent their Organisation, or if their contact details have changed.</p> <p>(d) Each eServices Account must have at least one Administrator assigned by your Organisation to regularly review and monitor persons in your Organisation who can access and use our eServices.</p> <p>(e) An Administrator must update us if there is a change in persons from his or her Organisation assigned and authorised to use our eServices (e.g., Administrator, User). An Administrator can go to 'Manage user access/contact details page in our 'EP eService' to make this change. For WP Online, an Administrator can go to 'Manage User Account- Add / Amend / Terminate Administrator' to make this change.</p>
C4	<i>Additional Terms - For Organisations</i> <i>Corporations, partnerships, and other business organisations including EAs</i>
24	We can limit the number of persons from your Organisation who can be assigned to access and use our eServices. We can also refuse, suspend, restrict or terminate the access of any such assigned persons if we, in our sole discretion, find them unsuitable to access and use our eServices.
25	<p>(a) We will send all official communications to an email address provided by your Organisation, e.g., the Administrator's email address (for EP eService and WP Online).</p> <p>(b) You must update us within five (5) calendar days if there is any change to (i) your Organisation's details such as physical address, email address or phone number; or (ii) the Administrator's email address. For EP eService, you must do so by updating your Organisation's details at "Manage Organisation Profile" section, and the Administrator's email address at "Manage user access/contact details" section. For WP Online, you must do so by updating the Administrator's email address at "Manage User Account" section, and informing the Central Provident Fund Board of any changes to your Organisation's details.</p>
26	If you intend to terminate, wind up, de-register or otherwise stop your business operations, you must give us written notice at least 14 calendar days before doing so. If you transfer your business to another party or restructure your business, you must also send us a written notice, at least 14 calendar days before doing so. We will take 14 calendar days to effect such change. "Restructure" includes mergers, amalgamations or change in business structure such as from sole proprietorship to partnership.

D	<p>Paying the fees and charges</p> <p>How you can pay the fees and charges for some transactions in our eServices</p>
27	<p>You must pay all fees and charges on time, as required in the eServices (e.g., administrative fees for work pass transactions, levy payments, or similar fees that impact your Foreign employee's employment journey). You must pay by the payment methods specified in each eService (e.g., General Interbank Recurring Order ("GIRO"), PayNow).</p>
28	<p>Your Organisation may choose to pay us by GIRO. You must ensure that there are enough funds in your Organisation's GIRO-linked bank account. For transactions with GIRO payments, the fees will be included in your GIRO bill for the following month. We make GIRO deductions on the 17th of each month. If the 17th falls on a Saturday, Sunday, or Public Holiday, we will make the deduction on the next working day.</p>
29	<p>If you plan to end the GIRO arrangement, you must contact us at least 14 calendar days before your intended end date. This requirement does not apply to foreign worker levy eService.</p>
30	<p>You can view or print the GIRO bills from our eServices.</p> <p>(a) For EP eService and WP Online, this can be done on or after the 5th of every month. You must download and save all GIRO bills or payment receipts for your record. These will only be available for three (3) months from the payment date in EP eService or WP Online. We will not provide you with the monthly GIRO bills or payment receipts subsequently.</p> <p>(b) For foreign worker levy eService, levy bills can be viewed from January 2017, and each search would provide up to 15 months of records of levy bills.</p>
31	<p>If we cause a payment error that results in overcollection of monies, we will refund you. You can contact us for any errors in payment.</p>
32	<p>We may, from time to time, introduce or vary fees to access or use certain eServices or their features. If we do so, we will state the applicable fees in the relevant eService. We are not responsible for fees charged by third parties (e.g., your mobile-data providers, app stores, or payment-service providers).</p>
E	<p>eServices are our intellectual property</p> <p>You can only use our eService content in the way we allow it</p>
33	<p>Materials in our eServices, including source code, user interface, pages, documents, graphics, audio and video ("Content"), are protected by law. The intellectual property rights in the Content are owned by or licensed to us. You must obtain our approval in writing before you can use any part of the Content. Such use includes reproducing, modifying, distributing, adapting, changing, republishing, displaying, or broadcasting. Our written approval is necessary, regardless of the means and way you use the Content. You must only use our eServices in a way that does not infringe the intellectual property rights in the Content.</p>

F	Disclaimer You agree to our disclaimers when using eServices
34	<p>We shall not be liable for, and you shall not make any claim against us for, or hold us responsible or liable for, any loss, costs, expenses, or damages, related to your use of our eServices, including any claim arising from or in connection with our negligence. Some examples include when:</p> <ul style="list-style-type: none"> (a) You cannot access or use our eServices, or experience operation or transmission delay, error, malfunction, omission or interruption of our eServices. (b) You rely on any information provided in our eServices. (c) You are unable to store, retrieve or deliver any data or information through our eServices. (d) You encounter operation or transmission delay, communication failure, Internet access difficulty or malfunction in equipment or software. (e) You encounter a virus, malicious code, code, agent, program, or macro or other harmful software. (f) You experience incomplete, inaccurate or intercepted transactions or communications through our eServices. (g) You face issues with the authenticity, integrity or confidentiality of any transaction or communication through our eServices. (h) You are subject to any unauthorised access, use, modification, disclosure or other misuse by any person when using our eServices. (i) You make any decision relying on any information provided in our eServices.
35	<p>We do not guarantee, represent, or warrant that:</p> <ul style="list-style-type: none"> (a) Our eServices will always be accessible or available, as their accessibility and operation may rely of technologies beyond our control. (b) Our eServices will be free from: <ul style="list-style-type: none"> I. errors (including incomplete or inaccurate information) or defects; or II. viruses or other malicious, destructive, or corrupting code, agent, program, or macros.

G	<p>Why we may refuse, suspend, restrict, and end your access</p> <p>If you do not comply with laws or follow these Terms, we could limit your eService access</p>
36	<p>We have the right to refuse, suspend, restrict, or terminate your or your Organisation’s access to our eServices if any of the following occurs:</p> <ul style="list-style-type: none"> (a) You have given us incomplete, inaccurate, false, incorrect, or inconsistent information, or submitted documents that are not authentic, original, or have been tampered with, edited, or falsified in any way. (b) You have any outstanding levies, fees, or overstaying fines, or similar fees that impact your Foreign Employee’s employment journey. This includes unsuccessful GIRO deductions for use of the eServices. (c) You intentionally or knowingly allow another person to use your Singpass account to log in and perform transactions, including sharing One-Time Passwords during Singpass login (e.g., when You are overseas). (d) Your Account(s) is inactive without any login for 12 months. You are encouraged to regularly login at least once every three (3) months to ensure no irregular transactions take place. (e) Your Organisation does not have any “Administrators” or “Users”. (f) Your Organisation or entity is not operational or does not exist. (g) You do not give us a timely update when there is any change in your contact details such as physical address, email address or phone number. (h) You have breached any of these Terms. (i) You have failed to comply any of the following statutory laws and their subsidiary legislation as amended or revised from time to time: <ul style="list-style-type: none"> I. The Employment Act 1968; II. The Employment of Foreign Manpower Act 1990; III. The Employment Agencies Act 1958; IV. The Immigration Act 1959; V. The Work Injury Compensation Act 2019; VI. The Computer Misuse Act 1993; and VII. Any other relevant laws. (j) You are bankrupt, or your Organisation is insolvent (including the inability to pay debts as and when they fall due), wound up, or dissolved.
37	<p>If we terminate your access to our eServices, it does not affect your or our existing or accrued rights and liabilities prior to termination. This includes remedies any of us may have against the other. We may restore a person’s access to your eServices at our sole discretion.</p>
H	<p>Assignment of agreement</p> <p>You need our written consent if you assign these terms to another party</p>
38	<p>You must not assign your benefits, or sub-contract or transfer your obligations under these Terms without our prior written consent.</p>

I	Laws applicable for these Terms These terms follow Singapore law
39	The laws of the Republic of Singapore govern these Terms.
J	In case you need mediation Participate to resolve any disputes through mediation
40	If you have any dispute on or in connection with these Terms, you agree to resolve the dispute through mediation under the rules of the Singapore Mediation Centre before considering any other dispute resolution options. Should mediation fail, you irrevocably agree that the Singapore courts shall have exclusive jurisdiction to resolve any dispute on or in connection with these Terms.
41	If MOM issues you a notice of mediation, you must consent and take part in the mediation.
K	If we vary these terms Even when these terms change, you will be bound by them
42	MOM may revise these Terms from time to time by updating this page. By continuing to use the eServices, you agree to be bound by the updated Terms.
L	Indemnity You remain responsible (including indemnifying us) for your use of our eServices
43	If there is any action, claim, demand, or liability against us in connection with your use of our eServices, you will indemnify and hold MOM harmless from and against: <ul style="list-style-type: none"> a) any loss, costs, expenses, charges, or damages to any person; b) damage to property (real or personal); c) direct or indirect infringement of any intellectual property rights; and d) damages and costs arising from dispute resolution, including legal costs on a full indemnity basis.