



MOM - LicenceOne Public User Guide

Version: 1.0
15 Feb 2016

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Chapter 9: Cancel EAL

When your EAL is no longer needed, you can request to cancel or terminate it.



- You still need to terminate your licence even if your ACRA termination has been approved.
- You cannot withdraw a cancellation application. Upon submission the cancellation application will be auto-approved immediately.

While businesses, companies and limited liability partnerships can terminate their employment agency licence online, limited partnerships need to terminate their licences in writing to the following address:

Employment Agency Licensing Branch

Foreign Manpower Management Division
1500 Bendemeer Road, #02-01
MOM Services Centre
Singapore 339946

Once you've submitted the cancellation application, the termination of EAL is immediate.



- If you subscribe to **Work Permit Online or Employment Pass Online**, you have to terminate these accounts separately.
- Your security bond and banker's guarantee will be discharged 6 months after termination. This is to hold your employment agency against any continued liabilities, which includes responsibility to refund fees to any applicant that has been placed for employment.

Who can cancel EAL

- Licensee
- Authorised Filers such as:
 - Business: Owner
 - Company: Director, Managing Director, Agent.
 - Limited liability partnership: Partner and Manager



For limited partnership, only the general partner can terminate a licence and the termination must be done manually.

How to cancel EAL

To cancel an existing licence:

1. Click **Licence Application >> Cancel Existing Licence**.

The screenshot shows the LicenceOne website interface. At the top, there is a navigation bar with 'HOME', 'LICENCE APPLICATION', 'GUIDELINES', 'ABOUT US', and 'INFO SEARCH'. The 'LICENCE APPLICATION' dropdown menu is open, showing options: 'APPLY FOR NEW LICENCE', 'AMEND EXISTING LICENCE', 'RENEW EXPIRING LICENCE', and 'CANCEL EXISTING LICENCE'. A red circle with the number '1' highlights the 'CANCEL EXISTING LICENCE' option. Below the navigation bar, there is a search bar with three tabs: 'Find licence(s) by Keyword', 'Choose licence(s) by Government Agency', and 'Recommend licence(s) by Business Intent'. The search bar contains the text 'e.g. Food court, Petshop, NEA...'. On the right side, there is a 'Login via SingPass' section with a link for 'Login for Foreigners without SingPass'. Below that, there is an 'ANNOUNCEMENT' section with several news items and a 'HELP VIDEOS' section with three video links.

Licence Application



Alternatively, you may also log in to the system, choose the required profile to cancel the licence and then proceed with Step 1.

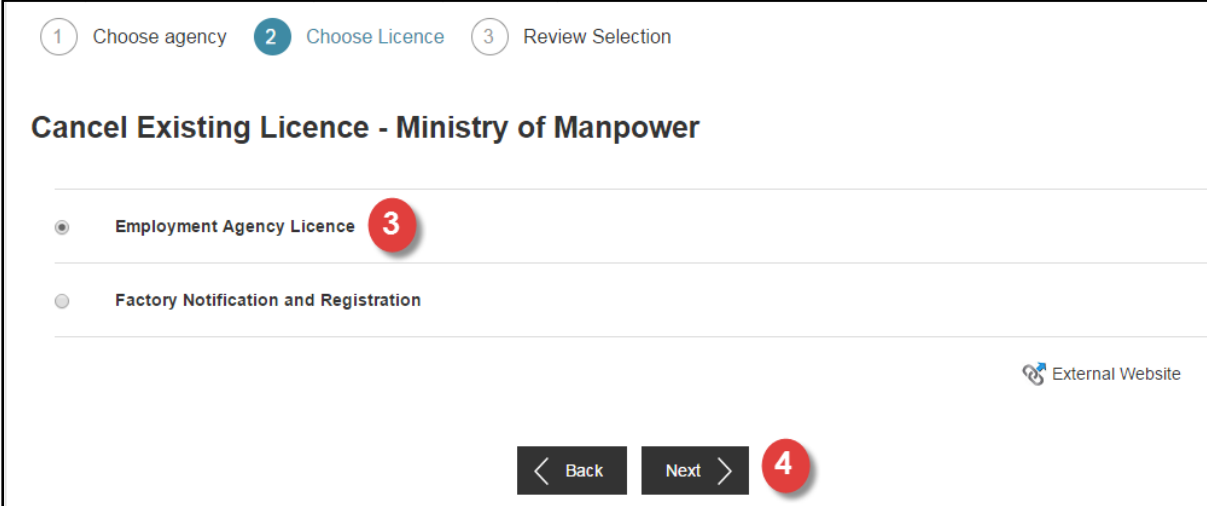
Choose Agency

The screenshot shows the 'Cancel Existing Licence' page. At the top, there is a progress indicator with three steps: '1 Choose agency', '2 Choose Licence', and '3 Review Selection'. The main heading is 'Cancel Existing Licence'. Below the heading, there is a list of agencies: 'HSA - Health Sciences Authority', 'IE - International Enterprise Singapore', 'IDA - Infocomm Development Authority of Singapore', 'MOM - Ministry of Manpower', 'MINLAW - Ministry of Law', 'MOE - Ministry of Education', 'MDA - Media Development Authority', 'NEA - National Environment Agency', 'SPF - Singapore Police Force', and 'SCDF - Singapore Civil Defence Force'. A red circle with the number '2' highlights the 'MOM - Ministry of Manpower' option. At the bottom, there is a note: 'Please login to LicenceOne and go to My Portfolio >> Licences tab to cancel STB licences.'

Choose Agency

2. Choose MOM – Ministry of Manpower.

Choose Licence

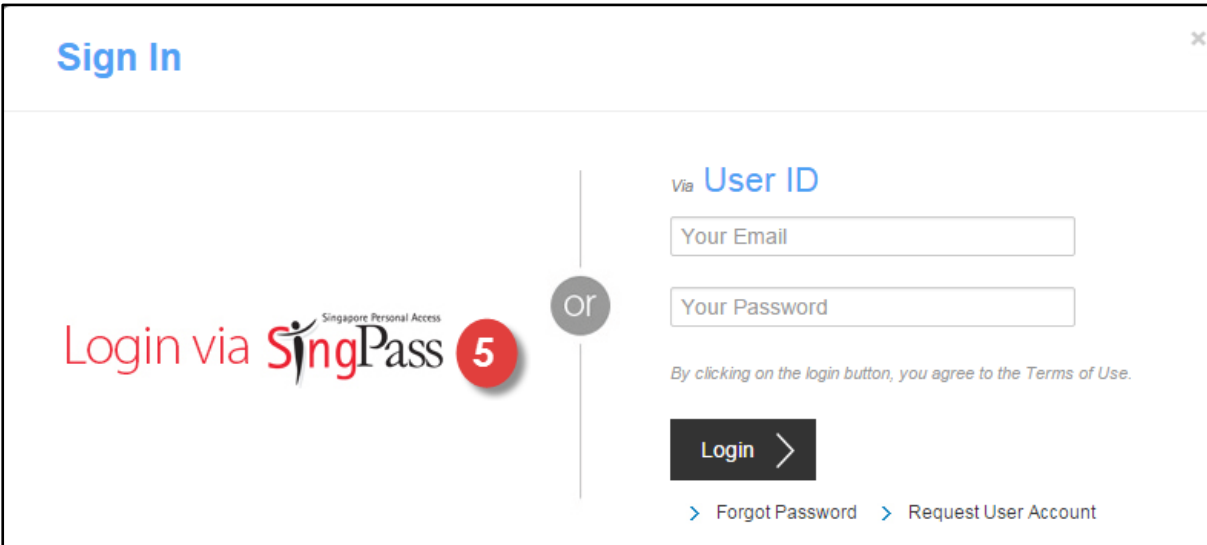


Choose Licence

3. Select Employment Agency Licence.
4. Click **Next**.

If you are not yet logged in, you will be prompted to log in before proceeding further. If you are already logged in, proceed to [Review Selection](#).

Sign In



Sign In

5. Click Log in via SingPass to log in.



- If you are a foreigner without SingPass, you must have an active LicenceOne account (User ID and Password). Refer to [Request User Account for Foreigner without SingPass](#).
- If you are a foreigner without SingPass, enter your **User ID (Email)** and **Password** to log in to LicenceOne. Refer to [logging in to LicenceOne as Foreigner without SingPass](#).

FAITH ▾ LOGOUT

Your last login as a member was on 27/01/2016 at 02:00 PM (Singapore)

Name	ID Number	Gender	Nationality	Date Of Birth
Faith	T1234567	Female	SEYCHELLOIS	01/01/1975

Select your Profile

Individual (I am an applicant not representing any company or applying on behalf of any other people)

6 Company (I am an applicant representing a company or applying on behalf of a company)

Please enter UEN Account

[Forgot your UEN?](#)

7

Please ensure that you have your Unique Entity Number (UEN) ready. If you do not have one, please apply one with ACRA. Please visit <https://www.acra.gov.sg> for more information.

8 Next >

Select your Profile

6. Select **Company** as your profile.
7. Enter your company UEN.



To search for UEN, click **Forgot your UEN**. You will be directed to www.uen.gov.sg where you can search for UEN.

8. Click **Next**.

Review Selection

1 Choose agency 2 Choose Licence **3** Review Selection

Cancel Existing Licence - Ministry of Manpower

Employment Agency Licence

Licence Number* **9**

< Back Search > **10**

Review Selection

9. Enter the Licence Number.

10. Click **Search**. The **General Information** screen will be displayed.

General Information

1 General Information 2 Application Details 3 Supporting Document(s) 4 Declaration

Terms of Use

I. Agreement

1. Access this services is governed by the terms and conditions as stated below ("Terms of Use"). By accessing and using the Website, you shall be deemed to have accepted and agreed to be legally bound by these Terms of Use. If you do not accept any of these Terms of Use, please leave the Website.
2. In these Terms of Use, the words "we", "our" and "us" refer to the Government of Singapore and all Statutory Boards. "Statutory Board" means any body corporate established by or under written law from time to time to perform or discharge any public function.
3. These Terms of Use may be changed from time to time. Changes will be posted on this page. Your use of the Website after changes have been posted on the Website will constitute your agreement to the modified Terms of Use and all of the changes.
4. We may modify or discontinue any information or features that form part of the Website at any time, with or without notice to you, and without liability.

II. Access To the Website

1. The accessibility and operation of the Website relies on technologies which are not under our control. We do not guarantee continuous accessibility or uninterrupted operation of the Website.
2. We reserve all rights to deny or restrict access to this Website by any particular person or to block access from any Internet address to this Website, at any time, without ascribing any reasons whatsoever.

11 By clicking on the checkbox, I agree to be bound by the Terms of Use.

General Information – Terms of Use

11. Agree to the **Terms of Use**. **Filer's Particulars** will be listed below.

Filer's Particulars

Salutation *	Mrs	Designation	OTHER
Name *	Faith	Office Tel Number	
ID Type *	<input type="radio"/> NRIC <input type="radio"/> FIN <input checked="" type="radio"/> Passport	Home Tel Number *	64176890
ID Number *	T1234567	Fax Number	
Passport Issuing Country	Please Select	Mobile Number	
Nationality *	SEYCHELLOIS	Email	user001@ffetestuser.com
Gender *	<input type="radio"/> Male <input checked="" type="radio"/> Female	Alternative Email	
Date Of Birth *	01/01/1975	Tick if you prefer to be notified via SMS	<input type="checkbox"/> SMS
Primary Contact Mode *	<input type="radio"/> Office Tel Number <input checked="" type="radio"/> Home Tel Number <input type="radio"/> Mobile Number		

12 Next > Save Save & Exit

General Information – Filer's Particulars

12. Click **Next**.

Application Details

① General Information ② Application Details ③ Supporting Document(s) ④ Declaration

Selected Licence

Licence Name	Agency Name	Completion Status	Action
Employment Agency Licence	MOM	DRAFT	Start 13

*Note: Please click **Start** or **Edit** button below **Action** header to fill up the individual application form details.*

< Previous Next >

Application Details - Selected Licence

13. Click **Start** to specify the required details.

① General Information ② Application Details ③ Supporting Document(s) ④ Declaration

Note:

Application once submitted cannot be withdrawn. Please ensure that you do not wish to continue operating an Employment Agency before you submit the application.

Licence Particulars

Name of Company/Business	AFD RTFGV
Registration Number (UEN)	
Licence Number	BG554RT54

Cancellation Details **14**

Cancellation Reason *

Date of Cancellation * 27/1/2016

15 Proceed > Save

Application Details – Cancellation Information

14. Verify the Licence Particulars and enter Cancellation Reason.



The licence will be cancelled immediately on submitting the cancellation application.

15. Click **Proceed**.

1	2	3	4
General Information	Application Details	Supporting Document(s)	Declaration
<h2>Selected Licence</h2>			
Licence Name	Agency Name	Completion Status	Action
Employment Agency Licence	MOM	Completed	Edit

*Note: Please click **Start** or **Edit** button below **Action** header to fill up the individual application form details.*

< Previous Next > 16

Application Details - Selected Licence



The **Completion Status** will be updated as **Completed** and to modify the application details, click **Edit**.

16. Click **Next**.

Supporting Documents



Supporting documents are not required to cancel EAL. If any documents are required, the agency will contact you.

1 2 3 4

General Information Application Details Supporting Document(s) Declaration

Upload Supporting Documents

Employment Agency Licence

No supporting document required for online application submission. Agencies may contact applicant if any supporting documents are needed subsequently

17

< Previous Next > Save Save & Exit

Supporting Documents

17. Click **Next**.

Declaration

① General Information ② Application Details ③ Supporting Document(s) ④ Declaration

Review and Declare

18

19

Filer's Particulars

Salutation	Mrs	Designation	OTHER
Name	Faith	Office Tel Number	
ID Type	Passport	Home Tel Number	64176890
ID Number	T1234567	Fax Number	

Review and Declare

18. Click  to preview the application details.

19. If required, click  to print the application form.

Declaration

General Declaration

1. I declare that all the information given in this application form is true and correct.

I am aware that legal action may be taken against me if I had knowingly provided false information.
I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, confirmations, records, acknowledgements, information recorded in or produced in this application.

20

Employment Agency Licence

1. 1. I declare that all the information given in this application form is true and correct.

< Previous Submit 21

Declaration

20. Tick the checkbox to agree to the declaration(s).

21. Click **Submit**.

Acknowledgement

An acknowledgment will be displayed.

Application Submitted successfully!

Acknowledgement

Submission Number B1610084521

Submission Date 27/01/2016 14:59:21

Submission Name B1610084521 [Edit](#)

Licence Name	Application Number	Agency	Application Status
Employment Agency Licence	T1610005604	MOM	Approved

[Print](#) [Close](#)

Acknowledgement



Click **Edit** to modify the **Submission Name**. Once the application is auto-approved you cannot withdraw the cancel application.

22. Click **Print** to print the acknowledgement.
23. Click **Close** to exit.

