

FAQs on 2-Step Authorisation Process for FDW eService

Q1	Why is there a change in the authorisation process?
A1	We have tightened the process to give both employers and employment agencies a better user experience, deter unauthorised transactions and safeguard employers' personal particulars. This new process also removes the need for employment agencies to keep the hard copy authorisation forms.
Q2	When the new authorisation process is implemented, can I still use the hard copy authorisation form?
A2	No, for any FDW eService transactions performed from 1 Jul 2021, the employer must log in to our FDW eService to authorise your agency before you can proceed with the transaction. This also applies to employers who had signed the hard copy authorisation forms previously. You are only allowed to use the hard copy authorisation form if the employer cannot log in for the authorisation (e.g. is medically incapacitated, imprisoned or has passed away). You will be asked to provide a reason why the employer cannot log in. Depending on the reason given, we may ask for the signed authorisation form for verification. If required, we will email both the employer and you to request for the authorisation form. Either the employer or you can email us the form. We will need to verify the form submitted, which may take up to 14 days, before you can proceed with the transaction.
Q3	How do I request for the employer's authorisation?
A3	Complete these steps to get the employer's authorisation: 1. Log in to our FDW eService. 2. Search for the employer using their NRIC number/FIN and Date of Birth. 3. Select the type of transaction you will be performing for the employer (e.g. apply for a Work Permit). 4. Choose one of these options for the employer to log in for the authorisation: • If the employer is physically present with you, select the option for them to log in directly to the FDW eService after you click Continue. They can then log in using the link or QR code generated on your computer screen for the authorisation immediately. • Alternatively, select the authorisation email option and enter the employer's email address. The login link will be sent to the employer. The employer must respond to the authorisation request within 7 days. Otherwise, the request will lapse and you will need to send a new one. Once the employer has responded, you will be notified by email. You can also use your agency's dashboard to view the list of outstanding and approved authorisation requests. Note: Employers must have a Singpass to log in for the authorisation. Please ask your clients to register for a Singpass, if they do not have one, at least 7 days before transacting for them.

	If the employer has difficulties with the Singpass registration, you can help them with it. Alternatively, for employers whose helpers are approved under the Sponsorship Scheme , the sponsors can also log in to authorise your agency on the employers' behalf.					
Q4	Once the employer has logged in to authorise my agency, how long will I have to complete the transaction?					
A4	In general, you must complete transactions within 14 days. Otherwise, the employer's authorisation will lapse and you will need to request for it again. However, for certain transactions you can still perform them beyond the 14-day period. The exact due date will be specified in the respective transaction emails sent. <table><tr><th>Transactions you must complete within 14 days from authorisation</th><th>Transactions you can perform beyond the 14-day period</th></tr><tr><td> • Apply for a Work Permit • Renew a Work Permit • Cancel a Work Permit • Extend Special Pass • Reinstate a Work Permit • Amend particulars for employer or helper </td><td> • Appeal for rejected application • Request for or extend confinement nanny's Temporary Permit • Request for a handover • Extend the In-Principle Approval validity • Issue a Work Permit • Upload supporting documents requested </td></tr></table>		Transactions you must complete within 14 days from authorisation	Transactions you can perform beyond the 14-day period	• Apply for a Work Permit • Renew a Work Permit • Cancel a Work Permit • Extend Special Pass • Reinstate a Work Permit • Amend particulars for employer or helper	• Appeal for rejected application • Request for or extend confinement nanny's Temporary Permit • Request for a handover • Extend the In-Principle Approval validity • Issue a Work Permit • Upload supporting documents requested
Transactions you must complete within 14 days from authorisation	Transactions you can perform beyond the 14-day period					
• Apply for a Work Permit • Renew a Work Permit • Cancel a Work Permit • Extend Special Pass • Reinstate a Work Permit • Amend particulars for employer or helper	• Appeal for rejected application • Request for or extend confinement nanny's Temporary Permit • Request for a handover • Extend the In-Principle Approval validity • Issue a Work Permit • Upload supporting documents requested					
Q5	A helper approached my agency to transfer her to another employer. Her current employer is not my client. What are the steps I need to take? How long do I have to find her a new employer?					
Q5	From 1 Jul 2021, you need to complete these steps: 1. Notify the current employer of the helper's intention to be transferred. 2. Get the current employer's agreement on the transfer and email address. 3. Inform the current employer that MOM will send them an email to log in to the FDW eService with Singpass to confirm their consent for the transfer. 4. Use our FDW eService to request MOM to send the email to the current employer. Once the current employer has logged in to confirm their consent, you will be notified by email. You can then proceed to find the helper a new employer as long as the current employer does not withdraw the consent.					
Q6	I applied for a Work Permit before 1 Jul 2021, but am getting it issued from 1 Jul 2021. Does the employer need to log in to authorise my agency before I can proceed with the issuance?					
A6	If you performed a transaction before 1 Jul 2021, and are doing a follow-up transaction from 1 Jul 2021, the employer does not need to log in to authorise your agency. <table><tr><th>Transaction performed before 1 Jul 2021</th><th>You can proceed with any of these follow-up transactions from 1 Jul 2021 using the employer's signed authorisation form obtained earlier on</th></tr><tr><td>Applied for a Work Permit</td><td> • Appeal for rejected application • Request for or extend confinement nanny's Temporary Permit </td></tr></table>		Transaction performed before 1 Jul 2021	You can proceed with any of these follow-up transactions from 1 Jul 2021 using the employer's signed authorisation form obtained earlier on	Applied for a Work Permit	• Appeal for rejected application • Request for or extend confinement nanny's Temporary Permit
Transaction performed before 1 Jul 2021	You can proceed with any of these follow-up transactions from 1 Jul 2021 using the employer's signed authorisation form obtained earlier on					
Applied for a Work Permit	• Appeal for rejected application • Request for or extend confinement nanny's Temporary Permit					

		• Request for a handover • Extend the In-Principle Approval validity • Issue a Work Permit
	Issued a Work Permit	Upload supporting documents requested
	Renewed a Work Permit	
	Amended particulars for employer or helper	
	However, for any new FDW eService transactions performed from 1 Jul 2021 , the employer must log in to our FDW eService to authorise your agency before you can proceed with the transaction . This also applies to employers who had signed the hard copy authorisation forms previously.	
Q7	I'm an agent of ABC Employment Agency. The employer has already authorised my agency to perform transactions. Can I get my colleague to transact for the employer?	
A7	Yes, you can as long as your colleague is authorised by your agency to perform the transactions. The employer's authorisation is given to the employment agency to perform the transactions. It is not tied to a particular individual.	
Q8	I'm an agent and previously requested for the employer's authorisation to transact when I was with ABC Employment Agency. Can I still transact for the same employer under my new agency?	
A8	No, you cannot transact for the employer as the authorisation was given to ABC Employment Agency. Only EA personnel of that agency can perform the transactions.	