



**E-services of the EAA's website enhanced to
accept online application of individual licence renewal**

(3 May 2016) With the newly enhanced electronic services provided by the Estate Agents Authority (“EAA”), licence renewal will become easier and more convenient for individual licensees. The EAA today announces that starting from 4 May 2016, individual licensees can submit their licence renewal applications through the EAA’s website.

In the past, all individual licence renewal applications had to be submitted by mail or by hand to the EAA for processing. However, the EAA has been working continuously in enhancing its IT system with a view to serving the licensees better using electronic means. Through continuous effort, the EAA’s website now provides a series of e-services for individual licensees, including updating contact information and certain personal particulars; subscribing/unsubscribing publications and reminders; submitting documents to comply with certain statutory requirements under the Estate Agents Ordinance; and enrolling for activities or downloading certificates of attainment under the Continuing Professional Development Scheme.

What is the new service?

From 4 May 2016, the e-services of the EAA’s website will be further enhanced and will accept application for licence renewal of individual licensees. By completing an online form and online payment, the application will be submitted to the EAA for processing automatically.

Who can use this new service?

Holders of an estate agent’s licence or salesperson’s licence who have



registered an e-service account at the EAA's website are eligible for using this new online application service. To register an e-service account at the EAA's website, the individual licensees must enter a valid mobile phone number and a valid email address in the EAA's record in order to receive SMS and email.

Licensees should also note that in order to complete the online payment process, they must have a credit card (Visa or MasterCard) or a PPS account and its Internet password. As both Visa and MasterCard may have security measures to offer cardholders extra protection in online payment, licensees may need to register in advance with the card issuing bank before making any online payments.

When can a licensee apply for online renewal?

Holders of either an estate agent's licence or a salesperson's licence can submit their applications for licence renewal up to three months before their licences are due to expire. Renewal application after the licence expiry date cannot be submitted online. Licensees should also note that the EAA pledges to process a renewal application within 20 working days after the day the application is received. If a renewal application is submitted less than one month prior to the expiration of the licence (no matter by whatever method it is submitted), the renewed licence might not be issued before the expiry date.

How to check whether the application is successful?

Upon successful submission of an online application, an SMS and email notification will be sent to the applicant's mobile phone number and email address respectively. Interested licensees are encouraged to watch the demonstration video at the EAA's website before making their online



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applications. They may also contact the EAA's hotline at 2111 2777 for any enquiry or assistance.

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