



Temporary closure of EAA offices

(11 February 2022) In view of the latest development of COVID-19 and to align with the Government’s announcement on the latest anti-pandemic measures with a view to stopping the spread of the virus in the community, the Estate Agents Authority (“EAA”) today announces that it will implement the following temporary service arrangements effective from **14 February 2022 (next Monday) until further notice**:

1. The EAA offices in Wanchai (Room 2601, 26/F, Hopewell Centre, 183 Queen’s Road East, Wanchai) and Chai Wan (7/F, E-Trade Plaza, 24 Lee Chung Street, Chai Wan) will be closed to all licensees and general public.
2. The EAA will contact those who have already made an appointment online to visit the EAA Wanchai Office for licence application/collection of licence for alternative arrangements.
3. Current licensees/ex-licensees may submit their licence applications through [e-Services](#) on the EAA website. Licence applicants who cannot use the EAA’s e-Services may send/submit their licence application forms and the cheque for licence fee payment (the cheque should be crossed and made payable to the “Estate Agents Authority”) by post or via the collection box located outside the EAA office in Wanchai. Applicants should **NOT** submit any cash to the EAA.
4. For first-time licence applicants, they may submit their applications (i.e. application forms and cheque) together with photocopies (**NOT** originals) of all required documents (i.e. HKID Card / Travel Document, Examination Result Slip and Educational Proof) by post or via the



collection box located outside the EAA office in Wanchai, the EAA will contact the relevant applicants for submission of original documents later. Applicants should **NOT** submit any cash to the EAA.

5. All applications submitted via the collection box of the EAA will be taken as having been received by the EAA on the day of submission. All postal applications will be taken as having been submitted to the EAA according to the postal chop marked by the post office.
6. For enquiries about the collection of licence, estate agent cards and/or other licensing related matters, applicants/licensees may contact the EAA's Licensing Section by calling the EAA's hotline at 2111 2777 (press 2, 2 after selecting language) or email (licensing@eaa.org.hk).
7. For other enquiries or to lodge a complaint against estate agents, members of the public may write to the EAA by post or by email (enquiry@eaa.org.hk or complaint@eaa.org.hk) or call the EAA hotline at 2111 2777.

The EAA will continue to closely monitor the development of the situation and announce to the public if there is any change of service arrangements.

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