



EAA offices resumed open to public

In view of the latest development of COVID-19, the offices of Estate Agents Authority (“EAA”) has been reopened on **11 April 2022** but the following temporary service arrangements will remain in effect until further notice:

1. The EAA office will be open to the public during normal office hours for licence application and collection service. Licence applicants or licensees are strongly advised to make their prior appointment through the EAA [online booking system](#) and come to the EAA office at the booked timeslots on time. Those without prior appointment are required to queue up and wait to be served. Please note that the EAA office will only accept cheques or EPS for licence fee payments. **Cash would not be accepted.**
2. For other enquiries or to lodge a complaint against estate agents, please call the EAA hotline at 2111 2777, or write to the EAA by post or by email (enquiry@eaa.org.hk or complaint@eaa.org.hk).
3. Current/ex-licensees are strongly advised to submit their licence applications through [e-Services](#) on the EAA website. Those who cannot use the EAA’s e-Services may submit their licence application form with a cheque for licence fee payment by post or via the collection box outside the EAA offices (please do not submit cash by post or via the collection box).
4. Anyone entering the EAA offices are required to wear mask, use the “LeaveHomeSafe” mobile application to scan the QR code, and may have to undergo body temperature check. Otherwise, the EAA has the right to refuse to provide assistance on the spot, but only handle their requests submitted in written form.

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

Estate Agents Authority
11 May 2022