

# User guide for family member to act on behalf of the migrant domestic worker's employer

## Introduction

To better assist employers of migrant domestic workers (MDWs) who require assistance with work pass transactions, family member can now act on their behalf. If the request is approved, the family member can perform these transactions in our FDW eService:

- Renew a pass
- Extend a pass validity (short-term)
- Levy transactions including:
  - Check and pay levy
  - Apply for Giro to pay levy
  - Apply for waivers and refunds
  - Pay levy penalties

Family members who can submit this request to act on behalf include:

- Spouse
- Sibling or their spouse
- Child or their spouse
- Grandchild or their spouse
- Niece/nephew or their spouse



For more details on the eligibility, please visit our [MOM website](#).

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# How to apply to act on behalf of the employer?

## Step 1: Download a copy of the [consent form](#)

Consent form for family member to act on behalf of employer of domestic helper(s)

Updated on 31 Oct 2022

**Fill in this consent form to allow a family member to act on your behalf**

Upload the completed form in our FDW eService ([www.mom.gov.sg/fdw-eservices](http://www.mom.gov.sg/fdw-eservices)) for us to review your request. If approved, the family member can perform these transactions related to your helper(s):

- Check and pay levy
- Extend a pass validity (short term)
- Renew a pass

Employer's details and declaration			
Name (as on NRIC or FIN)			
NRIC/FIN (last 4 chars) e.g. 123A	<input type="text"/>	Local contact number	+65 <input type="text"/>
I authorise my family member (whose details are listed below) to act on my behalf and perform the transactions listed above, according to my instructions.			
Signature			
Date (DD-MM-YYYY)	<input type="text"/>		
Family member appointed to act on behalf of Employer			
Name (as on NRIC or FIN)			
NRIC/FIN (last 4 chars) e.g. 123A	<input type="text"/>	Local contact number	+65 <input type="text"/>
Relationship to employer (You must fall under these categories)	<input type="checkbox"/> Spouse <input type="checkbox"/> Sibling or their spouse <input type="checkbox"/> Child or their spouse <input type="checkbox"/> Grandchild or their spouse <input type="checkbox"/> Niece or nephew, or their spouse		

Ministry of Manpower Work Pass Division  
[www.mom.gov.sg](http://www.mom.gov.sg)    [www.mom.gov.sg/contact](http://www.mom.gov.sg/contact)    Page 1 of 1

- The form will need to be completed by the family member and employer.
- Save a copy of the completed consent form in your internet device.

## Step 2: Appointed family member will need to log in to [FDW eService](#) using their Singpass

Singapore Government Agency Website

MINISTRY OF MANPOWER

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### Work Permit transactions for domestic helpers and confinement nannies (FDW eService)

Employers or employment agencies can use this eService to perform Work Permit transactions for helpers and confinement nannies (e.g. apply, issue, renew, extend, cancel or reinstate a Work Permit). Existing sponsors and authorised family member can also use this eService to perform transactions for helpers on behalf of employers. To apply as a sponsor, please ask the employer to log in.

**For employer or sponsor**

**For employment agency**

Service is online

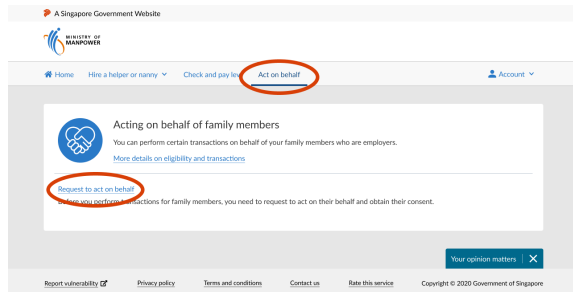
Availability  
24 hours

**Note**

Please use WP Online for employers or WP Online for employment agencies for the following transactions:

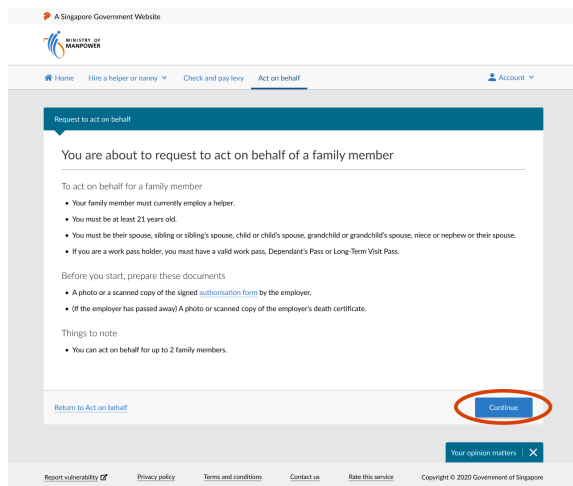
- Check status (collection, delivery and return) of card
- Check Setting-in Programme requirement and attendance
- Apply or check status of replacement Work Permit card

### Step 3: Click the 'Act on behalf' tab on the navigation bar



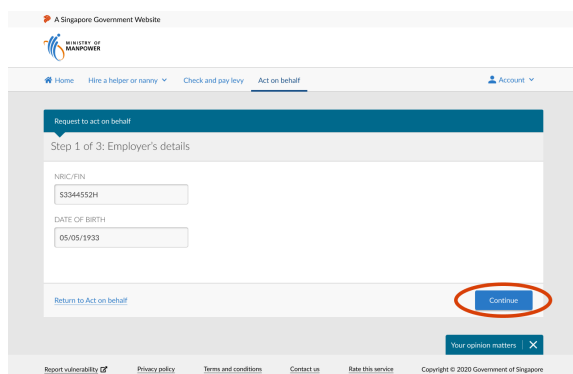
- Click the 'Request to act on behalf' link to start your submission.

### Step 4: Review the eligibility requirements and documents required for the submission



- Click 'Continue' to go to the next step.

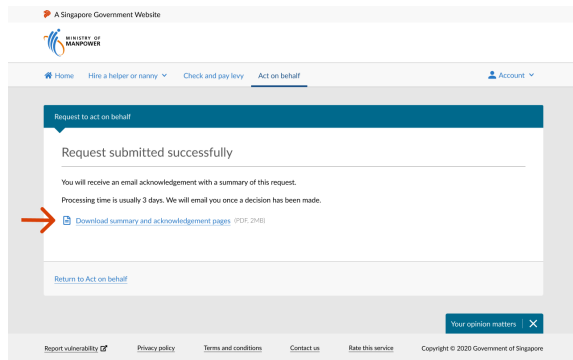
### Step 5: Enter required details for the employer whom you are requesting to act on behalf



- Enter the employer's details.
- Click 'Continue' to go to the next step.

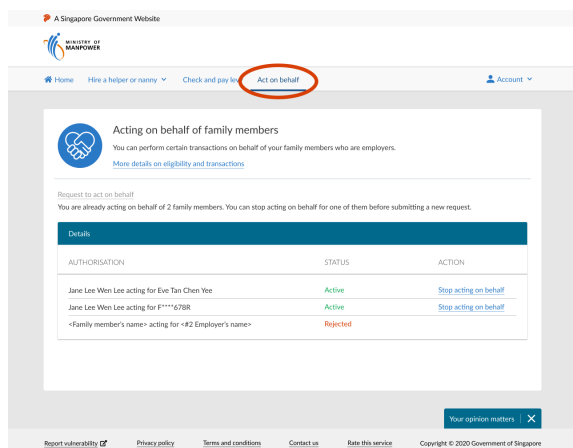


## Step 8: Acknowledgment of successful submission



- To keep a record of the submission, click 'Download summary and acknowledgement pages'.
- An email acknowledgment of the submission will be sent to you and the employer.

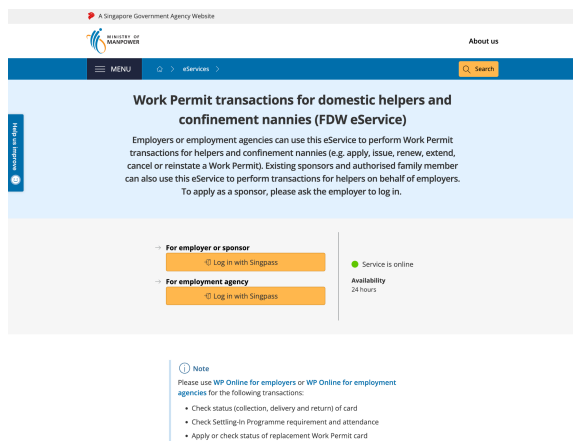
## Step 9: Check the status of your request



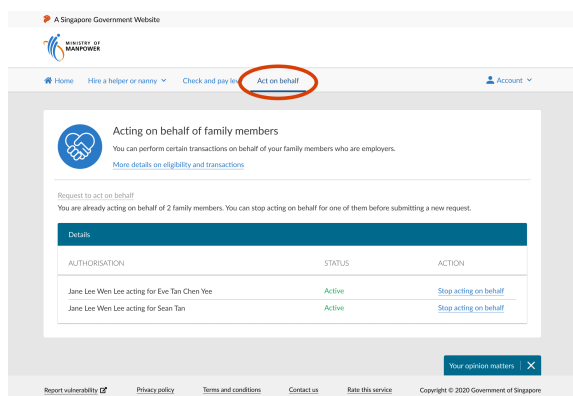
- We will email the outcome to you and the employer within 3 days. We will also send the outcome letter to the employer.
- Alternatively, you can also log in to FDW eService and click on the 'Act on behalf' tab.

# How to request to stop acting on behalf of the employer?

## Step 1: The current approved family member will need to log in to [FDW eService](#) using their Singpass

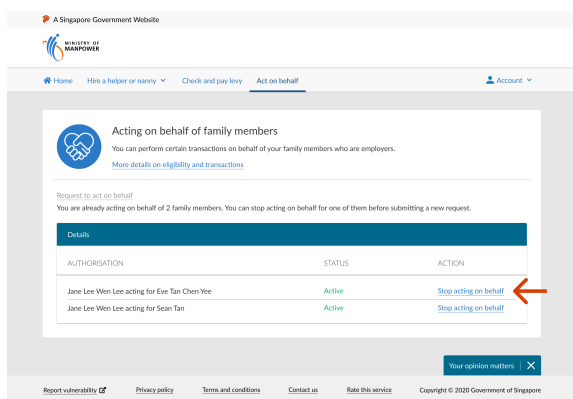


## Step 2: Click on the 'Act on behalf' tab on the navigation bar



- The tab can be found along the navigation bar.

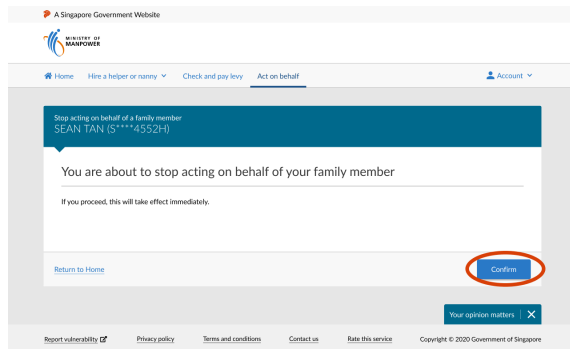
## Step 3: Click on the link to stop acting on employer's behalf



- The page will contain information on employer(s) whom you are currently acting on behalf of.
- Click on the 'Stop acting on behalf' link for the relevant employer.

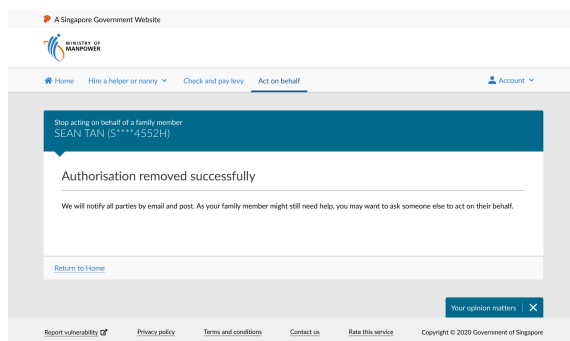
Please ensure that you have informed the employer before doing so.

## Step 4: Confirm your request



- Click on 'Confirm'.

## Step 5: Acknowledgment of successful submission



- An email acknowledgement of the submission will be sent to the employer and you.
- The request to stop acting on behalf will take effect immediately. We will email and post the outcome to the employer and you.