

# INFOCUS



INFOCUS is a monthly publication that provides advice and tips to help employers build a positive working relationship with their migrant domestic workers

## Use MOM's Employment Agencies Directory to find a suitable Employment Agency!



Dear Employer,

Visit MOM's [Employment Agencies \(EA\) Directory](#) when you intend to hire a Migrant Domestic Worker (MDW). You can check and compare the service quality of EAs. This will help you find the EA that can best serve your needs!

### Use the EA Directory to obtain the following information:



Basic information of registered EAs, e.g. years in operation, contact information and registered personnel



Compliance records e.g. number of demerit points issued by MOM.



Retention, transfer rate and volume of MDWs placed.



Ratings by customers.

### Post-placement checks by EAs on new MDWs and their employers

Since December 2021, EAs must check-in with their respective MDWs via a telephone call, or an in-person visit to better understand and support both MDWs and their employers in their new working relationship. Employers and MDWs are encouraged to share any issues faced so that your EA can help resolve them early and establish a harmonious relationship between the MDWs and their employers.



### Did you know?

An MDW **MUST NOT** borrow from any Unlicensed Moneylender (UML) e.g. "loan shark" or "Ah Long". Remind your MDW that if she is found borrowing money from a UML, she will be banned from working in Singapore.

You are not required to pay for your MDW's loan which she had borrowed from a UML.

If you have been threatened or harassed by UMLs, you should immediately contact the Police at 999, or the X-Ah Long Hotline at 1800 924 5664.