

## Annex B: Frequently Asked Questions (FAQs) on Self-Exclusion

<b>Q1</b>	<b>Can EAs make it compulsory for work pass holders to apply for self-exclusion from borrowing from licensed moneylenders?</b>
	No. Self-exclusion is voluntary. Individuals without SingPass may authorise any third party including EAs to apply for self-exclusion on their behalf. EAs should highlight the conditions of self-exclusion to their clients. These conditions are reflected in the authorisation form that an individual is required to sign.
<b>Q2</b>	<b>Can EAs apply for self-exclusion from borrowing from licensed moneylenders, for work pass holders without the worker's knowledge or consent?</b>
	No. Any third parties including EAs cannot unilaterally apply for self-exclusion for any individual without their authorisation to do so. Refer also to Q1 answer above.
<b>Q3</b>	<b>How much does it cost to apply for the self-exclusion, and can EAs charge the cost to workers?</b>
	<p>The application fee is \$3 for applicants who submit their applications using their own SingPass account, and \$5 for those who submit their applications through a third party.</p> <p>EAs are allowed to collect the \$5 application fee for self-exclusion from the worker. EAs may also wish to absorb the fee or collect it from the employer if the employer agrees to pay for it. The EA is not permitted to charge a fee for processing the application, beyond the \$5 application fee.</p>
<b>Q4</b>	<b>If EAs have further questions, who can they contact?</b>
	If EAs have further questions on the process of self-exclusion, you can email to: <a href="mailto:MLCB@experian.com">MLCB@experian.com</a> .