ERA FULL-FLEDGED AGENCY SUPPORT

#WeAreERA | BetterinEveryWay

Admin. Dept.

Associate Services

1. Reception
2. Service Counters
3. Cashier Counters
4. Transaction and Exclusive Submission
5. Quarterly Career Advancement Day Conferences and Annual Asia Pacific Business Conference

Value-Added Services

1. ERA Select Vendors
2. Mednefits

Key Contacts

For enquiries on admin matters
admin@era.com.sg

For enquiries on transactions
tsn@era.com.sg

Auction Dept.

Associate Services

1. Selling at Auction
2. Buying At Auction
3. Monthly Bank and Owners' Sales

Key Contacts

For enquiries
auction@era.com.sg

Business Dev. Dept.

Associate Services

1. International Referral Network & Scheme
2. Franchise Opportunities

Key Contacts

For enquiries
franchise@era.com.sg

Compliance Dept.

Associate Services

1. Legal and Compliance Assistance
2. Advertisement Approval
3. Customer Due Diligence
4. DNC and PDPA
5. Commission Disputes Resolution
6. Industry Regulations and Guidelines

Value-Added Services

1. Advisory on Property Transaction Contracts
2. Recommendation of Appointed Lawyers
3. Practice Circulars, Policies and Matters from CEA, HDB, and URA

Key Contacts

General Enquiries **compliance@era.com.sg**
Advertisement Approval **advert@era.com.sg**
Commission Disputes **commdispute@era.com.sg**
Customer Due Diligence **CDD@era.com.sg**
Data Protection Officer **dpo@era.com.sg**

Corp. Comms. Dept.

Associate Services

1. Brand and Logo Guidelines
2. Top Achievers Recognition
3. Social Media Content Generation
4. Marketing Templates
5. Associate Media Profiling

Value-Added Services

1. ERA Warmest Welcome
2. Plush by ERA
3. Diamonds by ERA
4. YoungERA
5. Stars & Superstars Awards
6. Tech Talk

Key Contacts

For enquiries
corpcom@era.com.sg

Corp. Sales Dept.

Associate Services

1. ERA Merchandise and Stationery
2. Office Room Rental and Season Parking

Value-Added Services

1. ERA Points
2. ERA eStore

Key Contacts

For enquiries
corpsales@era.com.sg

Name card-related matters
namecard@era.com.sg

Finance Dept.

Associate Services

1. Invoicing
2. Payment of Commission
3. Payment to You
4. Income Statements

Value-Added Services

1. Commission Advance Scheme
2. Assistance and Information on Income Tax, GST, and CPF (Medisave) Matters
3. Medisave Earn & Save Scheme
4. Superstar Bonus
5. Loyalty Growth Dividend Scheme

Key Contacts

Commission Payable
comm_enquiries@era.com.sg

Receivable from Customers
ar@era.com.sg

H.R. Dept.

Associate Services

1. New Associate Registration
2. ERA 2020 Recruitment Package
3. Personal Particulars Update
4. Non-Core CPD Hours Update
5. Salespersons' PA and Telemarketer Registration
6. Employment Letter
7. SPH Advertising Account
8. Client Testimonials
9. Million Dollar Club
10. Promotion
11. ID Tag Replacement
12. Monthly, Quarterly and Annual Award Ceremonies

Value-Added Services

1. Leader Dependent Scheme
2. ERA Scholarship

Key Contacts

For enquiries
hr_associates@era.com.sg

I.T. Dept.

Associate Services

1. myERA Portal
2. i-ERA Mobile App
3. ERA SpiderGate
4. ERA 24/7 PropWatch
5. iSubmission
6. FindPropertyAgent.sg

Value-Added Services

1. Corporate Email Account (To apply at HR Service Counters)

Key Contacts

For enquiries
it@era.com.sg

For enquiries on Mobile Apps
app@era.com.sg

Project Mktg. Dept.

Associate Services

1. Strong, Diverse Portfolio of Local and International Projects
2. Attractive Commission Projects

Value-Added Services

1. Company-wide Project Announcements
2. ERAPro App
3. The Preview Team
4. Tagging System

Key Contacts

For enquiries
projectmktg@era.com.sg

Training & Dev. Dept.

Associate Services

1. Ultimate Agent Training
2. Induction Programme
3. Legal Talk
4. The Digital Edge
5. Other Seminars

Value-Added Services

1. ERA Givers' Movement
2. ERA-Gnowbe Mobile Microlearning App

Key Contacts

For enquiries
training@era.com.sg

Ultimate Agent Training

2020 Wealth Creation Road Map

9 In-Depth Modules

[USU] Ultimate Start-Up
[UAP] Ultimate Asset Progression
[USP] Ultimate Sales Presentation
[USM] Ultimate Smart Marketing
[USS] Ultimate Segment Specialisation
[UTE] Ultimate Team Expansion
[ULWC] Ultimate Leadership Warrior Camp
[USWC] Ultimate Sales Warrior Camp
[UTLM] Ultimate Transformational Leadership Masterclass

+ Sales Boosters

[UCS] Ultimate Consumer Seminar
[UAS] Ultimate Agent Seminar
[PFT] Project Focus Training
[UMIS] Ultimate Market Intelligence Seminar
[CAD] Career Advancement Day
[DES] Digital Edge Seminar
[FLT] Financial & Legal Talks