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## Customer ratings for FDW-placing employment agencies

Customer ratings for employment agencies shows you the EA's ratings before you engage their services in hiring an FDW.

### At a glance

**Related eService** [Employment agencies and personnel search \(EA directory\)](#)


### How ratings work

After your FDW is deployed to your household for about 3 months, you will receive an SMS to take part in a survey to rate the services of your EA.

A reminder SMS will be sent if we do not receive a response from you within a week.

The short survey consists of questions regarding the overall service of the EA that you engaged.



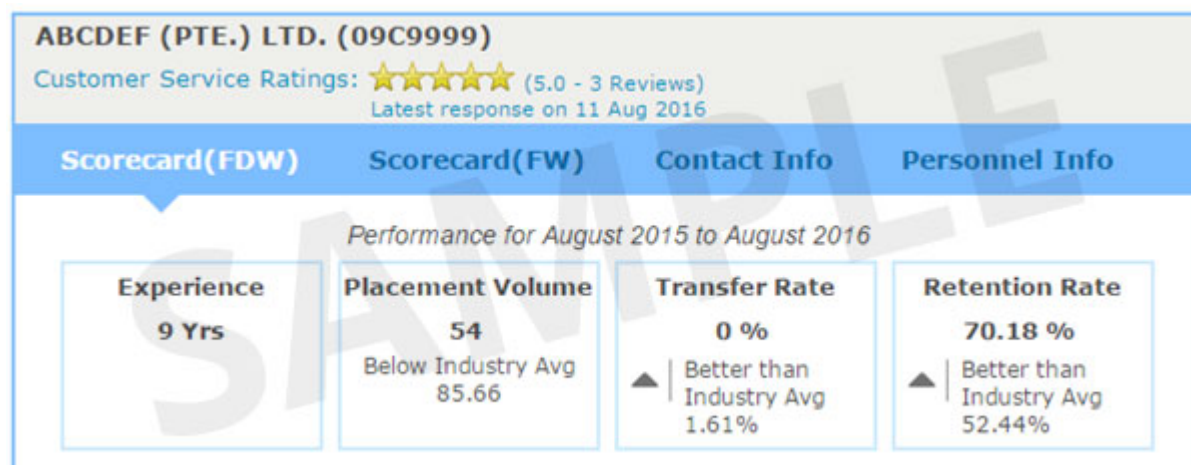
#	Questions
1	How well did your EA explain the application process, fees, service contract and the FDW employment contract to you?
2	How helpful was your EA when you needed advice or help?
3	How able was your EA in finding an FDW that meets your need?
4	Would you recommend the EA to your friends?
5	Did you use the  <b>EA Directory</b> when deciding on the EA to engage?

Your rating is important to us as it will encourage EAs to provide good before- and after-service to you and other prospective FDW employers. Using these ratings, prospective FDW employers can check and compare the competency and service level of an EA before engaging them.

## Where to see ratings

The ratings will be displayed in the  **employment agencies and personnel search (EA directory)**.

In each FDW-placing EA's profile page, the ratings will be represented by the number of stars. The maximum score is five stars. There needs to be a minimum of 3 reviews before the ratings will be displayed. See sample below.



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