

Appoint Company Representative

A Quick Guide to appointing a Company Representative to respond to a dispute on EmPOWER

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Legend

This lightbulb indicates important information to note when using EmPOWER!

How do I appoint a company representative?

For Employer



#1

Access TADM eServices Website

Access TADM eServices (www.tal.sg/tadm/eservices) and select your persona

[Employer / Company Representative](#). Click on

[Register a company representative to respond to the claim\(s\)](#) and

you will be directed to log in with **Corpass** (using your Singpass) to access the system dashboard.

Note: Your Corpass admin should provide you access to the "EmPOWER" eService before you start. Please reach out to your Corpass admin if needed.

#2

Access the Case from your Dashboard

From your Dashboard, there are 2 ways to access the case that requires appointment of Company Representative.

1. Under "**My Next Steps**", there will be a notification to register a company representative. Click the notification to be directed to the case.
2. Under "**My Recent Cases**", look out for the following case status which requires appointment of Company Representative. If the case is proceeding to e-Negotiation, the case status will be "**Pending Appointment of Rep**". If the case is currently in Mediation, the case status will be "**Mediation in progress**". Click [View Case](#) to access the case.

Employment Dispute Page

#3

After accessing the case, proceed with appointment of Company Representative.

- If the case is proceeding to **e-Negotiation**: There is a "Appoint a Company Representative to respond the claim" banner at the top of the screen. Click on [Respond](#) to begin.
- If the case is in **Mediation**: Navigate to the **Additional Actions** section on the right and click on "**Appointment of Representative**".

Additional Actions

[Appointment of Representative](#)
Appoint a company representative



Deadline for Appointment

If the case is going into e-Negotiation, you have **2 working days** to appoint a Company Representative.

How do I appoint a company representative?

For Employer



#4

Appoint Company Representative

Under the **Company Representative Details** section, fill in details of the company representative. Please note that your selection of “**Notify Me via**” (SMS and/or email) will be the channel that you receive updates on this case.

Next, check the box to **declare that you are authorised** to act for the company in this case.

I declare that I am the authorised representative of the company

Once declared, indicate the **position of the company representative** in the company.

Please indicate your position in the company

Select


Office holder (e.g. Director/Partner/Sole Proprietor registered with ACRA)

Full-time Employee

If you are a **Full-time Employee**, provide the **Name of Authorising Director** and the system will prompt you to upload the **Letter of Authorisation** signed by an office holder.



Save your application

Throughout the application, click  **Save** at the bottom of the page to save the details you have provided to return to the application at a future date.

#5

Appoint for Related Cases (optional step)

If there are related cases with the same employer that do not have an appointed Company Representative, an **Appoint Company Representative for Related Cases** section will be displayed.

| | Case Ref No | Name of Employee |
|-------------------------------------|----------------|------------------|
| <input checked="" type="checkbox"/> | EC-2023-181015 | Individual A |
| <input checked="" type="checkbox"/> | DC-2023-147034 | Individual A |

Check the boxes of the cases that you want to appoint the same Company Representative for.


How do I appoint a company representative?


For Employer

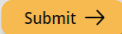


#6

Upload Letter of Authorisation (for Full-time Employee)

Under the **Supporting Documents** section, click on  to upload the Letter of Authorisation.

Next, select “**Authorisation Letter**” as the category of document and click on .

After providing all the required details, click on .

#7

Acknowledgement page

You will be directed to the acknowledgement page with a prompt that you have successfully appointed a Company Representative.



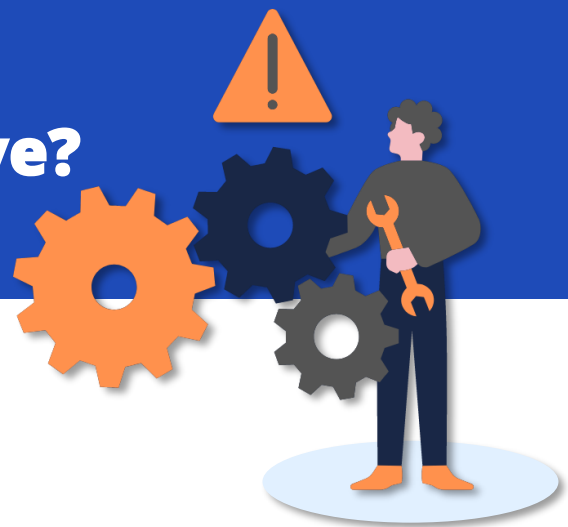
View “Next Steps” section on acknowledgement page

If the case proceeds to **e-Negotiation**, there is a video for an introduction to e-Negotiation process. After watching the video, navigate to your Dashboard to begin the e-Negotiation process.

If the case is in **Mediation**, there is a video for an introduction to Mediation process. A TADM Mediator will reach out via your preferred notification channel within 1 week.

How do I change the company representative?


For Employer



#1

Access TADM eServices Website

Access TADM eServices (www.tal.sg/tadm/eservices) and select your persona

 Employer / Company Representative .

In the table of eServices, click on [Dashboard](#) and you will be directed to log in with **Corpass** (using your Singpass) to access the system dashboard.

#2

Access the Case from your Dashboard

From your Dashboard, identify the case under “**My Recent Cases**” that requires a change of Company Representative. You can click on “**View All**” for the full list of cases.

After identifying the case, click on [View Case](#) to access it.

#3

Employment Dispute Page

After accessing the case, navigate to the **Additional Actions** section and click on “**Change Company Representative**”.

Additional Actions

 [Change Company Representative](#)

#4

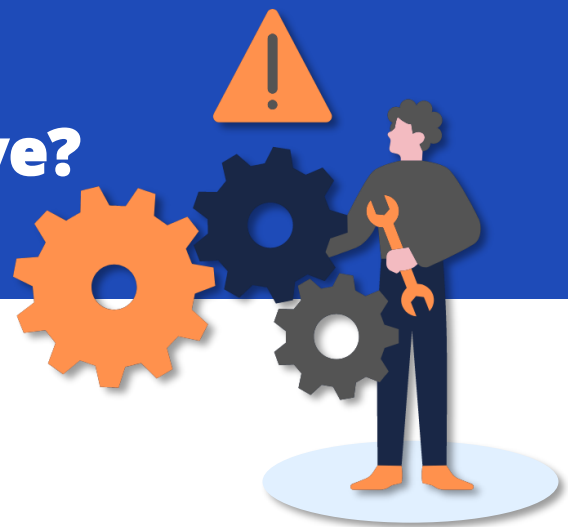
Reappoint Company Representative

Provide the **new Company Representative Details** and **declare that you are authorised** to act for the company in this case.

Next, indicate the **position of the company representative**. If you are a Full-time Employee, provide the **Name of Authorising Director** and you will be prompted to upload a **Letter of Authorisation**.

How do I change the company representative?

For Employer



#5

Re-appoint for Related Cases (optional step)

If there are cases with the same employer that have other appointed Company Representatives, an **Appoint Company Representative for Related Cases** section will be displayed.

View the “**Name of Employer Representative**” column for the current Company Representative appointed. Next, **check the boxes** of the cases that you want to re-appoint the new Company Representative to.

#7

Acknowledgement page

You will be directed to the acknowledgement page with a prompt that you have successfully changed the Company Representative.

#6

Upload Letter of Authorisation (for Full-time Employee)

Under the **Supporting Documents** section, click on [Upload Files](#) to upload the Letter of Authorisation.

Next, select “**Authorisation Letter**” as the category of document and click on [Attach](#).

After providing all the required details and uploading the Letter of Authorisation (if needed), click on

[Submit →](#)