

Reference No: 16:09:2021

7 Sep 2021

TO : ALL MEMBERS
FROM : MIEA SECRETARIAT

REFERENCE : ESTATE AGENCY SECTOR OPERATIONS SOP PROTOCOL

We refer to the MIEA advisory reference No 15.09.2021 dated 6th of September 2021.

Many have asked clarification on the contents of the '**Estate Agency Sector Operations Advisory**' and we wish to clarify that these are **Recommended Best Practice** for the real estate sector.

It is important to note that the SOP provided by MIEA is not exhaustive and provides a guideline for SOP best practice as we combat this virus in this pandemic. We also leave it to the individual firms to add or issue new statements to the SOP to establish their own protocol. It is important for all REAs, PEAs and RENs in employment of the firm to respect and support the firms as it is to protect all parties concerned. Each firm acts on their own and establishes what is best for their team while adhering to the minimum standards required. Though difficult it may seem, every practitioner must play their part, by protecting the interest of our clients and themselves.

It is important to note for all firms under LPPEH, the MKN 17 August 2021 SOP applies and must be strictly adhered to :

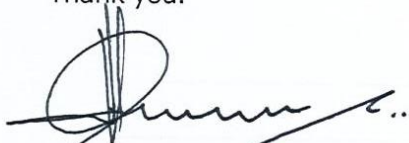
<https://asset.mkn.gov.my/web/wp-content/uploads/sites/3/2019/08/LPPEH-PPN-Fasa-1-SOP-PERKHIDMATAN-PROFESIONAL-FIRMA-PENILAIAN-PENTAKSIRAN-PEREJENAN-HARTA-TANAH-DAN-PENGURUSAN-HARTA-Kemaskini-17-Ogos-2021.pdf>

Do peruse the website link below for any updates or changes to the SOP from time to time :

<https://www.mkn.gov.my/web/ms/pelan-pemulihan-negara-fasa-1/>

We hope this will bring clarity to all.

Thank you.



K. Soma Sundram
Chief Executive Officer