REAL ESTATE AGENTS LICENSING BOARD

AGENTS ONLINE APPLICATION PORTAL HANDBOOK

VERSION: 1.0

20.04.2022

FOREWARD

The intent of this Handbook is to provide information to the applicants, Agents, Salespersons, Branch Managers and the general public on the procedures for applying and processing of REALB's Agents application to serve as a guide for facilitators of the process.

The content and guidelines captured in this Handbook are neither prescriptive nor exhaustive and serves to provide guidance for achieving compliant, efficient and effective administration of the Real Estate Agents applications. This is integrated with the strategic and operational activities of the Real Estate Agents Licensing Board (REALB).

This Handbook is the Real Estate Agents Licensing Board's document. The information contained in this handbook is current at the time of publication and may be changed based on any changes to the policies and requirements of the Fijian Government. Visit www.realbfiji.com for updates and further information.

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ABOUT REAL ESTATE AGENTS LICENCING BOARD (REALB)

The Real Estate Agents Licensing Board (REALB) is responsible for the regulation of real estate agents in Fiji and for related matters. REALB is a body corporate established under the Real Estate Agents Act 2006 and comes under the purview of the Ministry of Commerce Trade Tourism and Transport.

REALB is guided by a Board to oversee the licensing of real estate agents, grant approvals to salespersons and branch managers and to issue permits to undertake transactions in real estate.

HOW TO CONTACT REALB

REALB can be contacted for any Application and Processing query through the below means in the order of preference:

REALB Contact Us message

1.1. The REALB Contact Us form on our website is the most preferred communication method.
1.2. Our Contact Us Services are available between 8.00 am. to 4.30 pm. from Mondays to Thursdays and till 4.00 pm on Fridays (Excluding Public Holidays).
1.3. Communicating through the Contact Us Form Service will allow you to get quick responses to your queries and concerns from our highly trained and competent staff.

Email Enquiries to REALB

1.4. In case(s) where the REALB Contact Us Services cannot be used, applicants can email their queries on info@realb.org.fj
1.5. REALB Enquiries services are available on a responsive basis from 8.00 am. to 4.30 pm. from Mondays to Thursdays and till 4.00pm on Fridays (Excluding Public Holidays).
1.6. All emails sent on this email address after 4.30 pm from Mondays to Thursdays will be responded to, the next day while emails sent after 4.00 p.m. on Fridays and in the weekends will be responded to on the following working day.

2. Telephone Services

2.1. All calls to be REALB can be made on 3300355 from 8.00 am. to 4.30 pm from Mondays to Thursdays and till 4.00pm on Fridays (Excluding Public Holidays).
2.2. For all telephone calls to REALB, the receiver may ask for additional details and verify the same with the records at REALB before responding to your queries. In case(s), where the details provided over the phone do not match with the applicant's records at REALB, REALB reserves the right to refuse to respond to the queries.

ONLINE APPLICATION PROCESS

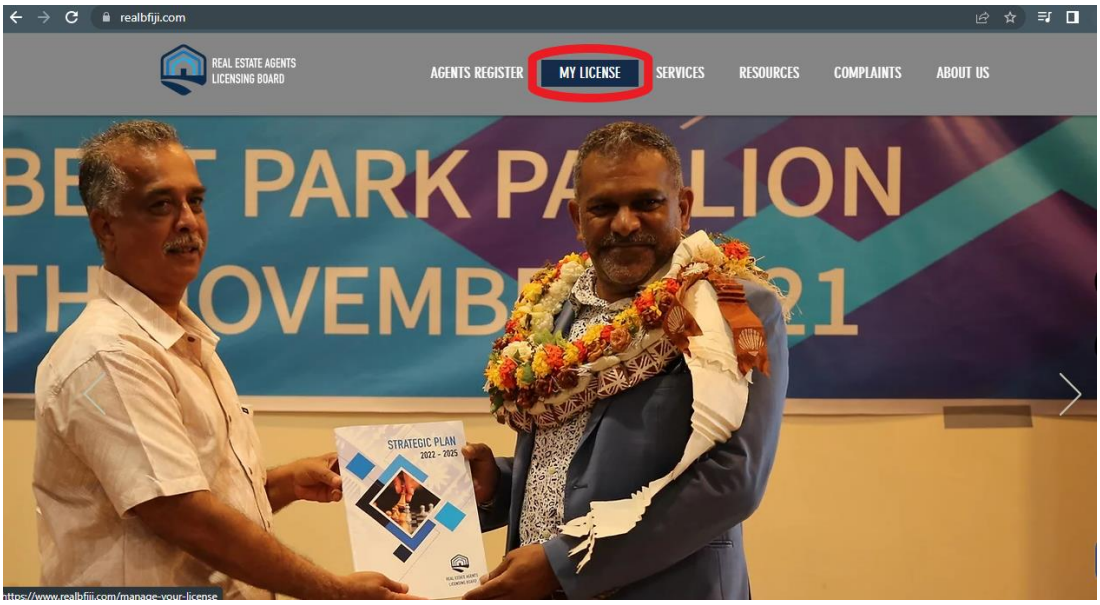
PRE- APPLICATION DOCUMENTATION PREPARATION (APPLIES TO SALESPERSON, BRANCH MANAGER, AGENT).

Before commencing with the application process, it is important to have the following information and documents **(where relevant)** available in a Digital format or scanned copy (PDF/JPG).

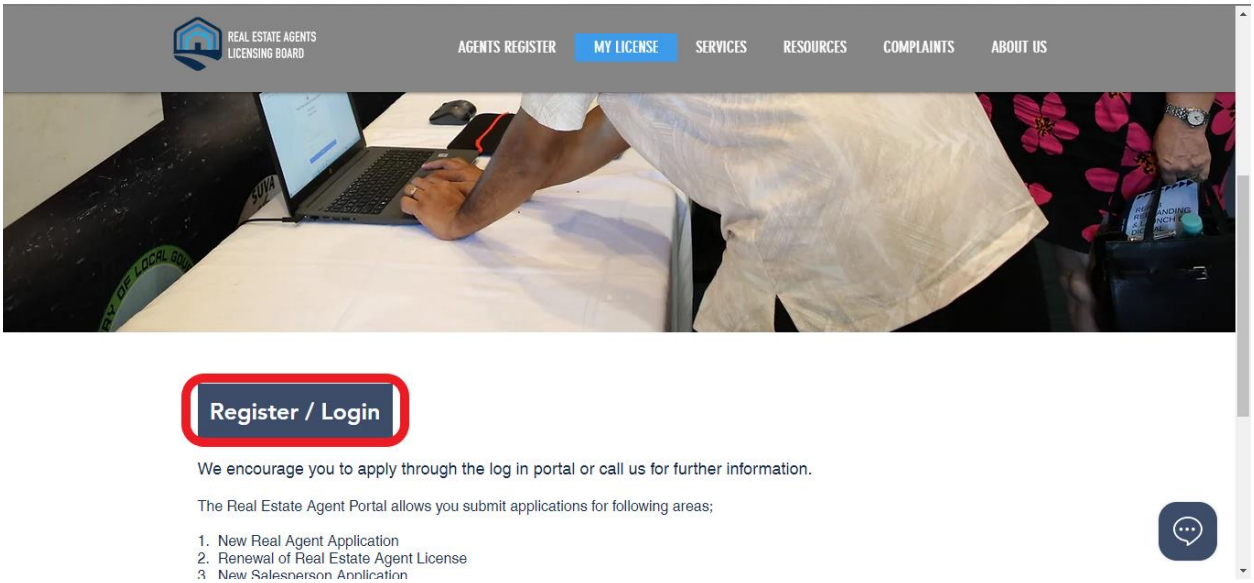
a. Valid email address. (e.g. Gmail, Yahoo Mail, Outlook, Company email etc.)
b. Valid Password
c. Recent Passport photo (properly taken photo as this will be used in ID Cards)
d. Business Tin Number
e. Copy of Personal TIN ID card.
f. Company Registration Number
g. Police Clearance Receipt
h. Applicant Bank Statement **(last 3 months)**
i. Tax Compliance Certificate
j. Gazette Advertisement 1
k. Gazette Advertisement 2
l. Work Permit **(if applicable)**
m. Academic qualifications
n. Contract copy
o. Branch Lease / Tenancy Lease agreement
p. Request Letter
q. Evidence of Payment

Step by step process- New Agent Application

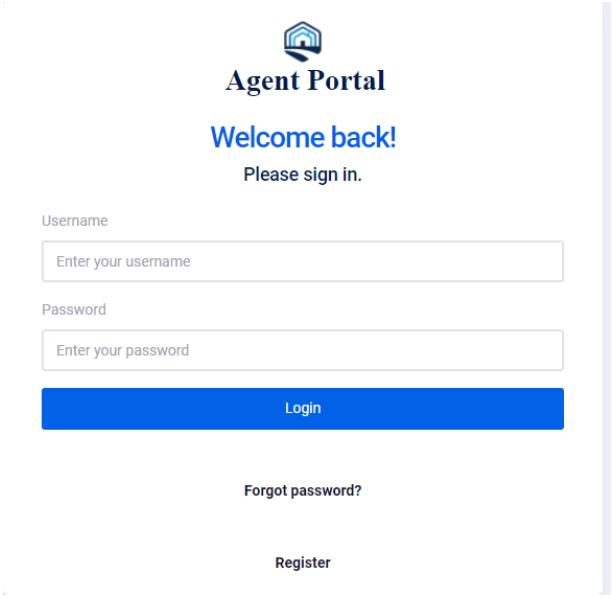
1. Log on to www.realbfiji.com . Then Click the Menu "**My License**" on the top of the page.



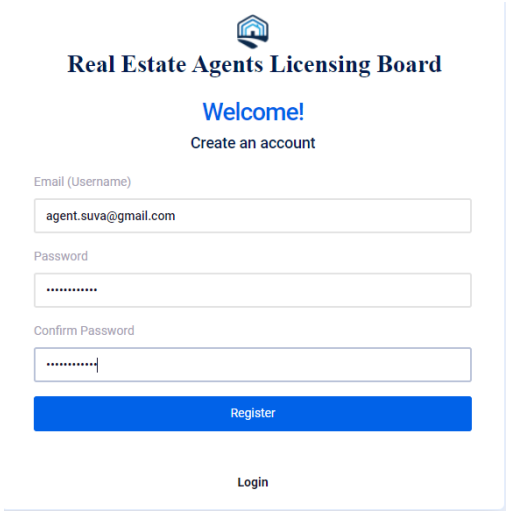
2. On the "**My License**" page, navigate to the "**Register/Login**" button to login to the Agents Portal.



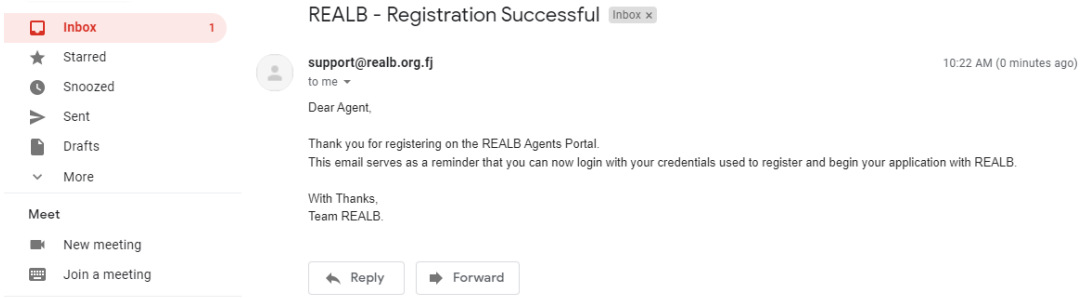
3. For New Users click on “**Register**” at the bottom of the page. For existing Applicants and Agents, enter your credentials to Login.



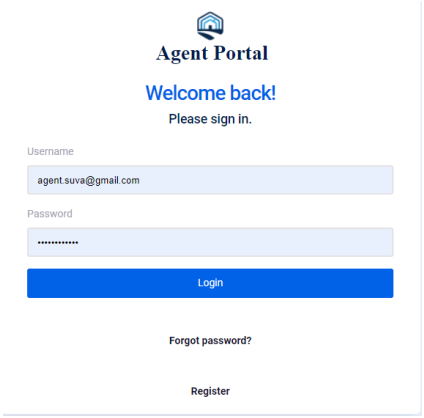
4. For new users, after clicking on “**Register**”, you will come to the Registration Page for the account where you will fill in your credential details.



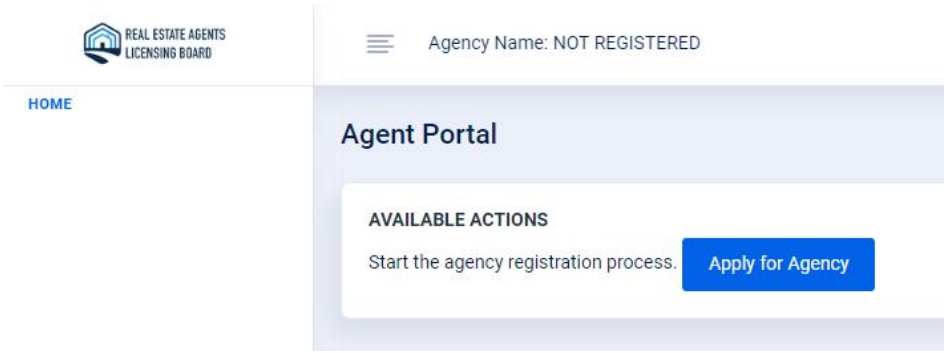
5. After you Register, you will receive an email notification regarding your account registration.



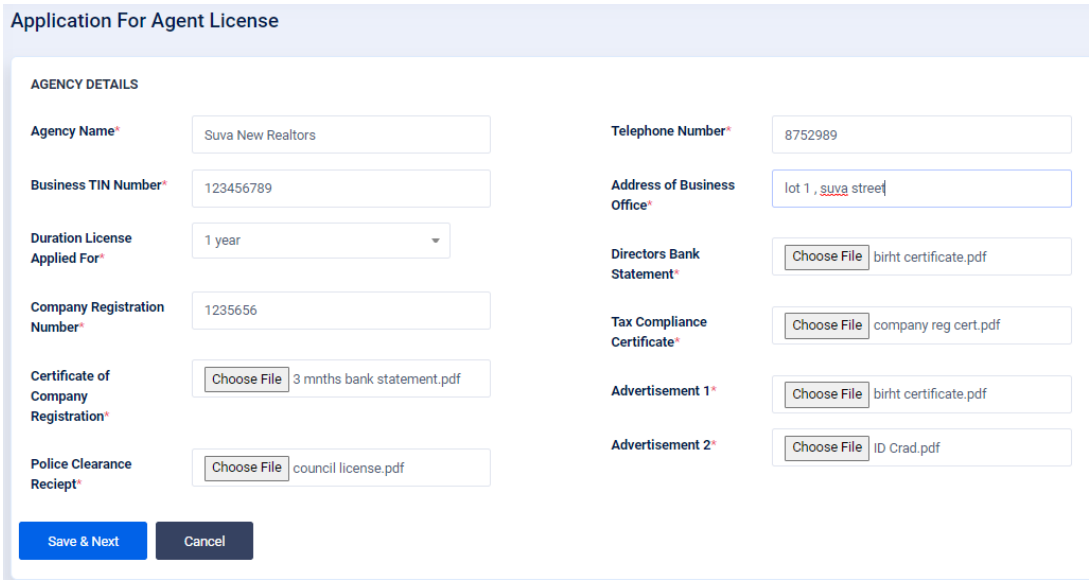
6. You may now Login to the Agents Portal using your Registration credentials.



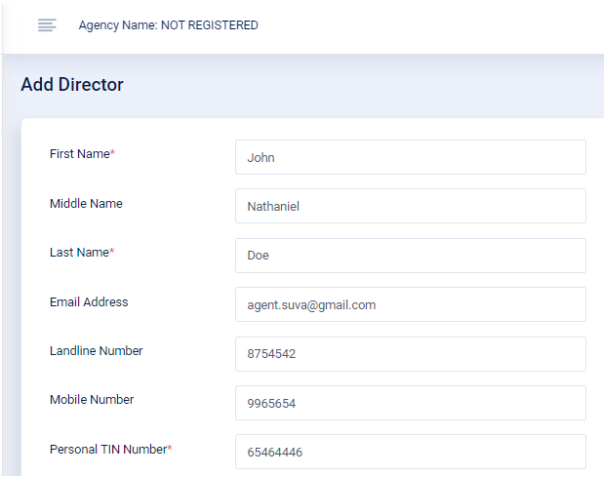
7. After successfully logging in, you will arrive to the Portal Dashboard and click on the "**Apply for Agency**" button, to begin your application process.

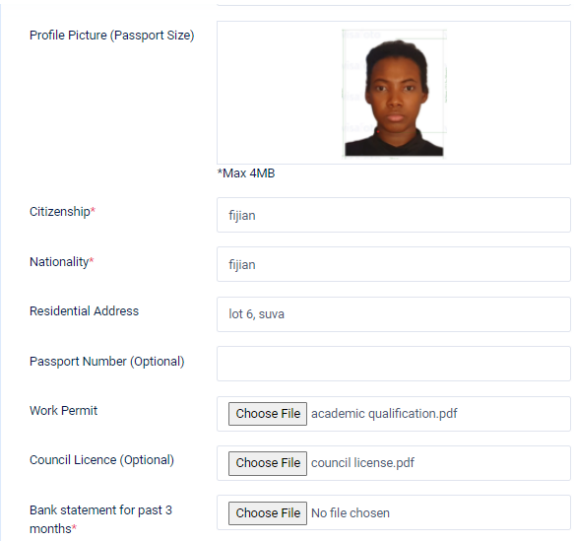


8. You will now have arrived to the **Application for Agents License page**. Here you will fill in all the relevant New Agents information as required. After you have completed the first stage of the process, click on the "**Save and Next**" button to continue with the application.

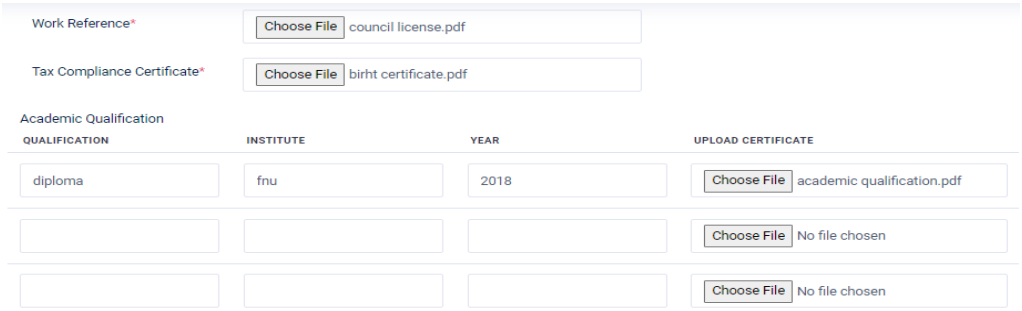


9. In the second part of the application, you are required to fill in the details of the Principal Agent.
Note: Work Permit is only applicable to Foreign applicants.

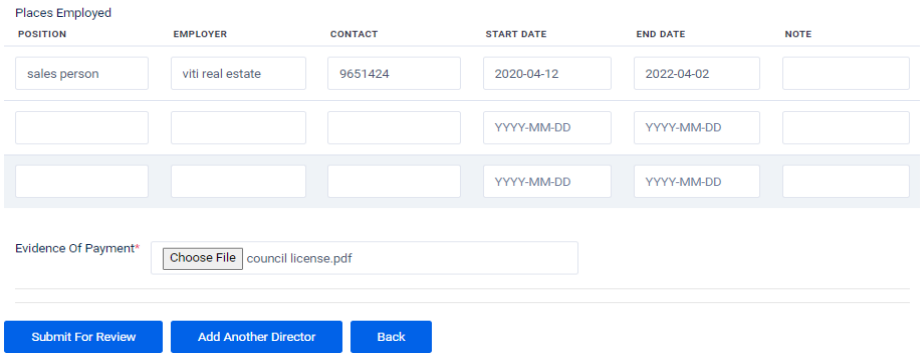




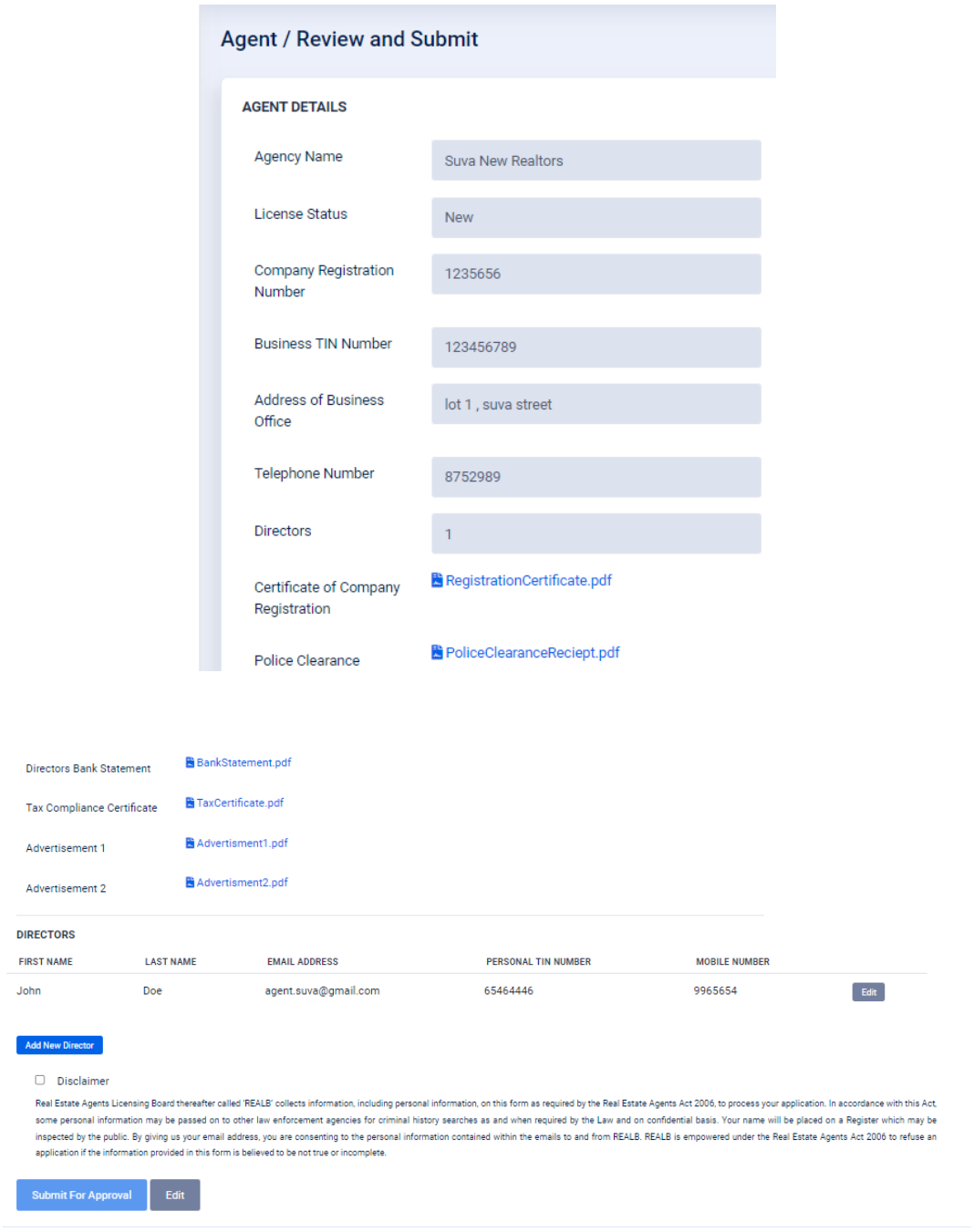
10. The Applicant must upload a copy of his/her work reference, Tax Compliance Certificate and Academic Qualifications.



11. Finally, the Applicant should fill in Places Employed previously and Evidence of Payment receipt uploaded. Once completed, Applicant can either add another Director (in the event of multiple Directors) or Applicant can click on "**Submit for Review** "button.



12. In this stage, the Applicant will be able to review his/her application before submitting to the Board for assessment. The applicant must ensure all relevant information is filled in correctly and documents are uploaded correctly to ensure the application is assessed in a timely manner.

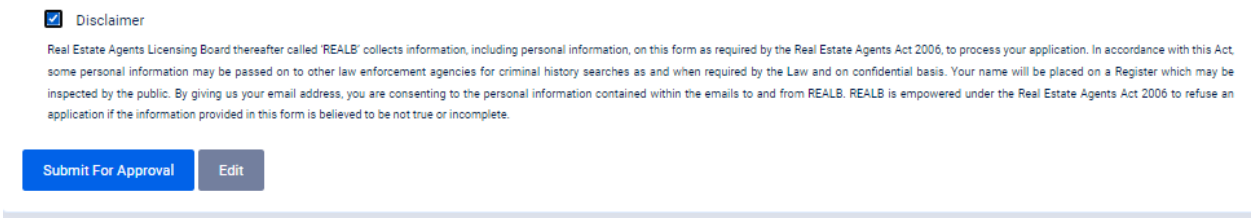


13. Before submitting the application, the Applicant must accept the Terms and Conditions of the Application Process as set out in the Disclaimer statement.

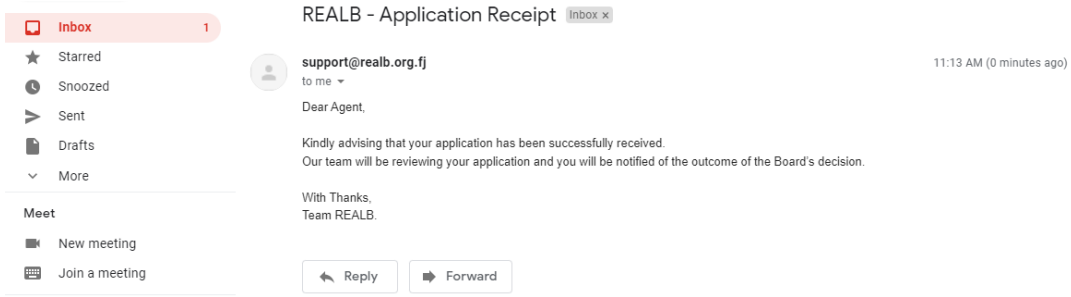
Disclaimer Statement:

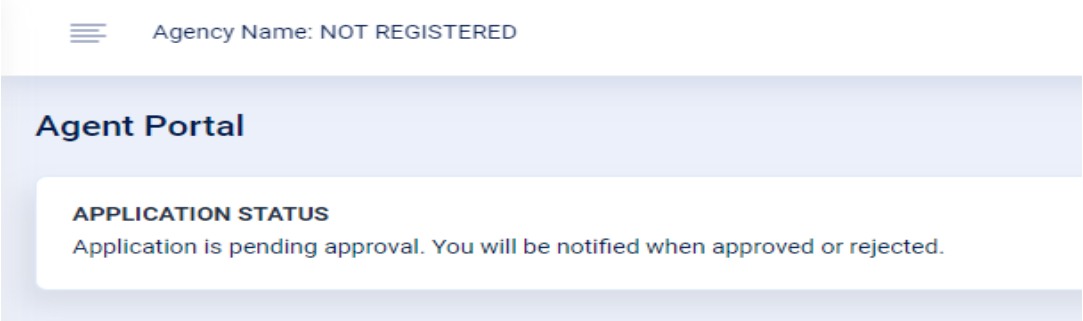
Real Estate Agents Licensing Board *thereafter called 'REALB' collects information,* including personal information, on this form as required by the Real Estate Agents Act 2006, to process your application. In accordance with this Act, some personal information may be passed on to other law enforcement agencies for criminal history searches as and when required by the Law and on confidential basis. Your name will be placed on a Register which may be inspected by the public. By giving us your email address, you are consenting to the personal information contained within the emails to and from REALB. REALB is empowered under the Real Estate Agents Act 2006 to refuse an application if the information provided in this form is believed to be not true or incomplete.

14. By Ticking the Disclaimer Button, the Applicant has accepted the Terms and Conditions of the Application Process and is allowed to continue with the application submission.

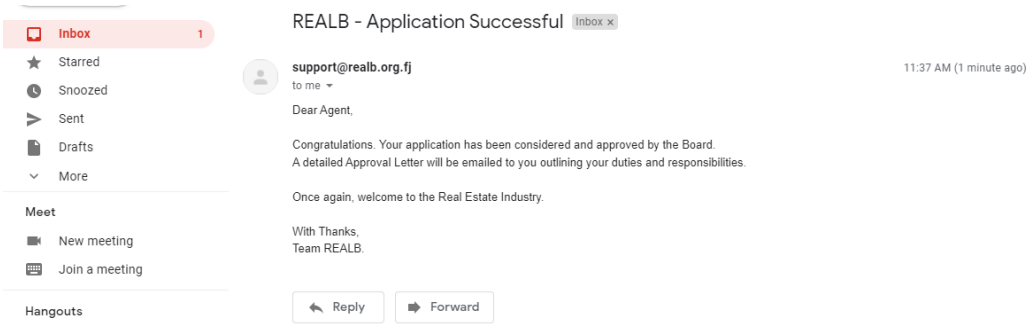


15. After Submitting the Application, the Applicant will be notified by email and also the Application Status in the Portal will be changed to "Application Pending"





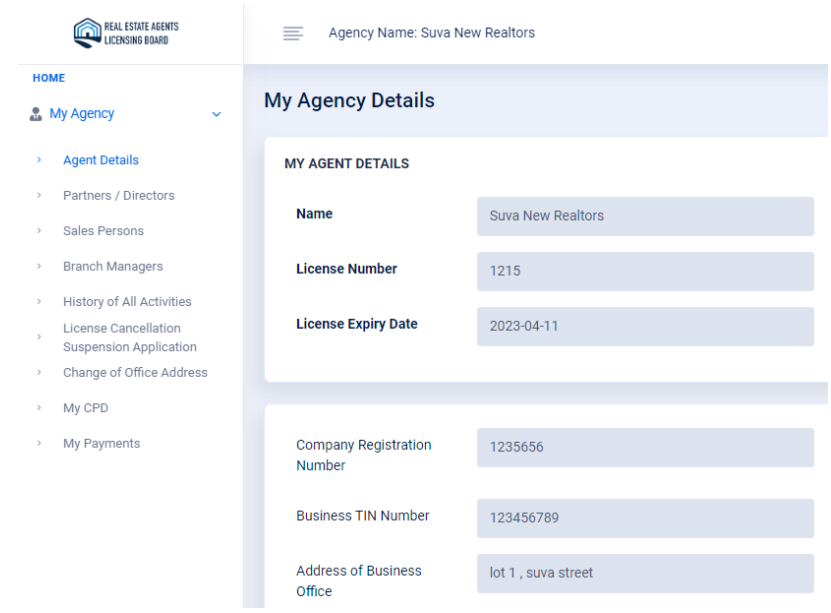
16. The Applicant will receive an email notification after the latest Board meeting outlining the outcome of the Application. If the Applicant is successful, he/she will receive an approval email whereby a detailed letter will be emailed to the applicant outlining their roles and responsivities.

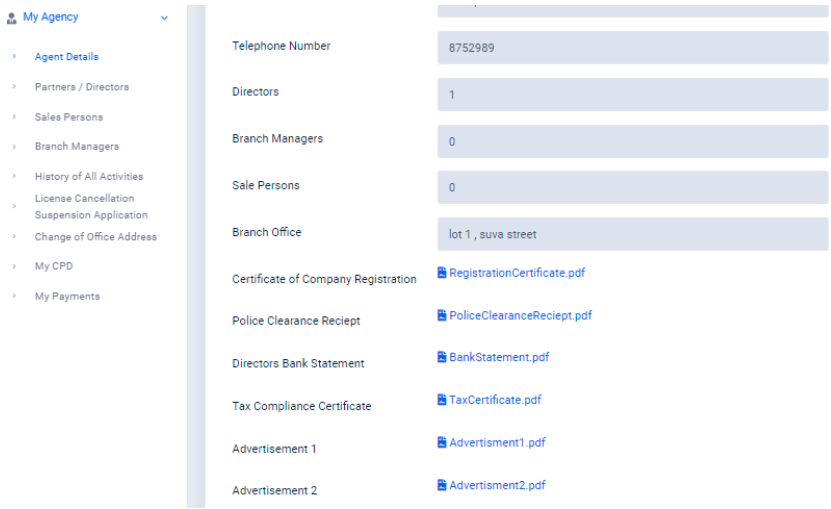


17. However, if the Application is rejected, then the outcome will be emailed to the Applicant outlining the Boards decision and his/her right to appeal the procedures to be followed for an Appeals process.

Step by step process- New Director Application:

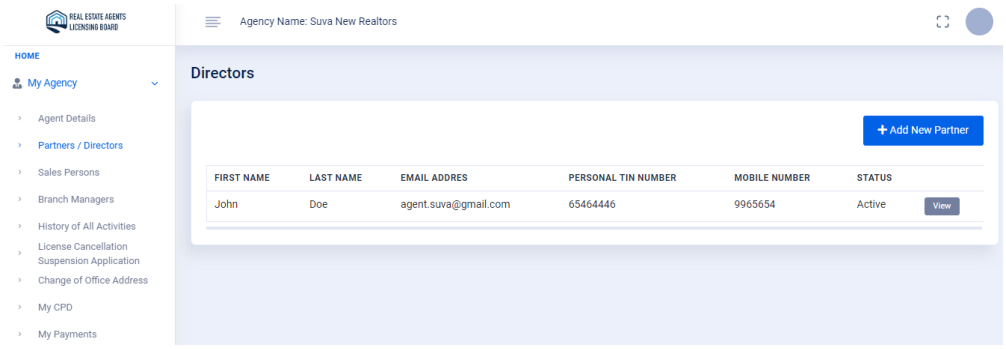
1. Agent will need to Login to the Portal through the website. Once in the Portal, the Agent will arrive to the Home Page and be able to view his/her information.



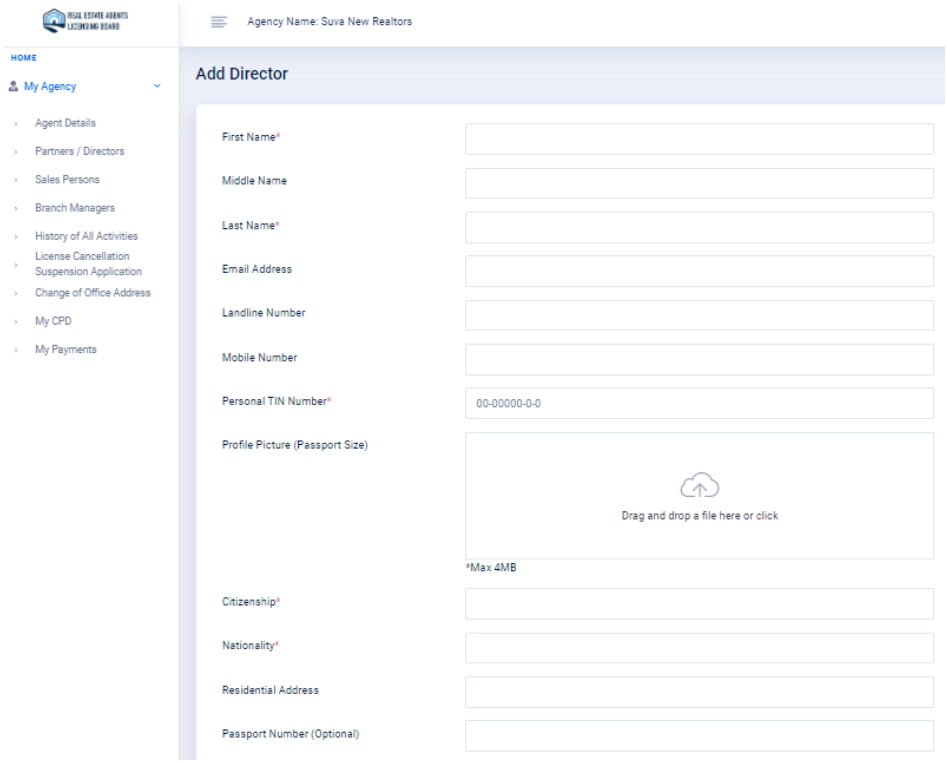


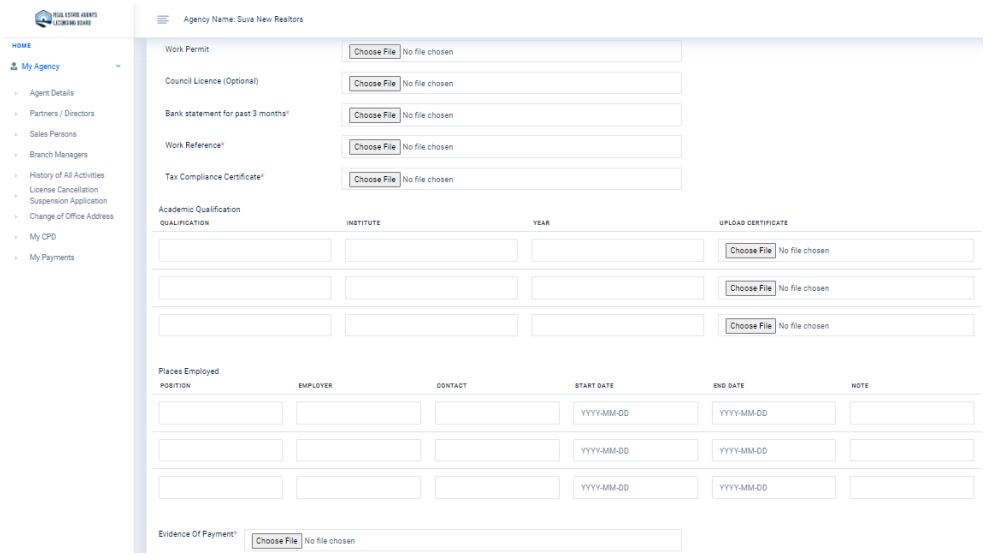
2. Agent will navigate to the **Partners/Directors** Button and click on the button. Once

inside, the Agent must click the “Add New Director” button to begin the process.



3. Agent will now fill in the details for the new Director information and submit relevant documents as required.



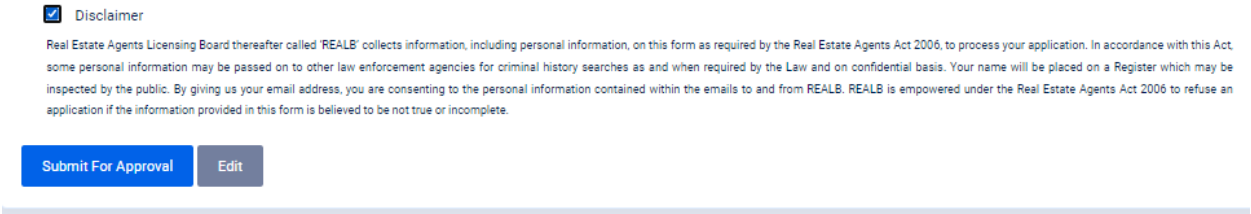


4. Before submitting the application, the Agent must accept the Terms and Conditions of the Application Process as set out in the Disclaimer statement

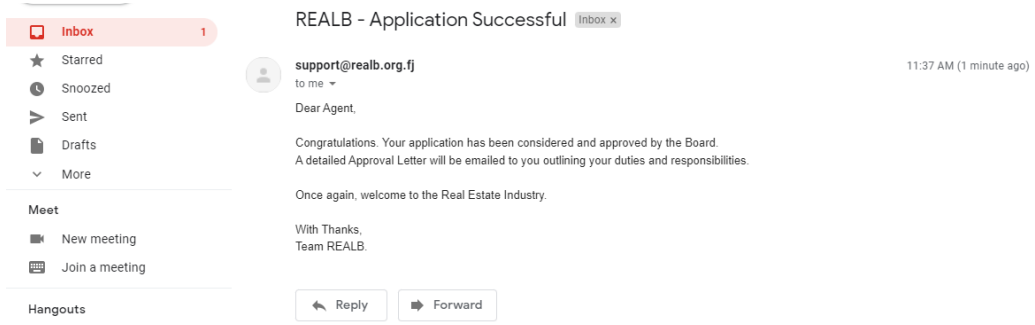
Disclaimer Statement:

Real Estate Agents Licensing Board thereafter called ‘REALB’ collects information, including personal information, on this form as required by the Real Estate Agents Act 2006, to process your application. In accordance with this Act, some personal information may be passed on to other law enforcement agencies for criminal history searches as and when required by the Law and on confidential basis. Your name will be placed on a Register which may be inspected by the public. By giving us your email address, you are consenting to the personal information contained within the emails to and from REALB. REALB is empowered under the Real Estate Agents Act 2006 to refuse an application if the information provided in this form is believed to be not true or incomplete.

5. By Ticking the Disclaimer Button, the Agent has accepted the Terms and Conditions of the Application Process and is allowed to continue with the application submission.



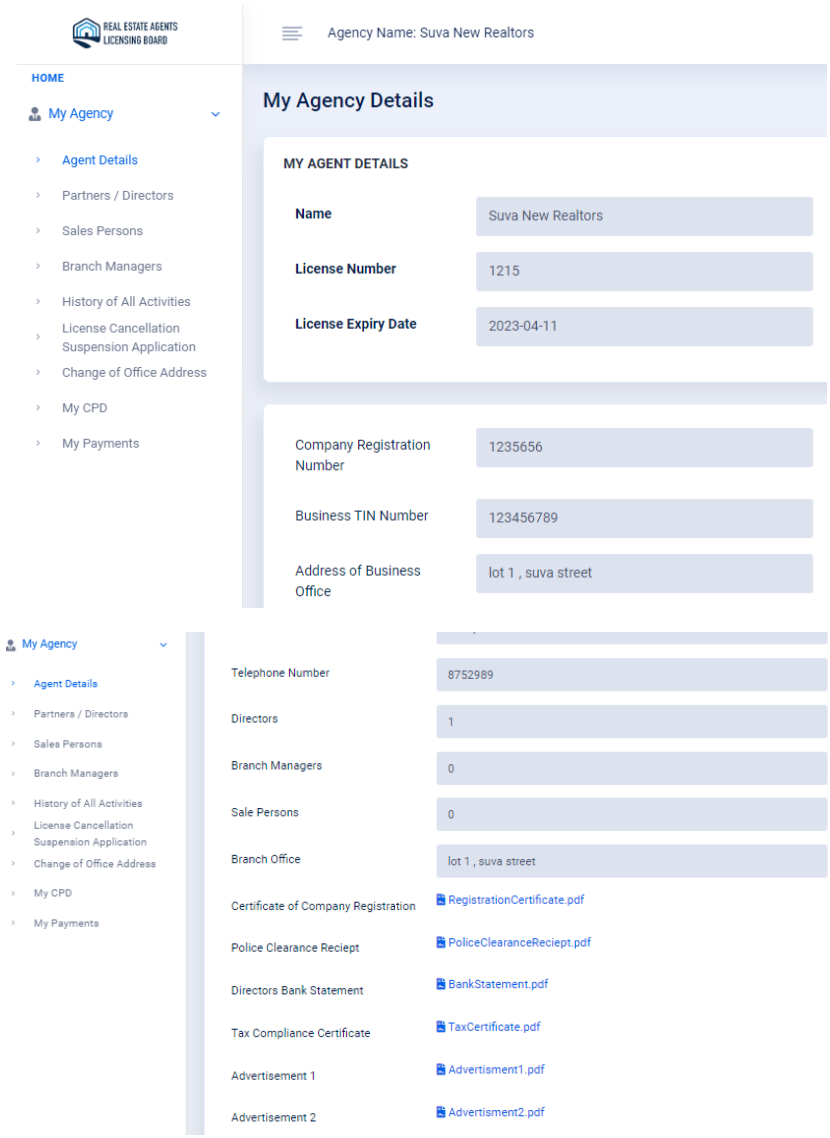
6. The Agent will receive an email notification after the latest Board meeting outlining the outcome of the Application. If the Applicant is successful, he/she will receive an approval email whereby a detailed letter will be emailed to the applicant outlining their roles and responsibilities.



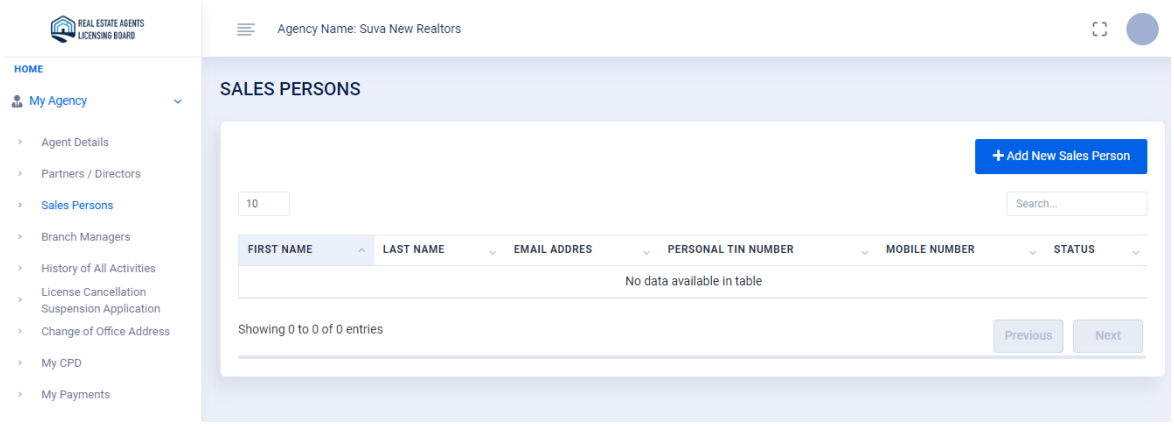
7. However, if the Application is rejected, then the outcome will be emailed to the Agent outlining the Boards decision and his/her right to appeal and the procedures to be followed for an Appeals process.

Step by step process- New Salesperson Application:

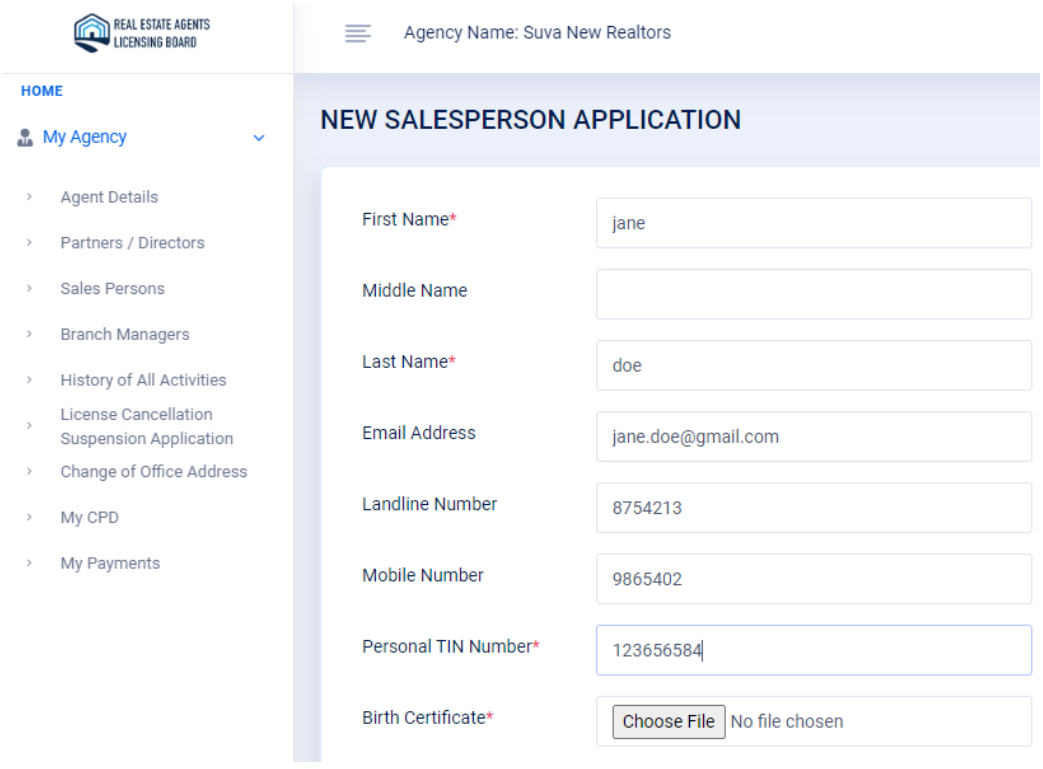
1. Agent will need to Login to the Portal through the website. Once in the Portal, the Agent will arrive to the Home Page and be able to view his/her information.

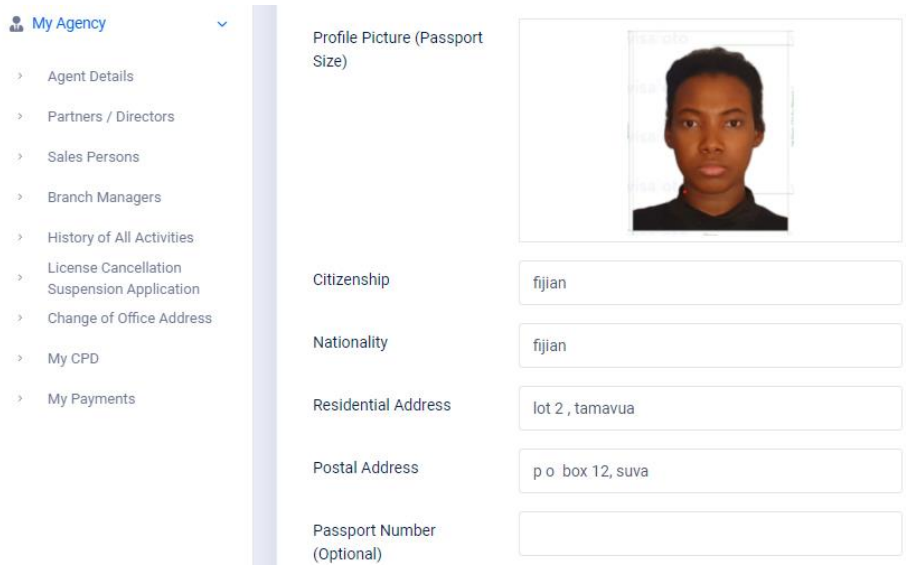


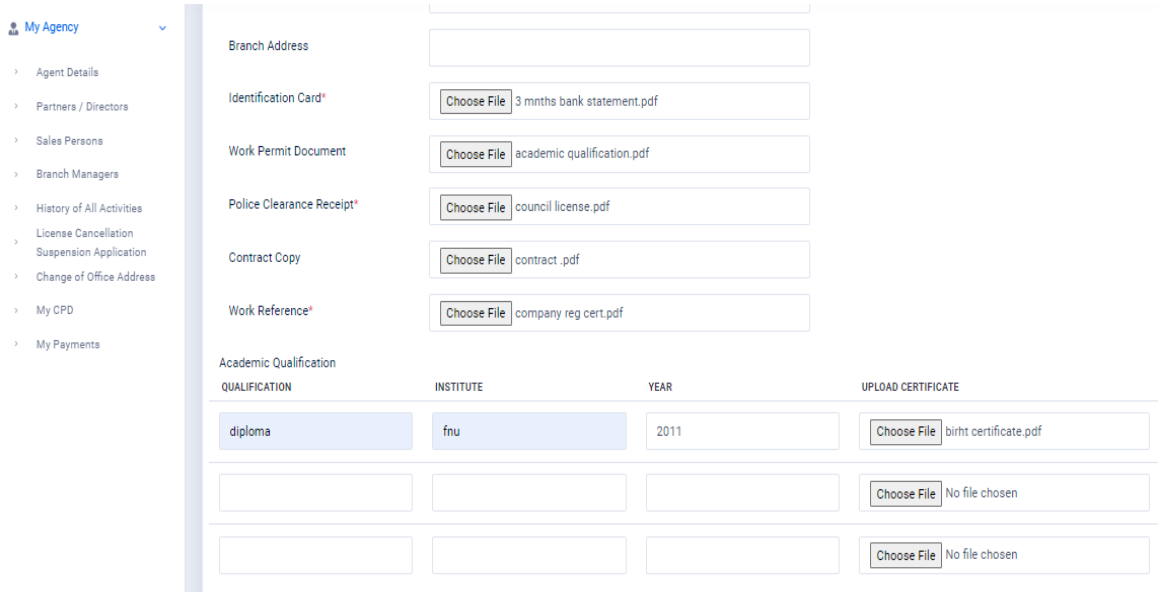
2. To add a new Salesperson, the Agent must click on the Salesperson button on the left after which the Agent will be brought to the Salesperson Screen.
3. Here the Agent can view existing Salespersons and also add new salespersons by clicking on the “Add New Salesperson” button.



4. The Agent will be brought to the New Salesperson Application screen and begin the process by filling in the necessary information.




My Agency
Agent Details
Partners / Directors
Sales Persons
Branch Managers
History of All Activities
License Cancellation Suspension Application
Change of Office Address
My CPD
My Payments
Profile Picture (Passport Size)
Citizenship
fijian
Nationality
fijian
Residential Address
lot 2 , tamavua
Postal Address
p o box 12, suva
Passport Number (Optional)

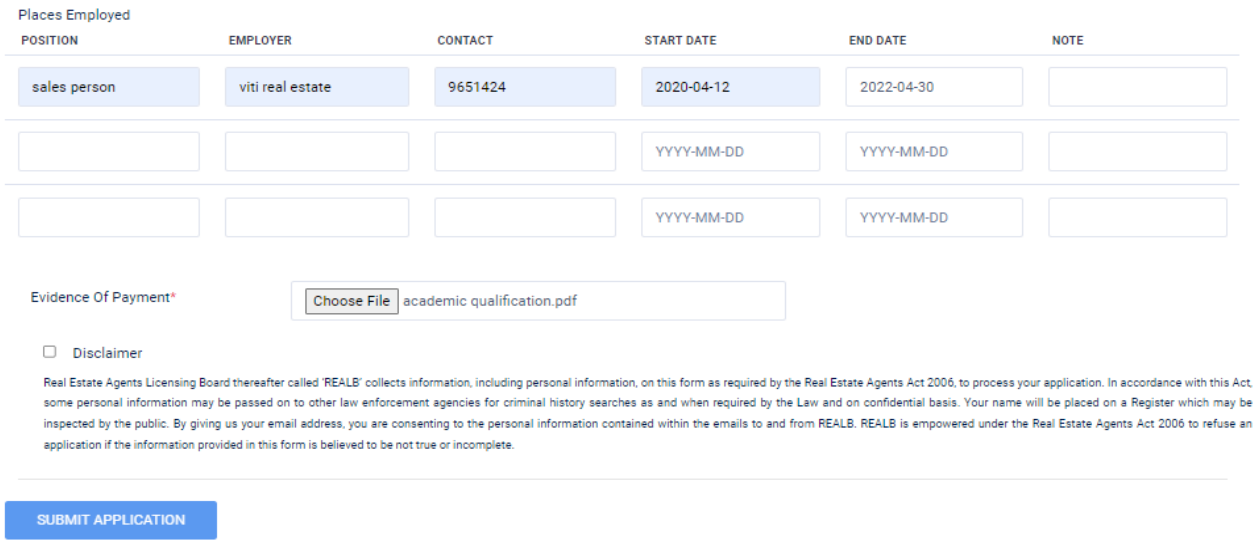

My Agency
Agent Details
Partners / Directors
Sales Persons
Branch Managers
History of All Activities
License Cancellation Suspension Application
Change of Office Address
My CPD
My Payments
Branch Address
Identification Card*
Choose File 3 mnths bank statement.pdf
Work Permit Document
Choose File academic qualification.pdf
Police Clearance Receipt*
Choose File council license.pdf
Contract Copy
Choose File contract .pdf
Work Reference*
Choose File company reg cert.pdf
Academic Qualification
QUALIFICATION
INSTITUTE
YEAR
UPLOAD CERTIFICATE
diploma
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2011
Choose File birht certificate.pdf
Choose File No file chosen
Choose File No file chosen

5. Before submitting the application, the Agent must accept the Terms and Conditions of the Application Process as set out in the Disclaimer statement

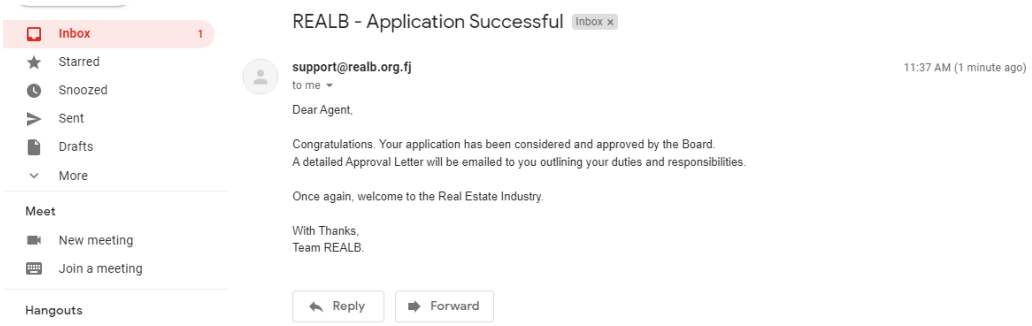
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6. By Ticking the Disclaimer Button, the Agent has accepted the Terms and Conditions of the Application Process and is allowed to continue with the application submission.



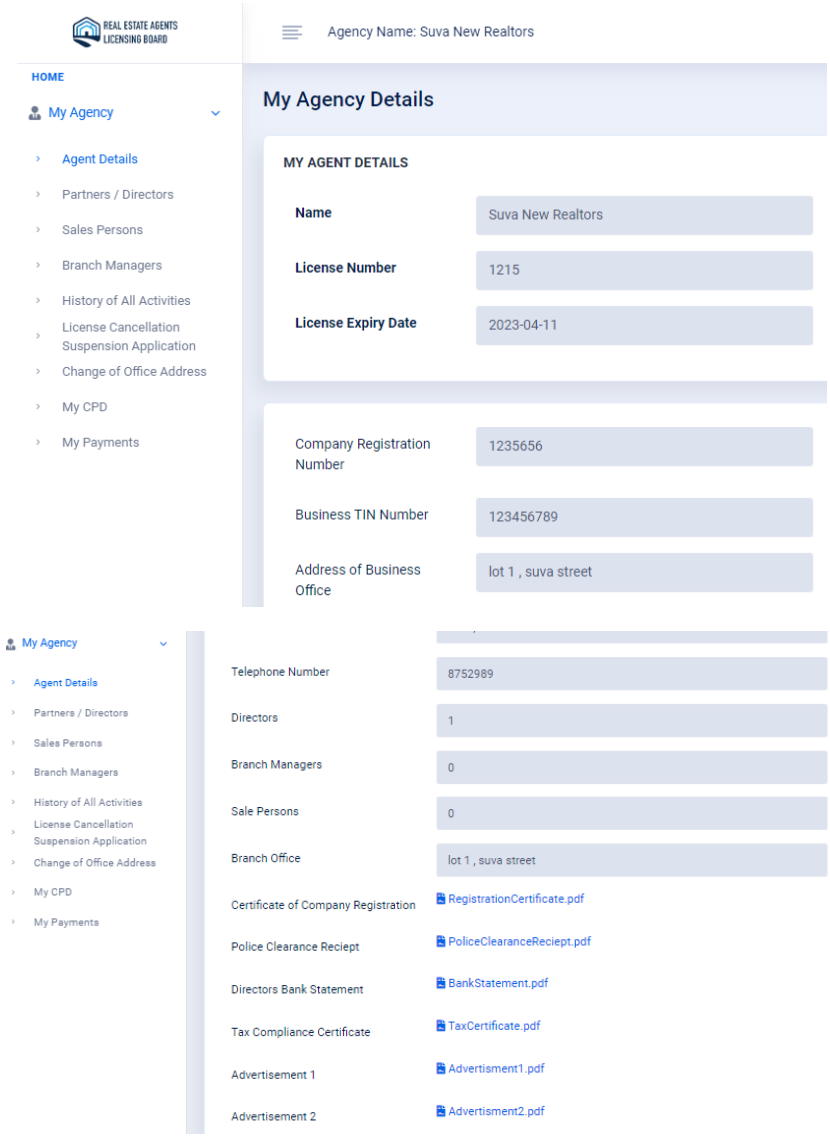
7. The Agent will receive an email notification outlining the outcome of the Application. If the Applicant is successful, the Agent will receive an approval email whereby a detailed letter will be emailed to the Agent outlining their roles and responsibilities.



8. However, if the Application is rejected, then the outcome will be emailed to the Agent outlining the Boards decision and his/her right to appeal and the procedures to be followed for an Appeals process.

Step by step process - New Branch Manager Application:

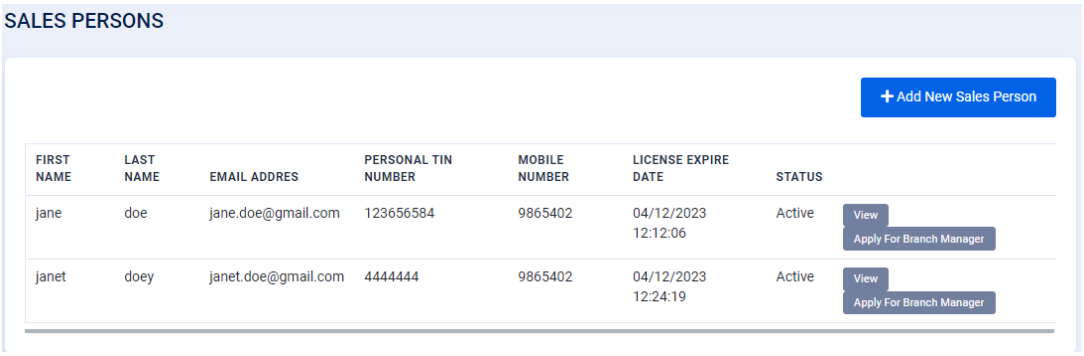
1. Agent will need to Login to the Portal through the website. Once in the Portal, the Agent will arrive to the Home Page and be able to view his/her information.



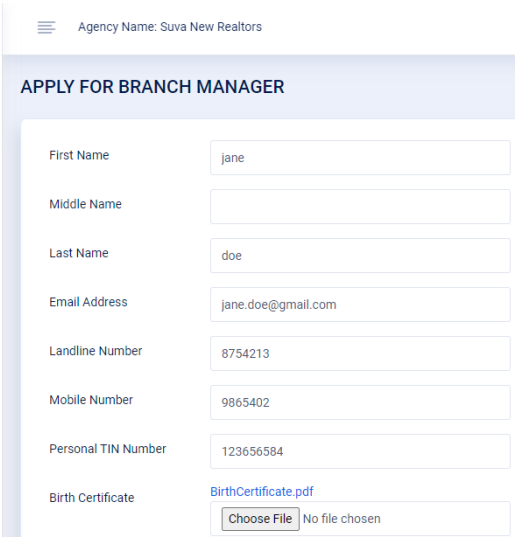
2. To add a new Branch Manager, the Agent must click on the Directors or Salesperson button on the left after which the Agent will be brought to the respective Screen.

3. Here the Agent can then apply for a new Branch Manager using the “Apply for the Branch Manager” button beside the applicants View button.

Note: A Branch Manager can only apply if he/she has 3 years of work experience in the Real Estate Industry. The system will automatically calculate this based on the number of years an applicant has been on the Agents Portal. E.g. if a salesperson has only 2 years of work experience, the *"Apply for Branch Manager" button will NOT be activated beside their name,* indicating that the applicant is yet to meet the minimum work experience as stipulated by the REALB Act 2006.

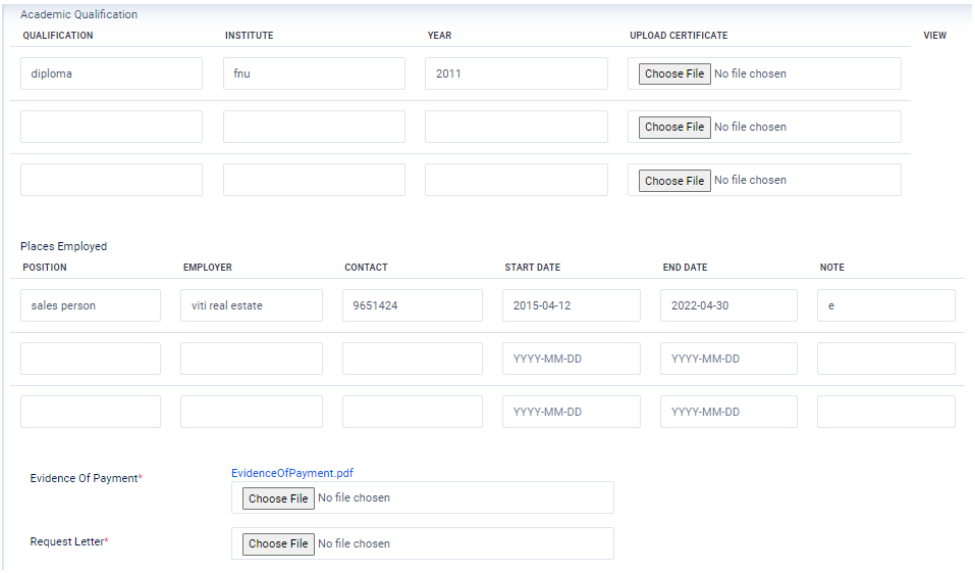


4. The Branch Manager application process begins with the portal automatically generating information from the Applicants profile and applicant to update or upload documents only relevant to the new Branch Manager process.



Profile Picture (Passport Size)	 Drag and drop a file here or click *Max 4MB
Citizenship	fijian
Nationality	fijian
Residential Address	lot 2 , tamavua
Postal Address	p o box 12, suva
Passport Number (Optional)	
Identification Card	IdentificationCard.pdf Choose File No file chosen
WorkPermit	WorkPermit.pdf Choose File No file chosen
Police Clearance Reciept	PoliceClearanceReciept.pdf Choose File No file chosen
Branch Lease Agreement / Tenancy Agreement	Choose File No file chosen
Work Reference*	WorkReference.pdf Choose File No file chosen

5. A Key requirement for a New Branch Manager is a letter of request which must be submitted with the application by uploading it in the appropriate drobox.

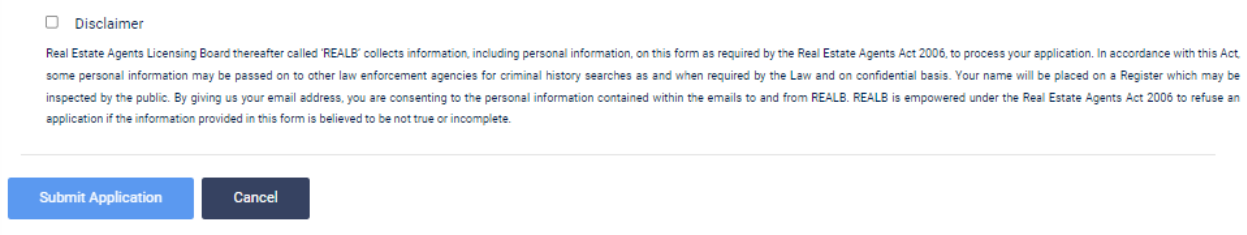


6. Before submitting the application, the Agent must accept the Terms and Conditions of the Application Process as set out in the Disclaimer statement

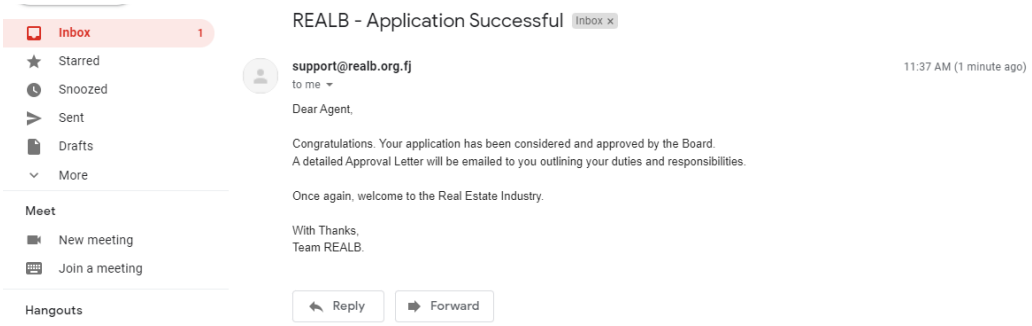
Disclaimer Statement:

Real Estate Agents Licensing Board thereafter called 'REALB' collects information, including personal information, on this form as required by the Real Estate Agents Act 2006, to process your application. In accordance with this Act, some personal information may be passed on to other law enforcement agencies for criminal history searches as and when required by the Law and on confidential basis. Your name will be placed on a Register which may be inspected by the public. By giving us your email address, you are consenting to the personal information contained within the emails to and from REALB. REALB is empowered under the Real Estate Agents Act 2006 to refuse an application if the information provided in this form is believed to be not true or incomplete.

7. By Ticking the Disclaimer Button, the Agent has accepted the Terms and Conditions of the Application Process and is allowed to continue with the application submission.



8. The Agent will receive an email notification outlining the outcome of the Application. If the Applicant is successful, the Agent will receive an approval email whereby a detailed letter will be emailed to the Agent outlining their roles and responsibilities.

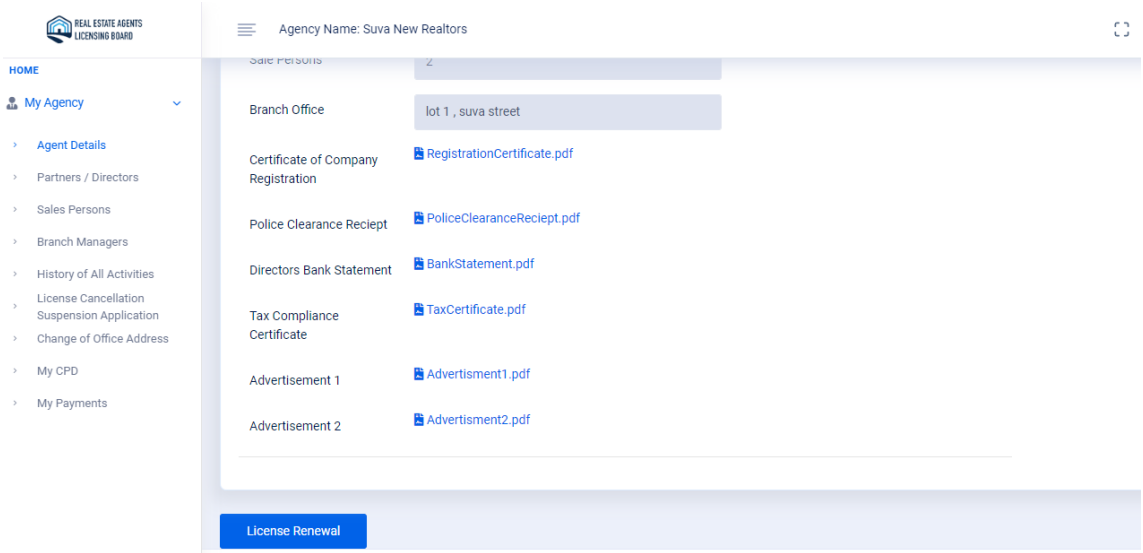


9. However, if the Application is rejected, then the outcome will be emailed to the Agent outlining the Boards decision and his/her right to appeal and the procedures to be followed for an Appeals process.

Step by step process- Agent Renewal:

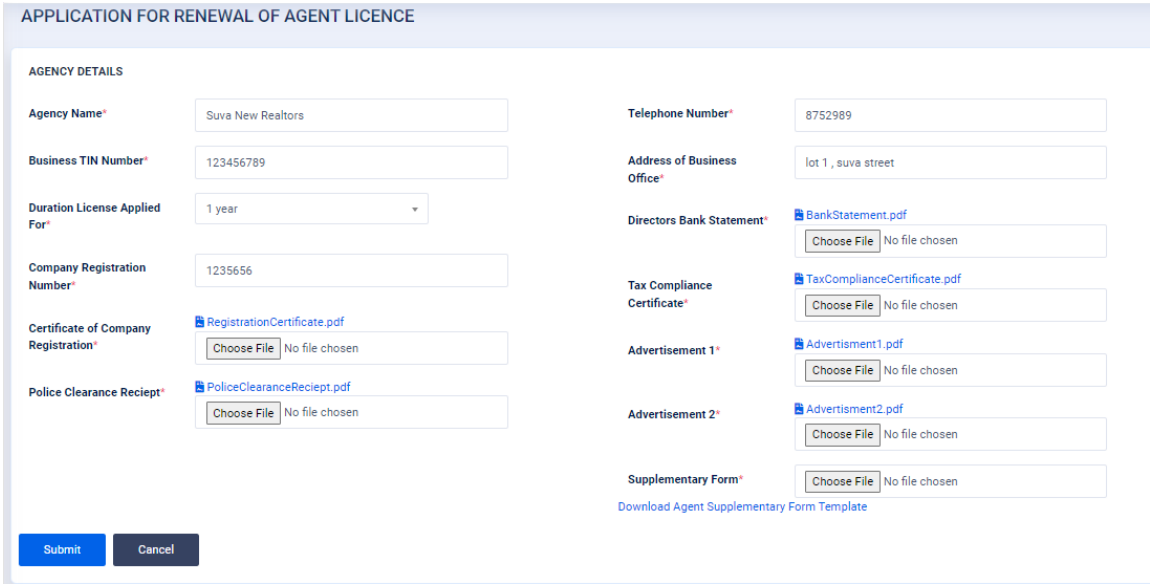
1. Agent will need to Login to the Portal through the website. Once in the Portal, the Agent will arrive to the Home Page and be able to view his/her information. To access the Licence Renewal Application, the Agent will have to scroll to the bottom of the page to access the button. Clicking the button will begin the Licence Renewal application.

   Note: The Licence Renewal button is only activated 2 months prior to the Agents Licence Expiry date. The Agent will also receive an email notification2 months prior to the Licence expiry from REALB.

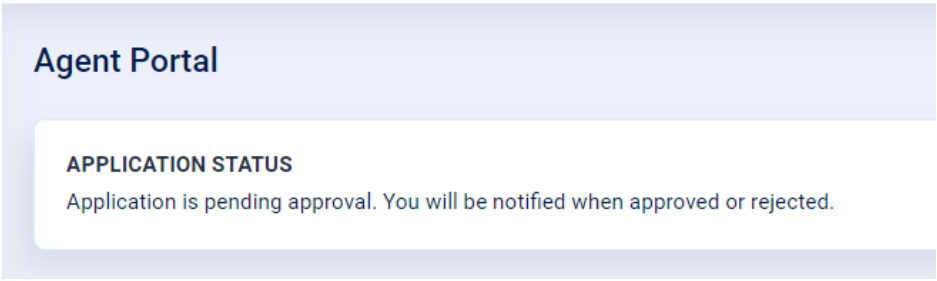


2. The Agent will begin the process by reviewing the documents attached and if necessary update any relevant information or attachments and submit the application.

   Note: A key requirement for the Renewal of Licence application is the filling of the Supplementary form. The form is available in an excel format for download and Agents must download the form, input the required data as stipulated by the form, save the form and upload it to the Supplementary drobox. The only acceptable form is in excel format and no other format will be allowed.



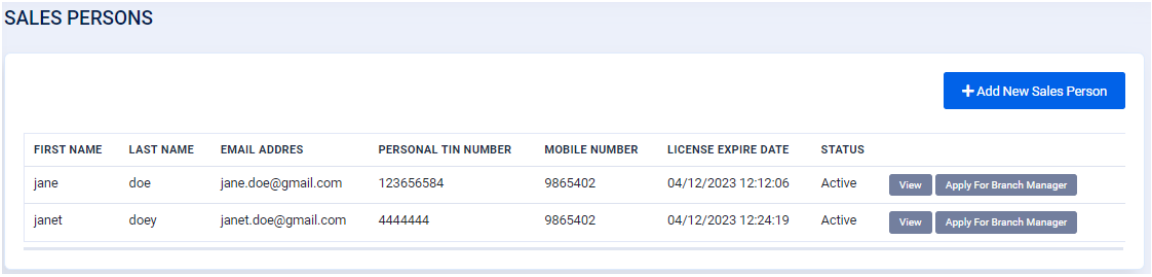
3. After submitting the form, the Agent will be navigated to the Dashboard and the application status is changed to "**Pending**".



Note: Agents must ensure that the Licence Renewal application is done within the timeframe stipulated i.e. 2 months BEFORE the expiry date. Failure to do so will affect the existing and prospective Salespersons, Branch managers and or other Directors.

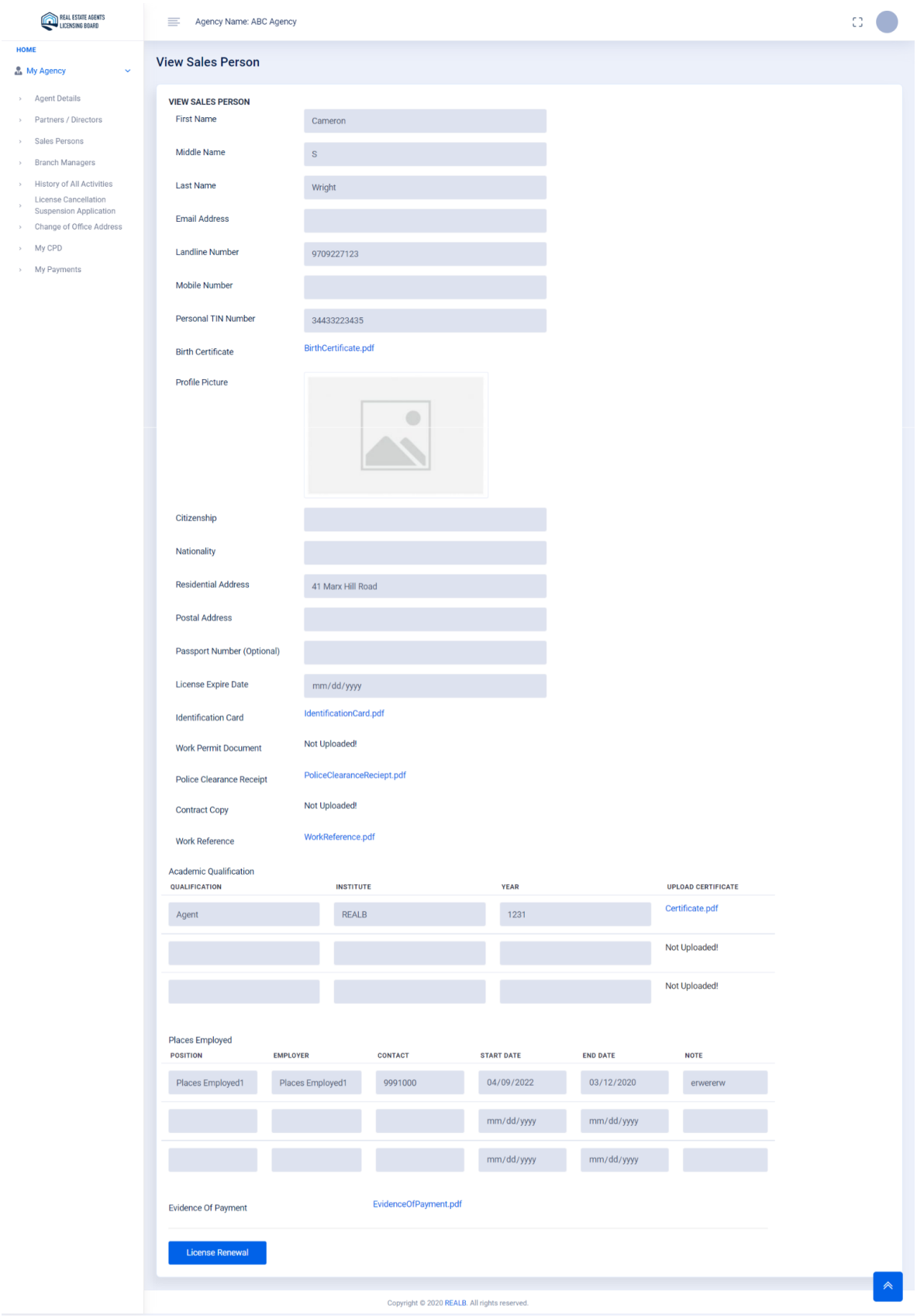
Step by step process- Salesperson Renewal:

1. Agent will need to Login to the Portal through the website. Once in the Portal, the Agent will arrive to the Home Page and be able to view his/her information. To access the Licence Renewal Application, for salesperson, the Agent will have to Navigate to the “Salesperson” tab and click View button.



2. Once in the profile of the salesperson, scroll down to the bottom of the page to access the License Renewal button. Clicking the button will begin the Licence Renewal application.

   Note: The Licence Renewal button is only activated 2 months prior to the Agents Licence Expiry date. The Agent will also receive an email notification 2 months prior to the Licence expiry from REALB.


REAL ESTATE AGENTS LICENSING BOARD
Agency Name: ABC Agency
HOME
My Agency
Agent Details
Partners / Directors
Sales Persons
Branch Managers
History of All Activities
License Cancellation Suspension Application
Change of Office Address
My CPD
My Payments
View Sales Person
VIEW SALES PERSON
First Name
Cameron
Middle Name
S
Last Name
Wright
Email Address
Landline Number
9709227123
Mobile Number
Personal TIN Number
34433223435
Birth Certificate
BirthCertificate.pdf
Profile Picture
Citizenship
Nationality
Residential Address
41 Marx Hill Road
Postal Address
Passport Number (Optional)
License Expire Date
mm/dd/yyyy
Identification Card
IdentificationCard.pdf
Work Permit Document
Not Uploaded!
Police Clearance Receipt
PoliceClearanceReciept.pdf
Contract Copy
Not Uploaded!
Work Reference
WorkReference.pdf
Academic Qualification
QUALIFICATION
INSTITUTE
YEAR
UPLOAD CERTIFICATE
Agent
REALB
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Certificate.pdf
Not Uploaded!
Not Uploaded!
Places Employed
POSITION
EMPLOYER
CONTACT
START DATE
END DATE
NOTE
Places Employed1
Places Employed1
9991000
04/09/2022
03/12/2020
erwererw
mm/dd/yyyy
mm/dd/yyyy
mm/dd/yyyy
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Evidence Of Payment
EvidenceOfPayment.pdf
License Renewal
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THE END!!

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