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Your Ref: RPS/PEY

31 January 2008

**PRIVATE &  
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Central Provident Fund Board  
79 Robinson Road  
CPF Building  
Singapore 068897

**BY E-MAIL AND POST**

E-mail:  
chui\_leng.tan@cpf.gov.sg  
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**Attention: Mrs Tan Chui Leng  
Deputy Director  
Housing Schemes Department**

Dear Sirs

**CPF BOARD'S CONVEYANCING PANEL OF LAWYERS –  
PERFORMANCE MONITORING SYSTEM**

We refer to your letter dated 10 January 2008, requesting for the Law Society's comments on various initiatives by the CPF Board ("the Board") concerning the Board's intention to adopt a more transparent approach to the performance monitoring system of its conveyancing panel of lawyers.

This matter was referred to our Conveyancing Practice Committee ("the Committee") for their views.

The Committee is of the view that it may also be appropriate for the Board (if it has not already done so) to discuss the proposed changes with the law practices which are on the Board's panel, as they would be in a good position to give well-informed comments with the benefit of their experience of dealing with the Board and its customers on a regular and intensive basis.

Based on the information given in your letter dated 10 January 2008 about the performance monitoring system, the Committee would like to offer the following comments:

1. Insofar as the Board's initiatives promote greater transparency of its performance monitoring system of law practices on its panel, this is to be welcomed. However, the Committee is of the view that the errors committed by a law practice should only be conveyed to and discussed with that law practice and should not be published to other law practices on the Board's panel.
2. The Committee expresses no opinion on the suitability of the Board's classification of the individual errors and the corresponding number of demerit points which they attract except that it is suggested that some degree of flexibility should be exercised by the Board when enforcing its points system. As the system should not be administered on an auto pilot basis, the Committee encourages the Board to give the affected firm an opportunity to be heard if it wanted to remain on the CPF Board's panel.



THE LAW SOCIETY  
OF SINGAPORE

39 South Bridge Road  
Singapore 058673  
Tel: 6538 2500  
Fax: 6533 5700  
Email: lawsoc@lawsoc.org.sg  
Website: www.lawsociety.org.sg

Pro Bono Services Office  
1 Havelock Square  
Level 5  
Subordinate Courts Complex  
Singapore 059724  
Tel: 6536 0650  
Fax: 6534 5237  
Email: ProBonoServices@lawsoc.org.sg  
Email: CLAS@lawsoc.org.sg

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3. The points system should be used by the Board as an internal guide to judge the overall performance of a law practice and it should not be taken off the panel based solely on its accumulation of the maximum number of demerit points. The accumulation of the maximum number of demerit points by a law practice in a specific case or in an aggregated number of cases (as the case may be) should be evaluated in the context of the number of cases handled by the law firm for the Board in any given year and the law firm's overall performance apart from the specific case(s) e.g. whether the law firm's performance had been acceptable in terms of accuracy of advice rendered and its professionalism, speed of service, and helpfulness.
4. As the use of CPF funds plays an important role in financing of properties in Singapore, the Board may also wish to organise seminars and training sessions for practitioners to better acquaint themselves with its requirements.

The Committee's comments in this letter should not be taken as an endorsement of the Board's performance monitoring system in any way.

Thank you for giving the Law Society the opportunity to present our views on the matter.

Yours faithfully



Alvin Chen  
Director, Representation and Law Reform

cc. (1) Council  
(2) Conveyancing Practice Committee