



APAC REALTY LIMITED

(Company Registration No. 201319080C)
(Incorporated in Singapore on 15 July 2013)

ERA Singapore Clinches “Singapore’s Best Customer Service 2024/2025” Award for the Second Consecutive Year

Singapore, 3 September 2024 – APAC Realty Limited (“APAC Realty”, the “Company” or together with its subsidiaries, the “Group”), a leading real estate services provider which operates a market-leading real estate brokerage in Singapore under the ERA brand, is proud to announce that ERA Singapore has clinched The Straits Times’ “Singapore’s Best Customer Service 2024/2025” award for the second consecutive year, and is the only real estate agency to garner this prestigious recognition twice in a row.

The Straits Times’ “Singapore Best Customer Service” award is determined through rigorous evaluations, focusing on customer satisfaction, responsiveness, and overall service excellence.

This award cements ERA's role as a trusted partner for generations of Singaporeans in their real estate journey. It also highlights ERA's unwavering dedication to delivering exceptional service and value in a competitive market, while reinforcing its commitment to setting industry benchmarks for customer service.

"We put our clients at the heart of everything we do at ERA and we strive to uphold the highest standards of integrity and authenticity in serving our clients. This award is testament to the hard work and dedication of our team, reaffirming our commitment to delivering unparalleled service in the real estate industry. We will continue to innovate and strive for excellence, ensuring that our clients receive the best possible experience", said Mr. Marcus Chu, CEO of APAC Realty Limited.

ERA Singapore's recognition places it among a distinguished group of elite companies leading the way in delivering exceptional customer experiences across various sectors, as identified by The Straits Times. The third edition of this annual survey conducted jointly by The Straits Times and international market researcher Statista identifies Singapore’s best customer service providers from among 1,800 brands in 99 categories across traditional retail, online and service segments. The results are based on more than 96,000 evaluations from over 10,000 respondents in Singapore.

As a leading real estate agency in Singapore, ERA Singapore will continue to focus on customer-centric strategies, leveraging technology and personalized service to meet the evolving needs of its clients and empowering them to make informed decisions.

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<https://www.straitstimes.com/singapore-best-customer-service-2024-25>

<https://www.straitstimes.com/singapore-best-customer-service-2023-24>



About APAC Realty Limited

APAC Realty is a leading real estate services provider, holding the exclusive ERA regional master franchise rights for 17 countries and territories in Asia Pacific. Through its ERA franchisee network, the Group has one of the largest brand footprints in Asia with close to 24,200 trusted advisors across 623 offices in 13 countries and territories as at 30 June 2024. ERA Singapore is the largest ERA Member Broker globally by transaction value.

The Group has a market-leading position in the Singapore real estate brokerage business through its wholly-owned subsidiary ERA Realty Network Pte Ltd ("ERA Realty"). Founded in 1982, ERA Realty is one of Singapore's largest real estate agencies with 9,225 trusted advisors as at 30 June 2024, providing property brokerage services for primary and secondary home sales, as well as the rental of residential, commercial and industrial properties. ERA Realty was the first real estate agency to be listed in the Singapore Exchange, with a strong heritage as a trusted brand across generations - known for its integrity, transparency, and ethical practices in real estate transactions. Through its Capital Markets & Investment Sales business unit, the Group delivers corporate real estate services for sizeable assets to high-net-worth individuals, family offices, developers, institutional investors, and real estate investment trusts.

As an industry pioneer, ERA Realty has constantly been at the forefront of technological innovations with an emphasis of enhancing salesperson productivity and service excellence for the past 4 decades. Today, ERA Realty continues to set the standard by introducing revolutionary initiatives and innovative technology by leveraging cutting-edge digital tools to ensure a superior client experience. The Group empowers its trusted advisors with the latest proptech, training, and proprietary super apps such as SALES+ and RealtyWatch, allowing each to extend best-in-class advice and service to customers.

APAC Realty's wholly-owned subsidiary Realty International Associates Pte Ltd ("RIA") operates training programs and courses for real estate trusted advisors in preparation for professional certification exams and as part of continuing professional development regulations. RIA also undertakes valuation work on behalf of clients such as financial institutions, government agencies and property owners.

APAC Realty is listed on the Mainboard of the Singapore Exchange Limited since 2017. For more information, please visit www.apacrealty.com.sg.

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