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ERA Singapore Raises The Bar With Third Consecutive “Singapore’s Best Customer Service 2025/2026” Award

Singapore, 20 August 2025 – APAC Realty Limited (“APAC Realty”, the “Company” or together with its subsidiaries, the “Group”), a trusted brand powering Singapore’s market-leading ERA real estate brokerage, is proud to announce that ERA Singapore has won The Straits Times’ “Singapore’s Best Customer Service 2025/2026” award for the third consecutive year, making it the only real estate agency to receive this prestigious recognition three times in a row.

The Straits Times’ “Singapore Best Customer Service” award is conferred through rigorous evaluations. Final rankings are based on two key components: likelihood of recommendation and five service criteria: accessibility, customer focus, quality of communication, professional competence, and range of services.

This third consecutive win underscores ERA’s position as a trusted partner for generations of Singaporeans in their real estate journeys. It reflects the company’s unwavering client-first approach, relentless commitment to service excellence, and dedication to creating lasting value in an increasingly competitive market.

Marcus Chu, CEO of APAC Realty Limited said: “We are deeply honoured to receive this recognition for the third year running. It reaffirms the trust that generations of families and individuals across Singapore place in ERA to walk alongside them on their homebuying journeys. This recognition is also a tribute to the unwavering dedication and hard work of our people, who embody our service promise every day. We will build on this achievement by constantly raising the bar, ensuring every client enjoys an exceptional and seamless real estate journey with us.”

ERA Singapore emerged among a distinguished group of 364 elite companies across various sectors in the fourth edition of this annual survey. Conducted jointly by The Straits Times and international market researcher Statista, the award recognises Singapore’s best customer service providers among 1,800 brands across 102 categories in traditional retail, online and service segments. The ranking is based on more than 100,000 evaluations from over 10,000 respondents in Singapore.

As a leading real estate agency in Singapore, ERA Singapore will continue to prioritise customer-centric strategies, combining technology with personalised service to meet evolving client needs and empower informed decisions.

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<https://www.straitstimes.com/singapore-best-customer-service-2025-26>
<https://www.straitstimes.com/singapore-best-customer-service-2024-25>
<https://www.straitstimes.com/singapore-best-customer-service-2023-24>

About ERA Singapore

ERA Singapore, a wholly-owned subsidiary of SGX mainboard-listed APAC Realty Limited, is the largest international agency in Singapore and has been setting and redefining industry standards through the pioneering of real estate concepts, technologies, initiatives and services since its inception in 1982. The Group has one of the largest brand footprints in Asia with more than 21,600 trusted advisors across 573 offices in 13 countries and territories as at 30 June 2025, namely Singapore, Australia, Cambodia, China, Indonesia, Japan, Laos, Malaysia, Philippines, South Korea, Taiwan, Thailand and Vietnam. ERA Singapore is the largest ERA Member Broker globally by transaction value.

In Singapore, we provide a diverse range of professional services and solutions: private and HDB residential resale, residential leasing, project marketing, commercial and industrial, auction, valuation and research. The Ultimate Agent Training Programme revolutionizes the skills of ERA's trusted advisers. Through a curated curriculum, we provide them with the latest market trends and insights, ensuring they consistently outperform the competition. With more than four decades of experience, extensive network and innovative technological tools, we have secured innumerable dream homes for our customers in Singapore and around the world.

Our accolades are testament to our business excellence - ERA Singapore was the first and only agency to receive The Straits Times' **Singapore's Best Customer Service** award for three consecutive years (2025/2026), and also the only real estate agency in Singapore to be ranked among **Asia-Pacific's Best Employers** by The Financial Times in 2025. Our recent achievements also include **5-Star Best Real Estate Agency (Single Office) in Singapore** by Asia Pacific Property Awards, **Innovator of the Year (Real Estate Agency)** by SBR Management Excellence Awards and **Best Luxury Real Estate Brokerage in Singapore** by Luxury Lifestyle Awards.

ERA Singapore has also been recognised over the years as one of **Singapore's Most Trusted Brands** by Asia Reader's Digest; **Top Property Agency** by Influential Brands; **Most Innovative Real Estate Agency** by SBR Listed Companies Awards; **Favourite Real Estate Agent (Gold) Award** by Expat Living Readers' Choice Awards; and recipient of the **Marketing Agency Excellence Award** at EdgeProp Singapore Excellence Awards.

For more information, visit <https://www.era.com.sg>.