



USER GUIDE ON TRAVEL AGENT LICENCE APPLICATION

User Guide on Travel Agent Licence Application

This user guide is designed to guide users on how to use the Travel Related Users' System (TRUST) & On-line Business Licensing Service (OBLS) for travel agent licence application.

***For easy scrolling, click on the section or page number to be directed to the relevant section.**

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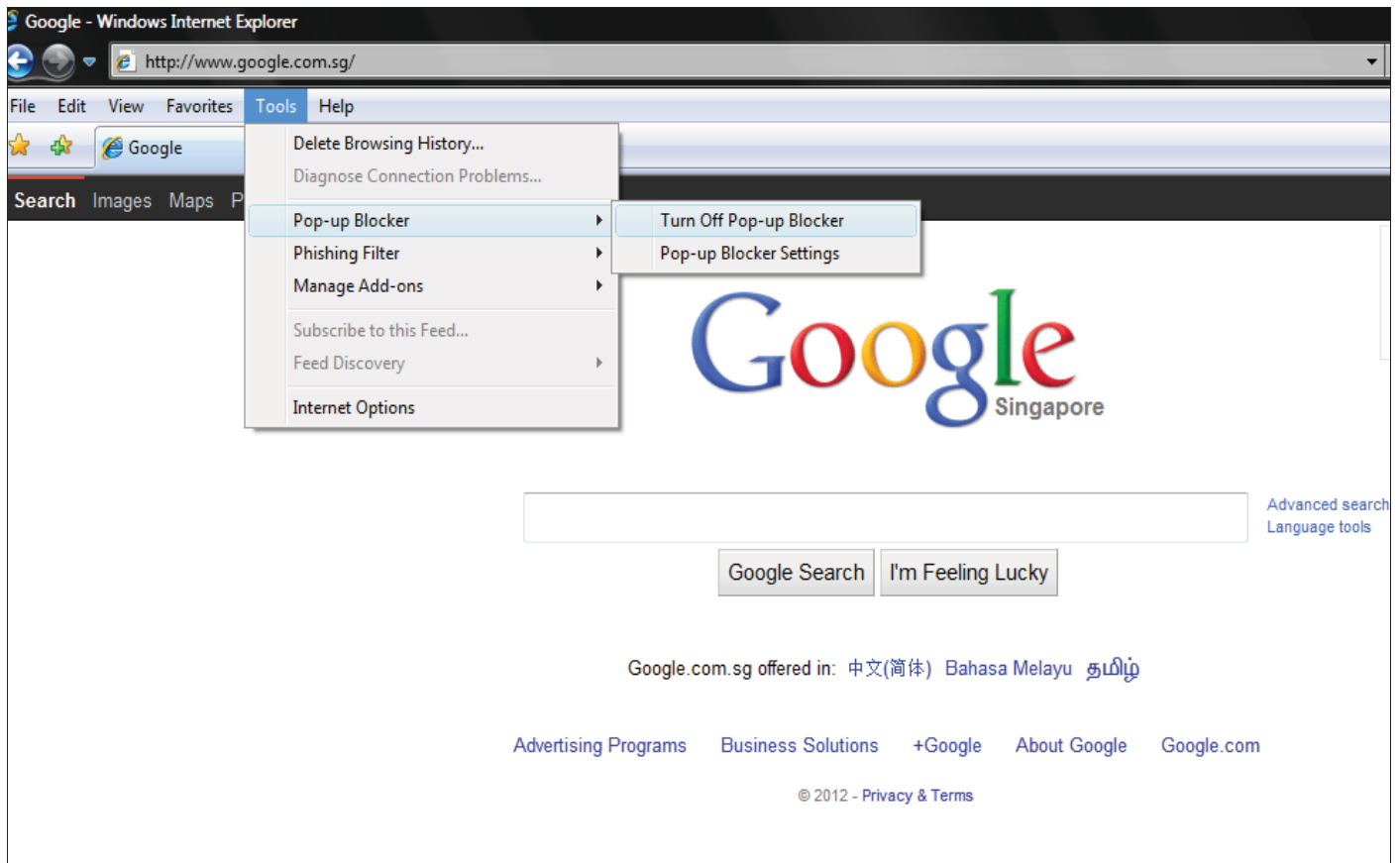
PC Requirements

To access the system, you would need a PC with internet access. To access the website, please use the recommended Internet browser software:

- Internet Explorer
- Mozilla Firefox
- Chrome

Adopt the recommended settings for internet browser software:

- Turn off any pop-up blocker (Using Internet Explorer as an example)



Important to Note

While accessing OBLS, please be reminded of the following:

- Use the recommended Internet browser software.
- Adopt the recommended settings for your Internet browser under the “PC Requirements” section of this user guide.
- Do not click on the browser BACK, FORWARD or REFRESH button.
- Do not leave OBLS idle for more than 15 minutes.
- Always log out of OBLS when not in use.
- Should you be prevented from carrying on any transaction in OBLS at any point in time, close the Internet browser program and then re-start the Internet browser again.

Section 1 – Guide to apply for travel agent licence

1.1 Do you need to apply for a Travel Agent Licence?

- You will need to apply for a travel agent's licence with Singapore Tourism Board (STB) if your business falls within Section 4 of the Travel Agents Act (Cap. 334):
 - (a) Selling tickets entitling an individual to travel, or otherwise arranging for a person a right of passage on any conveyance;
 - (b) Selling to, or arranging or making available for, a person's right of passage to, and hotels or other accommodations at, one or more places (being places within or outside Singapore, or some of which are within and others of which are outside Singapore);
 - (c) Purchasing for resale the right of passage on any conveyance;
 - (d) Arranging or conducting tours within or outside Singapore;
 - (e) Holds yourself out as, or advertising that you are, willing to carry on any activity referred to in paragraph (a), (b), (c) or (d).
- Operators carrying out activities at (a) do not require a Travel Agent's licence if they are using conveyances owned by them;
- Operators carrying out activities at (b) do not require a Travel Agent's Licence if they own both the conveyance and place of accommodation.

You can visit the Travel Related Users' System (TRUST) website at (<https://trust.yoursingapore.com>) to download a copy of the Travel Agents Act (Cap. 334) and Regulations (Cap. 334, Rg 1).

1.2 What conditions do you need to fulfil?

Before proceeding to apply for a Travel Agent's licence, you are required to fulfil the following conditions:

1. Registration of Company

All applicants are required to first register the company with the Accounting & Corporate Regulatory Authority (ACRA) for the purpose of conducting the business of a travel agent.

For Sole-Proprietors (SP), Partnerships, & Limited Liability Partnerships (LLP), applicants are also required to register your business with ACRA for the purpose of conducting the business of a travel agent.

2. Paid-Up Capital

For registered companies, applicants shall ensure that at any time, the issued and paid-up capital is not less than \$100,000 and the net worth is not less than that amount.

For sole-proprietor or partnership, applicants shall ensure that at any time, the firm's capital is not less than \$100,000 and its net worth is not less than that amount. The requirement of \$100,000 has to be under the bank account of the company incorporated.

3. Key Executive

All applicants must nominate a suitable person for the position of a Key Executive (KE). The KE is the contact person between the Board and the travel agency. He / She is in charge of the day-to-day operations and administration of the travel agency.

The nominee for the Key Executive of the company is subject to the approval of the Board.

- (a) The Key Executive can be a Singaporean, Permanent Resident or a foreigner holding a valid employment pass. An employment pass of minimum one year validity period is required if the Key Executive is a foreigner.
- (b) The Key Executive should preferably be a Director of the company or an equivalent to the head of the company with at least 1 year of managerial experience, who is responsible for the proper administration and management of the affairs of the travel agent.
- (c) For sole-proprietor or partnership, the Key Executive should preferably be the sole proprietor (Owner) / Partner.

4. Company Internet E-mail Address & Travel Related Users' System (TRUST)

Applicants will have to apply for an e-mail address specifically for the operation of the travel agency business. All e-mail correspondence regarding the travel agent licence application will be made via this e-mail address, including the notification of final approval for the Travel Agent's Licence.

The Travel Related Users' System (TRUST) is an integrated internet-based administration and information. It allows all licensed travel agents to update corporate information, reflect the resignation and appointment of key executives and even submit licence renewal online. To access the TRUST website, applicants will be issued with a User ID and password after they have obtained final approval for the Travel Agent's licence.

5. Management Staff and Personnel

All directors, executives and managerial staff of the company must be persons of good character and fame. Applicants may be required to produce satisfactory evidence to support such requirements.

6. Office Space and Signboard

Applicants may not have secured an office for conducting the travel agency business at the time of Travel Agent licence application; it is advisable for applicants to consider possible locations of the office in advance. When the Travel Agent licence application is given In-Principle Approval, the applicant will be notified to locate a suitable office, subject to the Board's approval of the following conditions:

- (a) The applicant must produce documentary proof (e.g. certificate of stamp duty, tenancy agreement, etc.) to support the suitability of the office for the conduct of the travel agency business.
- (b) The office shall be used exclusively for the conduct of the business of a travel agency.
- (c) The office space may either be purchased by the company or leased for a minimum period of one year.
- (d) If the Landlord is an individual, a copy of the stamped duty or property tax document should also be submitted.
- (e) For Home Office Premises, documents showing approval from the relevant authorities (HDB/URA) should be submitted.

If there is any sharing of premises, you must seek approval from the Board and submit relevant supporting documents and ground plan showing proper demarcations from other businesses.

- (1) A copy of the tenancy agreement
 - (2) Landlord's agreement to sharing of premises.
 - (3) Agreement from main tenant on the sharing of premises in a business letter.
 - (4) A ground plan showing proper demarcations between the licensee and other occupant(s) should be submitted.
 - (5) A proper signage display at the main lobby/entrance and within premises.
- **Please note all travel agency licence applications are to be filed online. You must declare any shareholdings in other travel agencies.**
 - **All submissions to the Board should be submitted in soft copies to the Travel Agent Licensing & Regulatory Review Department, via email to stb_ta@stb.gov.sg .**

1.3 How long does it take to approve your application?

- The application will take approximately one to two weeks to process upon full and complete submissions of supporting documents. Thereafter, you will receive an In-Principle Approval (IPA) notification via e-mail.
- In-Principle Approval assures applicants with confidence in securing office premises for their business operations before Final Approval.
- You may be required to fulfil additional conditions and submit additional documents to support your application before final approval is given for your travel agent licence.
- STB is deemed to have responded to you if there has been an attempt to reach you by phone, e-mail or any other common forms of communication. E-mail will be the main channel of communication for correspondences of your licence application.
- A typical condition includes submission of the certificate of stamp duty & tenancy agreement for the premises where you intend to conduct travel agency business. The tenancy agreement should be for a period of at least one year. If you own the premise, you need to show proof of ownership.
- Upon successful approval of your travel agent licence application, you will be notified via email for the payment of licence (to be made via On-line Business Licensing Service (OBLS) payment portal) and collection of your travel agent licence at Singapore Tourism Board in person.
- A Travel Agent's Licence costs S\$300 and will expire on 31 December of the following year in which it was issued.

Example: Approved date: 01 Jan 2013 → Expiry date: 31 Dec 2014

 Approved date: 31 Dec 2013 → Expiry date: 31 Dec 2014

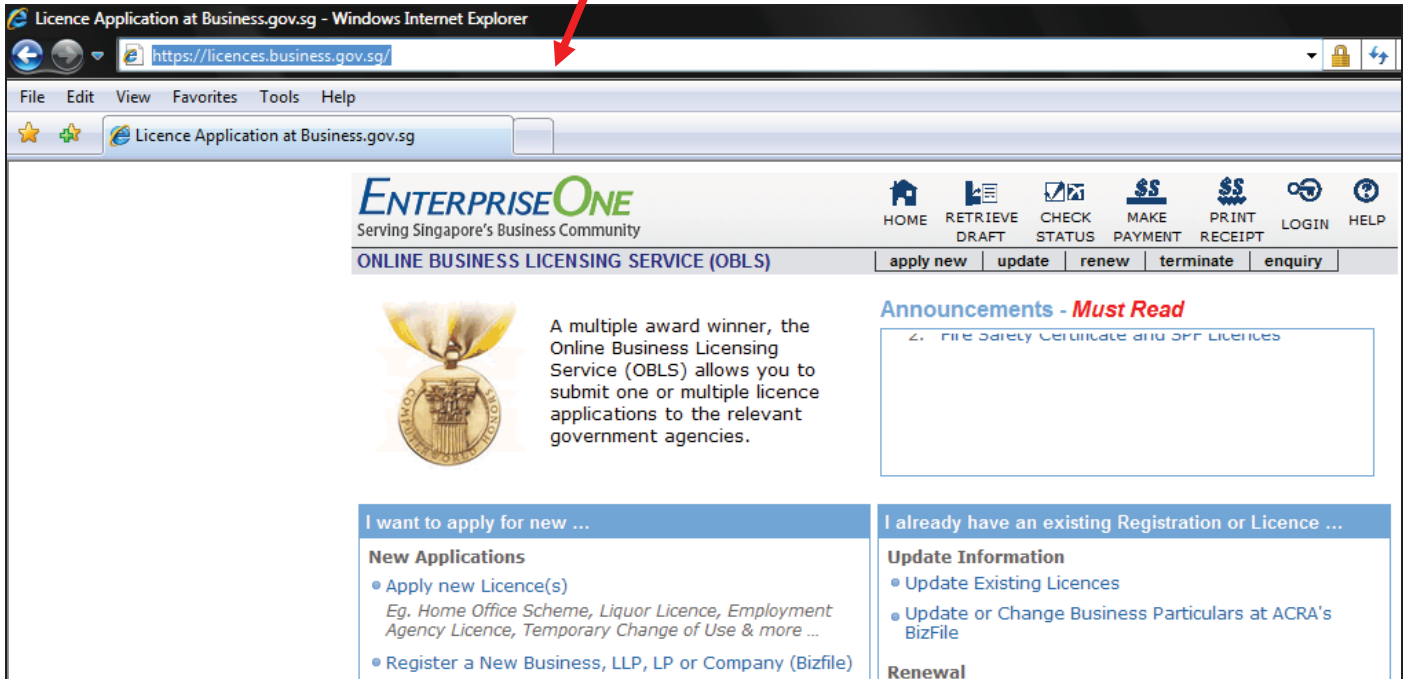
Please note that you are not allowed to commence business until STB grants final approval to your application.

1.4 How do you apply for a Travel Agent licence online?

Step 1:

Submit a new application for Travel Agent Licence on the Online Business Licensing Services (OBLs) website.

Enter the following URL: <https://licences.business.gov.sg/> in the address link shown below in your internet browser.



Step 2:

Click on the [apply new] tab at the top right hand corner.



Step 3:

Click on the [Government Agencies] tab.

Select One or More Licences to Apply

Eg. Food Shop Licence -- key in "Food" or "Food Shop"
in

Licence Selection (Max. 10 selections)

No Licence Selected

Announcement

- OBLS Scheduled Downtime (Sep 2012)
- Fire Safety Certificate and SPF Licences

Industries / Business Activities | **Government Agencies**

Industries / Business Activities >

- Entertainment, Recreation and Sports
- Events and Exhibition Services
- Food and Beverage Outlet
- Hotel and Accommodation
- Manufacturing
- Retail
- Services
- Wholesale (Import, Export and Distribute)
- Others

Step 4:

From the list of government agencies shown below, select "Singapore Tourism Board".

- National Environment Agency
- National Parks Board
- Professional Engineers Board
- Public Utilities Board
- SPRING Singapore (Standards, Productivity and Innovation Board)
- Singapore Civil Defence Force
- Singapore Customs
- Singapore Land Authority
- Singapore Police Force
- Singapore Tourism Board**
- Urban Redevelopment Authority

Step 5:

From the list of licences shown below, check on the box located next to **Travel Agent Licence**, and click on the [Next] button.

The screenshot shows a web interface for selecting a government agency and then choosing a licence. The 'Government Agencies' tab is active, and 'Singapore Tourism Board' is selected. Under the 'LIGENCES' section, three options are listed: 'Approval for Events held along Orchard Road', 'General Tourist Guide Licence', and 'Travel Agent Licence'. The 'Travel Agent Licence' option has a checked checkbox. At the bottom right, the 'Next >' button is highlighted with a red box.

LICENCES	Action
Approval for Events held along Orchard Road You will require approval from the Singapore Tourism Board for holding an event along Orchard Road. [Read more...]	Contact
General Tourist Guide Licence The General Tourist Guide is licensed by the Singapore Tourism Board to promote and conduct tours within Singapore for a... [Read more...]	Go to Agency Website
Travel Agent Licence For arranging and putting together any travel/tour service with the transport service you are providing into a travel/to... [Read more...]	<input checked="" type="checkbox"/>

< Back **Next >**

Step 6:

Confirm that you are applying for a Travel Agent Licence as shown on the screen by clicking on the [Proceed] button to continue with the application.

The screenshot shows a summary screen titled 'You have chosen to apply for the following licences:'. It contains a table with one row for 'Travel Agent Licence' with a fee of S\$ 300.00. Below the table, it states 'Total (excluding GST) : S\$ 300.00'. There is a 'Payment modes' section with instructions for payment. At the bottom right, the 'Proceed' button is highlighted with a red box.

Licence Name	Agency	Fee ¹	Amt (S\$)	Remove?
Travel Agent Licence	STB	Licence Fee	300.00	<input type="checkbox"/>

Total (excluding GST) : S\$ 300.00

¹ The actual fees may vary depending on your application.

Payment modes
Payment by Visa, MasterCard, Direct Debit through Internet Bank Account

- To continue to fill in the form, please click the "Proceed" button.
- To remove any of the licences, please tick the box beside the licence and click the "Proceed" button.
- To add more licences, please click the "Re-select Licence(s)" button.

Re-select Licence(s) **Proceed**

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Step 7:

At the next screen, you should:

- (a) Select your profile for the section of [I am applying as:].
 - (b) Select your organization type and key in the UEN number for the section of [My organisation is:].
 - (c) Click on the [Proceed] button to continue.
- **Please note all applicants who are registering for the Travel Agent Licence under a company are required to first register the company with the Accounting & Corporate Regulatory Authority (ACRA) solely for the purpose of conducting the business of a travel agent.**

Tell us more about yourself/organisation.

I am applying as a:

Please select one option from the following:

- Director/Business Owner (Sole Proprietor)/Would-be licensee applying for my business/company/organisation
- Member of a Professional Firm applying on behalf of my client
- Filer authorised to submit on behalf of my client/organisation

My organisation is:



- ACRA registered.**
My Registration Number (UEN) is:
 [See Examples](#)
Forgotten your Registration Number (UEN)?
Please ensure that you have your Registration Number (UEN) ready. If you do not have one, you will need to apply for a Business Registration or Company Incorporation. [More information on UEN.](#)
- Non-ACRA registered.**
My Non ACRA-registered Organisation Number is:

For non-profit organisation/committee(s); or those registered with ROS (Registry of Societies).
- Individual**
For non-ACRA and non-ROS registered.
For business licences or registrations that issue licences under the individual's name, OR your business falls under ACRA's list of [Exempted List of Businesses \(First Schedule\)](#)

Proceed

Step 8:


Click on the [Proceed] button to continue.



ONLINE BUSINESS LICENSING SERVICE (OBLs)

apply new | update | renew | terminate | enquiry

Progress Bar



Required Documents for Submission

Please prepare the following documents to complete your online submission.

STB Travel Agent Licence	
a. ACRA Form	Submission of the ACRA form for updates of directors and shareholders or change in company name. (Mandatory)
b. Tenancy Agreement	Tenancy Agreement/ Letter from landlord stating lease period & use of premises (Mandatory)
c. Testimonials	Testimonials of the key executives(s) (optional)

Note: Uploading of supporting documents is available after all licence forms are completed.

Click "Proceed" to log on to SingPass. Or "Return" to go back to the previous page.

[Return](#) [Proceed](#)

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Best viewed with Internet Explorer 6.x browsers in resolution 1024x768.
[Privacy Statement](#) | [Terms & Conditions](#) | [Disclaimer](#) | [Home](#) | [Help](#)

User Guide on Travel Agent Licence Application

Step 9:

You will be prompted to enter your SingPass to proceed with the application.

(Please contact Central Provident Fund Office if you have any problems with the SingPass or visit the nearest the community clubs for assistance.)

The screenshot shows the SingPass Authentication Service login page. At the top left is the SingPass logo with the text 'Singapore Personal Access'. To the right is a red banner with 'Singapore Personal Access' in white. Below the logo is a 'Secure' indicator with a lock icon. On the right side, there are links for 'Terms of Use', 'FAQs', 'Help', and 'About Us', along with three small icons. The main heading is 'Welcome to SingPass Authentication Service'. A red-bordered box contains a 'Security Advisory' with text about the importance of SingPass security and links to 'here' and 'www.gosafeonline.sg'. Below this is the login form with two input fields: 'SingPass ID' (with examples S1234567G, G1234567G) and 'SingPass' (with a note '(8-24 characters, CASE-SENSITIVE)'). There are three buttons: 'Submit', 'Cancel', and 'Change SingPass'. Below the buttons is a disclaimer: 'By clicking on the Submit button, you agree to be bound by the terms specified in the Terms of Use and Important Notes below.' At the bottom, there are three links: 'For tips on Online Security. Click here.', 'Do not have a SingPass? Apply here.', and 'Forgot your Password? Reset here.'

Step 10:

Upon successful log-in, OBLS will display some basic information about your personal particulars. If the information is correct, please click on the [Proceed] button.

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Step 11:

OBLs will display basic information of your organisation as listed on ACRA. If the information is correct, please click on [Proceed] button.

Step 12:

You will be shown to a page where you are required to do the following:

- (a) Verify your business and personal particulars.
- (b) Provide the information required (All fields are required to be completed).
- (c) Click on the [Proceed] button after you have completed the above steps.

Note: If you intend to save this application and submit at a later date, you can click on the [Save as draft] button.

Step 13:

You will be shown to a page where you can browse and upload documents:

- (a) Please Do NOT Upload documents using this function.
- (b) Email all documents in soft copies to the Travel Agent Licensing & Regulatory Review Department, via email to stb_ta@stb.gov.sg with the subject: Supporting documents for Application of new Travel Agent Licence
[Pls include your application Reference No. & company name]
- (c) Click on [Proceed].

Step 14:

You will be shown to a page where the applicants are required to do the following:

- (a) Verify the General Information provided.
- (b) Verify the Travel Agent Licence Information that you have provided.
- (c) When you are ready to submit your application, check on the box beside the "Declaration" section and click on the [Submit Application] button to send in your application.

- **Should you have any queries or problems regarding the application process, you can contact OBLs Helpdesk at 68981595.**

Section 2 – Guide to checking outstanding documents and submission details

2.1 How do you check if there are outstanding documents for submission?

Upon submission of full and complete documents, STB will take around one to two weeks to process your application. After which you will receive a notification that your application is given in-principle approval or/if there are additional documents required for your application.

2.2 What are the outstanding documents? How do you submit them?

Step 1:

If there are any outstanding documents, you will receive an email containing information on the documents that you are required to submit for your application.

- Outstanding information that may be required includes:
 - (a) Latest ACRA Biz file of the company
 - (b) Business Activities & Market Specialisation Form
 - (c) Resume and Testimonial (optional) of the Key Executive
 - (d) Front & Back copy of the Key Executive's NRIC
 - (e) Key Executive Declaration Form
 - (f) Letter of appointment & Director Resolution on the appointment of the Key Executive, printed on company's letter head and signed by all directors with a valid company stamp.
 - (g) Confirmation of Company's Business Particulars Form
 - (h) Tenancy agreement & Certificate of Stamp Duty of the premises. Ensure that the copy shows the address that has been approved and to be used as office.
(If you are using Home Office, provide us with the documents certifying URA/HDB's approval on use of your home as office).
 - (i) Sole-proprietors/partnerships are also required to submit the Credit Bureau Singapore report for the sole-proprietor/partners.
(You can find out more about this from Credit Bureau Singapore:
<http://www.creditbureau.com.sg/>)
- If the company has already been in operations for more than 18 months, you are also required to submit the following:
 - (a) The latest audited financial accounts as part of the application.
 - (b) Indicate the reason(s) on the decision to apply for travel agent licence. You are required to state your reason(s) in the Business Operations & Markets Specialisation Form. (See example on Pg. 19, paragraph 4)

Step 2:

Submit the outstanding documents via email to stb_ta@stb.gov.sg and include the following in your email subject:

- (1) Company Name
- (2) Application Reference No.

Please note that your application will lapse three months after the last response. Late submission will be rejected and you will be required to make a new application for travel agent licence.

A. Business Operations & Markets Specialisation Form (SAMPLE)

Business Operations & Markets Specialisation Form

Business Name : _____

Please indicate the total percentage of your business operation

Total Business Operation	
Inbound Operations	E.g. 60 %
Outbound Operations	E.g. 40 %
Total	100%

Please indicate the types of activity intended and their respective proportions of the business. (Total = 100%) (Also include the estimated percentage of the inbound and outbound operations)

Business Activities		
Types of Services	Inbound Operations (%)	Outbound Operations (%)
Accommodation		
Transfers – Sit-In-Coach/	E.g. 25 %	
Private/ Personal Transfers	E.g. 40 %	E.g. 50 %
Air Ticketing		E.g. 25
Ferry Ticketing		
Train Ticketing		
Sea Cruises		
Tours (eg. Sightseeing		
Educational Learning		
Journeys, etc)		
Vehicle Rental		E.g. 25 %
Travel Insurance	E.g. 25 %	
Visa Services		
Others (please specify)		
Total	100 %	100%

SAMPLE

Market Specialisation
(Please fill in the markets relevant to support activities indicated in the preceding table)

Inbound Operations (Indicate source countries and %)		Outbound Operations (Indicate recipient countries and %)	
Country	%	Country	%
E.g. Malaysia	Eg: 40 %	E.g. Malaysia	Eg: 50 %
E.g. Taiwan	Eg: 30 %	E.g. Taiwan	Eg: 50 %
E.g. China	Eg: 30 %		
Total	100%	Total	100%

This should add up to 100% as well.

The "Total %" should add up to 100%.
Eg. Inbound Operations 60% + Outbound Operations 40% = Total should add up to 100%

Indicate the countries and % that your business is planning in to bring to Singapore.

Indicate the countries and % that your business is planning to bring Singaporeans out to.

Area(s) of Focus			
Please indicate if you have any area(s) of focus in accordance to the example below:			
Area of Focus	Inbound Operations	Outbound Operations	Remarks (if any)
Heritage	√		
Religion		√	Haj tours
Sports		√	Golf tours

Area of Focus	Inbound Operations	Outbound Operations	Remarks (if any)
Leisure	✓	✓	Eg. Premium Outlets Shopping Trips
Education			
Heritage	✓	✓	
BTMICE	✓		
Religion	SAMPLE		
Sports			
Nature/ Ecology			
Medicine/ Healthcare			
Others (pls specify)			
Others (pls specify)			

Other Information	
Do you have any overseas travel agent business branches?	<input type="checkbox"/> Yes (pls specify) <input type="checkbox"/> No


Indicate if there are any overseas operations?

Brief Business Write-Up
1. Please provide a brief write-up to provide more details on your business.
Eg: My Business will offer a complete travel experience for my clients, etc.....
SAMPLE
2. Date of commencement of operations
E.g. 01 February 2013
3. For companies who are already in operations, please describe your current business activities.
4. With reference to Pt.3, please elaborate on the decision to apply for the travel agents licence. <If possible, please support your answer with Board of Directors' minutes of meetings or Directors' Resolution>

NOTE: Please take note that you are **NOT** allowed to commence the business of a travel agent until you have received the Board's final approval and your travel agents licence.

B. Latest ACRA BizFile (SAMPLE)

ACCOUNTING AND CORPORATE REGULATORY AUTHORITY



(ACRA)

INFORMATION RESOURCES

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Business Profile (Company) : 2013XXXXXG Page 1 of 4
 (This is a sample report only)

The Following Are The Brief Particulars of :

Registration No. :

Company Name : E.g. XXXXX TRAVEL PTE LTD
 Former Name if any :

Incorporation Date : E.g. 01/01/2013

Company Type : LIMITED PRIVATE COMPANY
 Status : Live company

Status Date : 01/01/2013

Principal Activity (IES)
 Activities (I) : 79102
 Description : TRAVEL AGENCIES AND TOUR OPERATORS

Activities (II) :
 Description :

SAMPLE

Capital Issued Share Capital	Number of shares	Currency	Share Type
(AMOUNT)			
100000.00	100000	SINGAPORE DOLLAR	ORDINARY
Paid-Up Capital	Number of shares	Currency	Share Type
(AMOUNT)			
100000.00		SINGAPORE DOLLAR	ORDINARY

COMPANY HAS THE FOLLOWING ORDINARY SHARES HELD AS TREASURY SHARES

Number Of Shares	Currency
Registered Office Address :	: 12 XXX XXX
	XXXXXX XXXXX CITY
	SINGAPORE 23456)
Date of Address :	01/01/2013



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Business Profile (Company) 2013XXXXXG
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Date of Last AGM XXXXXX

Date of Last AR XXXXXX
 Date of A/C Laid at Last AGM XXXXXX

Date of Lodgment of AR, A/C XXXXXX

Audit Firms

NAME
 XXXXX XXXXX XXXXX XXXXX



Charges

Charge No. Date Registered Amount Secured Chargee(s)

**Officers/Agents
 Name**

Officers/Agents Name	ID	Nationality	Source of Address	Date of Appointment
XXXXXXXXX XXXXXX XXXXXX	XXXXXXXXXX	XXXXX DIRECTOR	ACRA	25/12/XXXX
XXXXXXXXX XXXXXX XXXXXX	XXXXXXXXXX	XXXXX DIRECTOR	ACRA	31/12/XXXX
XXXXXXXXX XXXXXX XXXXXX	XXXXXXXXXX	XXXXX DIRECTOR	ACRA	09/09/XXXX
XXXXXXXXX XXXXXX XXXXXX	XXXXXXXXXX	XXXXX DIRECTOR	OSCARS	10/02/XXXX



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Business Profile (Company): 2013XXXXXXG
 (This is a sample report only)

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XXXXXXXXX XXXXXX XXXXXX	XXXXXXXXX	XXXXX DIRECTOR	ACRA	11/11/XXXX
-------------------------------	-----------	-------------------	------	------------

XXXXXXXXX XXXXXX XXXXXX	XXXXXXXXX	XXXXX SECRETARY	ACRA	01/01/XXXX
-------------------------------	-----------	--------------------	------	------------



Shareholder (s)

Name	ID	Nationality/Place of incorporation/Origin	Source of Address	Address Changed
Address 1 XXXXXX XXXXXX XXXXXXXXXX SINGAPORE XXXXXX	XXXXXXXXX	SINGAPORE, REP OF	ACRA	

Ordinary (Number)	Currency
360000	SINGAPORE DOLLAR

2 XXXXXX XXXXXX XXXXXXXXXX XXXXXXXXXX CAYMAN ISLANDS	XXXXXXXXX	CAYMAN ISLANDS	ACRA	
--	-----------	----------------	------	--

Ordinary (Number)	Currency
240000	SINGAPORE DOLLAR

Complaints Reported to ACRA

ACCOUNTING AND CORPORATE REGULATORY AUTHORITY

bizFILE

(ACRA)

INFORMATION RESOURCES

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Business Profile (Company) 2013XXXXXXG
(This is a sample report only)

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Abbreviation

UL - Local Entity not registered with ACRA
UF - Foreign Entity not registered with ACRA

V/Share - Value Per Share
AR - Annual Return

AGM - Annual General Meeting
A/C - Accounts

SAMPLE

PLEASE NOTE THAT INFORMATION HEREIN CONTAINED IS EXTRACTED FROM FORMS/TRANSACTIONS FILED WITH THE AUTHORITY

FOR REGISTRAR OF COMPANIES AND BUSINESSES

SINGAPORE

RECEIPT NO. XXXXXXXXX

DATE XXXXXX

This is computer generated. Hence no signature required.

C. Key Executive Resume (SAMPLE)

Your Name	
[Select the Date]	
Your Photo	[Type your Date of Birth] [Type your IC Number] [Type your residential address] [Type your residential phone number] [Type your mobile number] [Type your e-mail address] [Type your website address]
SAMPLE	
OBJECTIVES [Type your objectives]	
EDUCATION [Type the school name] [Type the completion date] [Type list of degrees, awards and accomplishments]	
EXPERIENCE [Type the job title] [Type the company name] [Type the start date] - [Type the end date] – in mm/yy format [Type list of job responsibilities]	
SKILLS <input type="checkbox"/> [Type list of skills]	

D. Key Executive Declaration Form (SAMPLE)

- Fill up the Key Executive Declaration Form and delete according for No. 4, 5 and 6

KEY EXECUTIVE'S DECLARATION FORM

To Singapore Tourism Board

UEN/ACRA Registration No.: XXXXXXXXXX	Name of Travel Agency: E.g. XXXXX TRAVEL PTE LTD
--	---

I, XXXXXXXXXXXXXXXXXXXX,

NRIC No. /FIN No. XXXXXXXXXXXX desire to be the Key Executive of the above Travel Agency and declare the following:

- 1) I am not an undischarged bankrupt;
- 2) I am a person of good fame and character;
- 3) I am a person who is a fit and proper person to hold a travel agent licence;
- 4) I have/have not* been convicted of any offence involving dishonesty, fraud or moral turpitude within a period of 5 years preceding the date of this declaration;
If you have been convicted, please provide details of the conviction:

- 5) I have/have not* contravened or is contravening any of the provisions of the Travel Agents Act and Regulations (Cap.334) within a period of 5 years preceding the date of this declaration;
If you have been convicted, please provide details of the conviction:

- 6) I have/have not* contravened or is contravening any of the provisions of the Travel Agents Act and Regulations (Cap. 334) within a period of 2 years preceding the date of this declaration;
If you have contravened the provisions, please provide details:

- 7) I have never been the key executive of a travel agency (licensed under the Travel Agents Act & Regulations) where the licence has been revoked, suspended or non-renewed by

1

PLEASE DELETE ACCORDING

PLEASE DELETE ACCORDING

PLEASE DELETE ACCORDING

SAMPLE

the Singapore Tourism Board or the Minister for the Ministry of Trade and Industry within a period of 2 years preceding the date of this declaration;

8) I have read the Travel Agents Handbook¹ and the Travel Agents Act and Travel Agents Regulations² and agree to abide to all the articles and conditions within them.

9) ****All the information provided in this document is true and accurate.**

**MAKE SURE YOU
HADVE COMPLETED
ALL PARTS AND
UNDERSTAND THE
DECLARATION BEFORE
SIGNING.**

(Signature of Key Executive)

Date

SAMPLE

* Please delete accordingly.

** Section 13 of the Travel Agents Act states that "Any person who in any application for a licence makes any statement which is not correct in any material particular shall be guilty of an offence and shall be liable on conviction to a fine not exceeding \$5,000".

¹ Posted in TRUST website, <https://trust.yoursingapore.com/trust/DirectorCtrl?module=tahandbook>

² Posted in TRUST website, <https://trust.yoursingapore.com/trust/DirectorCtrl?module=taactregulation>

E. Confirmation of Company’s Business Particulars Form (SAMPLE)

- An Example of how you should fill up the form is shown below.

Singapore Tourism Board
 Travel Agent Licensing & Regulatory Review Department

Company’s Business Particulars Form

Please furnish the Board with all the necessary information in the form accordingly.
All fields are mandatory.

A. Business Information

Name of Business:	Eg: ABC TRAVEL & TOURS PTE LTD	ACRA Registration No.	Eg: XXXXXXXXXXXX
Email Address:	Eg: Admin@abctravel.com		
Office Phone No:	Eg: 6XXXXXXXXX	Fax No:	Eg: 6XXXXXXXXX
Website Address: <i>(Indicate if there will/will not be a website in future)</i>	Eg: www.abctravel.com.sg		

SAMPLE

B. Key Executive’s Particulars

Full name:	Eg: LIM AH HONG		
Nationality:	Eg: SINGAPOREAN	Date of Birth: <small>(DD/MM/YYYY)</small>	Eg: 01/01/1970
Designation:	Eg: KEY EXECUTIVE/DIRECTOR	Date of Appointment:	Eg: 01/01/2013
Residential Address:	Eg: BLK 123, XYZ STREET #01-1234 SINGAPORE 059123		
Residential No:	Eg: 6XXXXXXXXX	Mobile No:	Eg: 9XXXXXXXXX
Email Address:	Eg: Lim_Ah_Hong @abctravel.com.sg		

- An example of how you should fill up Part C. (Director's Particulars) on page 2 of the form is shown below.
- If you have more than 2 Directors, you should also fill up page 3 of the form.

Singapore Tourism Board
Travel Agent Licensing & Regulatory Review Department

C. Directors' Particulars

1)

Full name:

Nationality: Date of Birth:
(DD/MM/YYYY)

Designation: Date of Appointment:

Residential Address:

Residential No: Mobile No:

Email Address:

SAMPLE

2)

Full name:

Nationality: Date of Birth:
(DD/MM/YYYY)

Designation: Date of Appointment:

Residential Address:

Residential No: Mobile No:

Email Address:

- Fill in the date of your First Financial Year End and read the “Declaration and agreement” before signing on the last page of the form.

D. First Financial Year-End of Business

This is essential for determining the yearly deadline for the annual submission of your audited accounts.

Date of First Financial Year-End
(DD/MM/YYYY):

Eg: 31/12/2012

Example:

Your First Financial Year End = 31 December 2012; and hence

Deadline for the submission of your First Audited Accounts = 30 June 2013.

SAMPLE

Please note:

- Submission of the
- However, every travel agent should submit its audited financial accounts 6 months from its financial year end, in accordance to the Travel Agents Regulations (Cap 334).
- If the company has already been in operations for more than 18 months, you are required to submit the latest audited financial accounts as part of the application.

Declaration and agreement:

In accordance to the Travel Agents Act, Section 13:-

- Any person who in any application for a licence makes any statement which is not correct in any material particular shall be guilty of an offence and shall be liable on conviction to a fine not exceeding \$5,000.

PLEASE READ THE
DECLARATION AND
AGREEMENT OF THE ACT
BEFORE SIGNING.

NAME OF KEY EXECUTIVE & SIGNATURE

DATE

F. Please furnish the Board with a copy of the Stamped Duty, which confirms your business address.

- If you are using Home Office, kindly provide us with the documents certifying URA/HDB's approval on use of your home office
- Below is a sample copy of how the stamp duty should look like. (From IRAS)



INLAND REVENUE
AUTHORITY
OF SINGAPORE

Original
Certificate of Stamp Duty

Stamp Certificate Reference : 103133-01LA4-1-000568412
Stamp Certificate Issued Date : 20/02/2012

Applicant's Reference : HH.2000.SD
Document Reference Number : 2012022000003 ver. 1.0
Document Description : Tenancy Agreement (Ad valorem)
Date of Document

SAMPLE

Property	
Lessor/ Landlord	XXXXXX
Lessee/ Tenant	ABC TRAVEL & TOURS PTE LTD)
Stamp Duty	: S\$96.00
Total Amount	: S\$96.00

To confirm if this Stamp Certificate is genuine, you may do an online check at <http://estamping.iras.gov.sg>. Under Stamp Duty Resource, select Verify Stamp Certificate Authenticity.

AY12463L - 20/02/2012	103133-01LA4-1-000568412
2012022000003	
1b844d75e31df2fe3f894b22e015e4ec	

Page 1 of 1

Section 3 – Guide to paying the licence fee and collecting your licence

3.1 How do you pay the licence fee online?

Step 1: You will receive a notification that your application is “Approved Pending Payment” once STB has processed the supporting documents that you have submitted.

Step 2: Once you received this notification, please login to OBLs. Click [Check Status].

ENTERPRISE ONE
Serving Singapore's Business Community

HOME RETRIEVE CHECK MAKE PRINT LOGIN HELP
DRAFT STATUS PAYMENT RECEIPT

ONLINE BUSINESS LICENSING SERVICE (OBLs) | apply new | update | renew | terminate | enquiry

MIS IT Excellence Award

A multiple award winner, the Online Business Licensing Service (OBLs) allows you to submit one or multiple licence applications to the relevant government agencies.

Announcements - Must Read

- OBLs Scheduled Downtime (Sep 2012)
- Fire Safety Certificate and SPF Licences

I want to apply for new ...

New Applications

- Apply new Licence(s)
Eg. Home Office Scheme, Liquor Licence, Employment Agency Licence, Temporary Change of Use & more ...
- Register a New Business, LLP, LP or Company (Bizfile)

I already have an existing Registration or Licence ...

Update Information

- Update Existing Licences
- Update or Change Business Particulars at ACRA's BizFile

Step 3: You will be able to see your application in the screen below. Click on your application ID.

Check Status

You can click on the respective application ID to make payment or check the current status of the application.

New Licence Status

Application ID	Description	Submitted on
XXXXXXXXXX	XXXXXXXXXXXXXXXXXX	26/03/2012 10:27:47 AM
XXXXXXXXXX	XXXXXXXXXXXXXXXXXX	23/03/2012 02:58:20 PM
XXXXXXXXXX	XXXXXXXXXXXXXXXXXX	21/03/2012 06:13:50 PM
XXXXXXXXXX	XXXXXXXXXXXXXXXXXX	15/03/2012 10:13:07 AM
XXXXXXXXXX	XXXXXXXXXXXXXXXXXX	17/02/2012 06:00:30 PM
XXXXXXXXXX	XXXXXXXXXXXXXXXXXX	17/02/2012 05:31:22 PM
XXXXXXXXXX	XXXXXXXXXXXXXXXXXX	10/11/2011 06:25:02 PM
XXXXXXXXXX	XXXXXXXXXXXXXXXXXX	05/10/2011 04:44:32 PM This application is not available at the moment.
XXXXXXXXXX	XXXXXXXXXXXXXXXXXX	17/03/2011 04:51:56 PM
XXXXXXXXXX	XXXXXXXXXXXXXXXXXX	10/03/2011 03:24:08 PM

1 - 10 of 108 Pages [1 2 3 4 5 6 7 8 9 10 ... | Next >>]

User Guide on Travel Agent Licence Application

Step 4: Click on [Make Payment].



Step 5: You should see the screen below where the applicant should do the following:

- (a) Verify General Details
- (b) Verify Payment Details
- (c) When you are ready, click [Pay].

Step 6: Select your preferred mode of payment, click on one of the icons under Payment Mode column.

Step 7: You will be redirected to a secured site for you to select your preferred bank, click on [Submit].

Step 8: After making payment, you should receive the 2 following acknowledgements:
(You advised to print the official invoice/receipt from OBLS for your reference).

- (a) Transaction Notification from eNets, and
- (b) Official invoice/receipt from OBLS. (A SAMPLE COPY as below)

Receipt / Tax Invoice

Receipt Information

Date / Time	:		Receipt No.	:	MTI
Name	:		EP Ref No.	:	CC
Address	:		Application ID	:	

No.	Description	Amount (\$)	GST
Singapore Tourism Board			
1	Travel Agent Licence - Licence Fee	300.00	Not Applicable
2	GST SubTotal	--	
Total Amount Payable Excluding GST		300.00	
Total GST		--	
Total Amount Payable		300.00	

SAMPLE

Agency Information

Singapore Tourism Board
 care of Singapore Tourism Board,
 Tourism Court, 1 Orchard Spring Lane,
 Singapore 247729
 GST No. :-

This is a computer-generated receipt. No signature is required. Please print a copy of the receipt for your reference.
 Please note that your credit card statement would indicate "Govt. Online Payment" when a payment has been successfully made in OBLS.

3.2 How do you collect your licence after payment is completed?

Step 1: Once payment is successful, the application status will change to “Approved with Payment”.

Please note: Email a copy of the receipt as proof of payment to stb_ta@stb.gov.sg for verification with the subject: Receipt for payment of new TA Licence [include your company name & application Reference No.]

Step 2: Congratulations. Your travel agent licence application has been approved!

You will receive an email containing information on how to collect your licence. Please make arrangement to collect your licence at the stipulated appointment time.

Address of Singapore Tourism Board:

**Singapore Tourism Board
Tourism Court
1 Orchard Spring Lane
Singapore 247729**

Travel agents are bound by the Travel Agents Act & Regulations. A copy of the said legislation and the Travel Agents handbook can be found on the TRUST website. You are encouraged to read the Travel Agents Act & Regulations and the handbook to understand the licensing requirements and duties of a travel agent.

We wish you every success in your endeavors, and encourage you to register your company with the STB corporate website at www.stb.gov.sg, to be kept informed of the latest information relevant to the tourism sector.

Check List for Licence Application Documents

Have you done the following for your licence application?

1. Registered your company with ACRA with a paid-up capital of at least \$100,000?
2. Nominate a Key Executive that fulfil the necessary criteria and submit all necessary documents?
3. Created an e-mail address specifically for the operation of your travel agency?
4. Submitted an online application for Travel Agent Licence?
5. Submitted all of the required supporting documents for application before the stipulated dateline?
6. Paid the licence fee for the application upon approval?

Have you submitted all of the following documents for your licence application?

1. Latest ACRA Biz file of the company
2. Business Activities & Market Specialisation Form
3. Resume and Testimonial (optional) of the Key Executive
4. Front & Back copy of the Key Executive's NRIC
5. Key Executive Declaration Form
6. Letter of appointment & Director Resolution on the appointment of the Key Executive, printed on company's letter head and signed by all directors with a valid company stamp.
7. Confirmation of Company's Business Particulars Form
8. Tenancy agreement & Certificate of Stamp Duty of the premises. Ensure that the copy shows the address that has been approved and to be used as office.
 - (a) (If you are using Home Office, provide us with the documents certifying URA/HDB's approval on use of your home as office).
9. If the company has already been in operations for more than 18 months, you are required to submit the latest audited financial accounts as part of the application.
10. Credit Bureau Singapore reports for sole-proprietor/partners.

Submit all documents via email to stb_ta@stb.gov.sg and include the following in your email subject:

- (1) Company Name
- (2) Application Reference No.