



**USER GUIDE ON TRAVEL AGENT'S  
SUBMISSION OF FIDELITY INSURANCE**

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### Important information that you need to know

#### **Logging into Travel Related Users' System (TRUST)**

All Travel Agents have a Travel Related Users' System (TRUST) account. (<https://trust.yoursingapore.com/>)

To verify if you have any outstanding requirements for your licence, please log into the TRUST website with your User ID and password.

#### **Forgotten/misplaced your TRUST UserID and/or password?**

Please utilise the password reset function on the TRUST website to reset your password under the "Forgot Password" link. Your TRUST password will expire every 90 days for security reasons.

The Password reset will be sent to the Key Executive email registered in TRUST.

The Password reset is only valid for 15 minutes.

Please ensure the Key Executive email registered in TRUST is valid.

#### **For further assistance on password reset**

You may contact the TRUST Helpdesk at:

Email: [trust\\_helpdesk@ncs.com.sg](mailto:trust_helpdesk@ncs.com.sg)

Tel: 6778 1845

The operating hours of the TRUST Helpdesk are Monday to Friday, 9am to 6pm.

#### **Correspondence on licensing matters will be via email**

Singapore Tourism Board (STB) will be sending out correspondence regarding licensing matters via email. Hence, it is important to ensure that the licensee's email address and contact details are updated with STB.

#### **Useful Contacts**

Subject of Inquiry	Contact	Email Address	Telephone No.
Travel Agent Licensing	STB	<a href="mailto:stb_ta@stb.gov.sg">stb_ta@stb.gov.sg</a>	6736 6622
TRUST Technical Helpdesk - For inquiries relating to TRUST password reset, TRUST technical issues	TRUST Helpdesk	<a href="mailto:trust_helpdesk@ncs.com.sg">trust_helpdesk@ncs.com.sg</a>	6778 1845

### Section 1 – Submission of Fidelity Insurance

- All licensees shall ensure that there is a subsisting policy of Fidelity Insurance for every partner, director or employee who is entrusted with the receipt, custody, disbursements or charge of the licensee's money or property.
- When requested by the Board, the licensee will need to submit a copy of the Fidelity Insurance policy, and the completed Fidelity Insurance Declaration Form ([Annex A](#)).
- Fidelity insurance acts as a form of protection for a company by providing coverage from the loss of money, securities and inventory incurred from acts of employees such as, fraud, embezzlement and counterfeiting.
- This requirement is legislated under the Travel Agents Regulations, [Regulation 19](#):
  - (1) The licensee shall ensure that there is a subsisting policy of fidelity insurance for every partner, director or employee who is entrusted with the receipt, custody, disbursements or charge of the licensee's money or property.*
  - (2) The licensee shall furnish a copy of any such policy taken out in accordance with paragraph (1) when requested to do so by the Board.*
- You may submit the soft copies of Fidelity Insurance policy and completed Fidelity Insurance Declaration Form to [stb\\_ta@stb.gov.sg](mailto:stb_ta@stb.gov.sg) with the subject header: **Submission of Fidelity Insurance [Reference Year] for [TA no. & Name]**.

1.1 How to check if Fidelity Insurance is outstanding on TRUST

- Log on to TRUST.
- At the home page, if there is a link showing “Submission of Fidelity Insurance” within the Online Reminder box as shown in Figure 1, the Fidelity Insurance is outstanding.



Figure 1

1.2 How to submit Fidelity Insurance policy and Fidelity Insurance Declaration Form

- You may submit the soft copies of Fidelity Insurance policy and completed Fidelity Insurance Declaration Form (Annex A) to [stb\\_ta@stb.gov.sg](mailto:stb_ta@stb.gov.sg) with the subject header: **Submission of Fidelity Insurance [Reference Year] for [TA no. & Name]**.

### Section 2 – Payment of Outstanding Fines (if any)

- Licensees will incur fines for any late submission of Audited Statement of Accounts, Banker's Guarantee, Gross Annual Turnover and/or Fidelity Insurance. As such, it is in the licensees' best interests to fulfil the said licensing requirements on time.
- Payment of Outstanding fine(s) is to be made through TRUST. (<https://trust.yoursingapore.com/>)
- Payment can only be made after the relevant documents have been submitted.

#### 2.1 How to check if there are outstanding fines and make payment for fines on TRUST

- Log on to TRUST.
- At the home page, move your cursor to the "Payment" tab.
- Click on "View Fine(s)/Fee(s) and make payments" as shown in Figure 2.
- You will see the list of outstanding fines and amount that you have incurred.
- Check on the box beside the outstanding fines that you wish to pay and proceed to click on "make payment" as shown in Figure 3.
- You will be directed to the payment confirmation page below as shown in Figure 4.
- Please check for any errors/discrepancies before proceeding to click on the "Confirm Payment" button.
- You will be re-directed to the online payment portal as shown in Figure 5.
- Fill in the required contact information on the payment page and click on "Continue".
- After payment is done, you are advised to print out a copy of the receipt for reference.

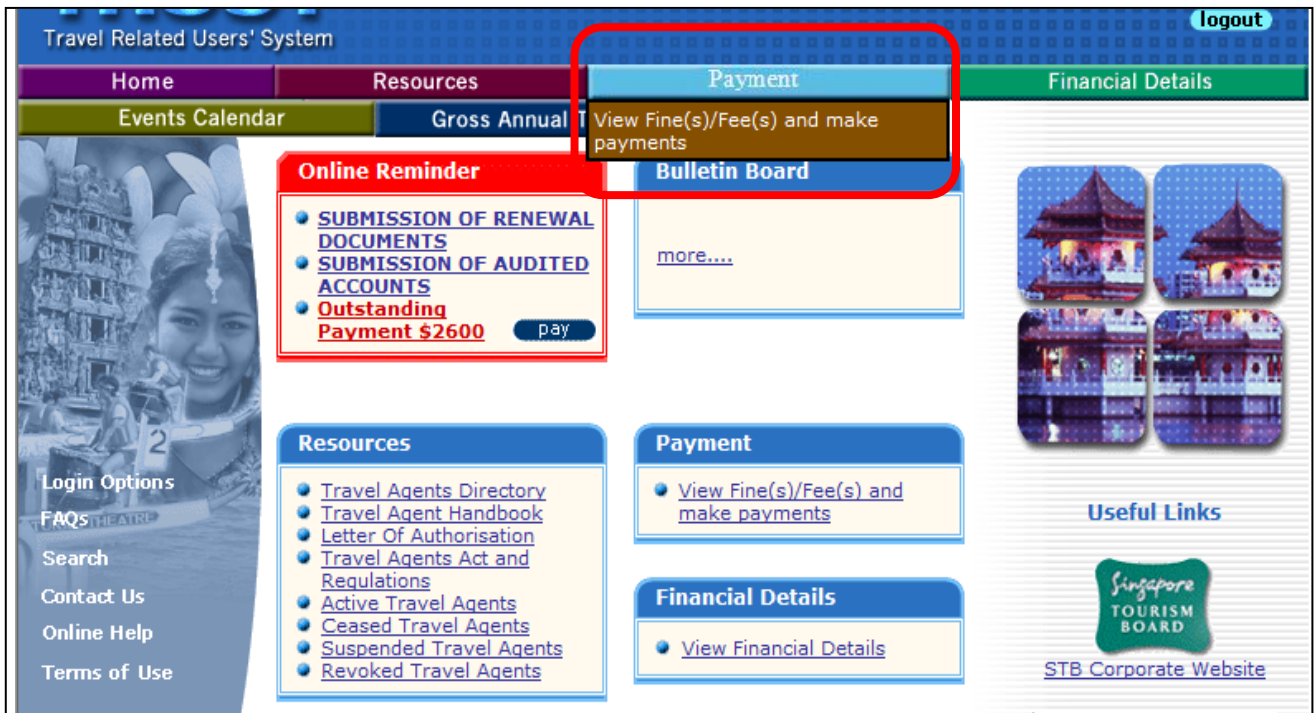


Figure 2

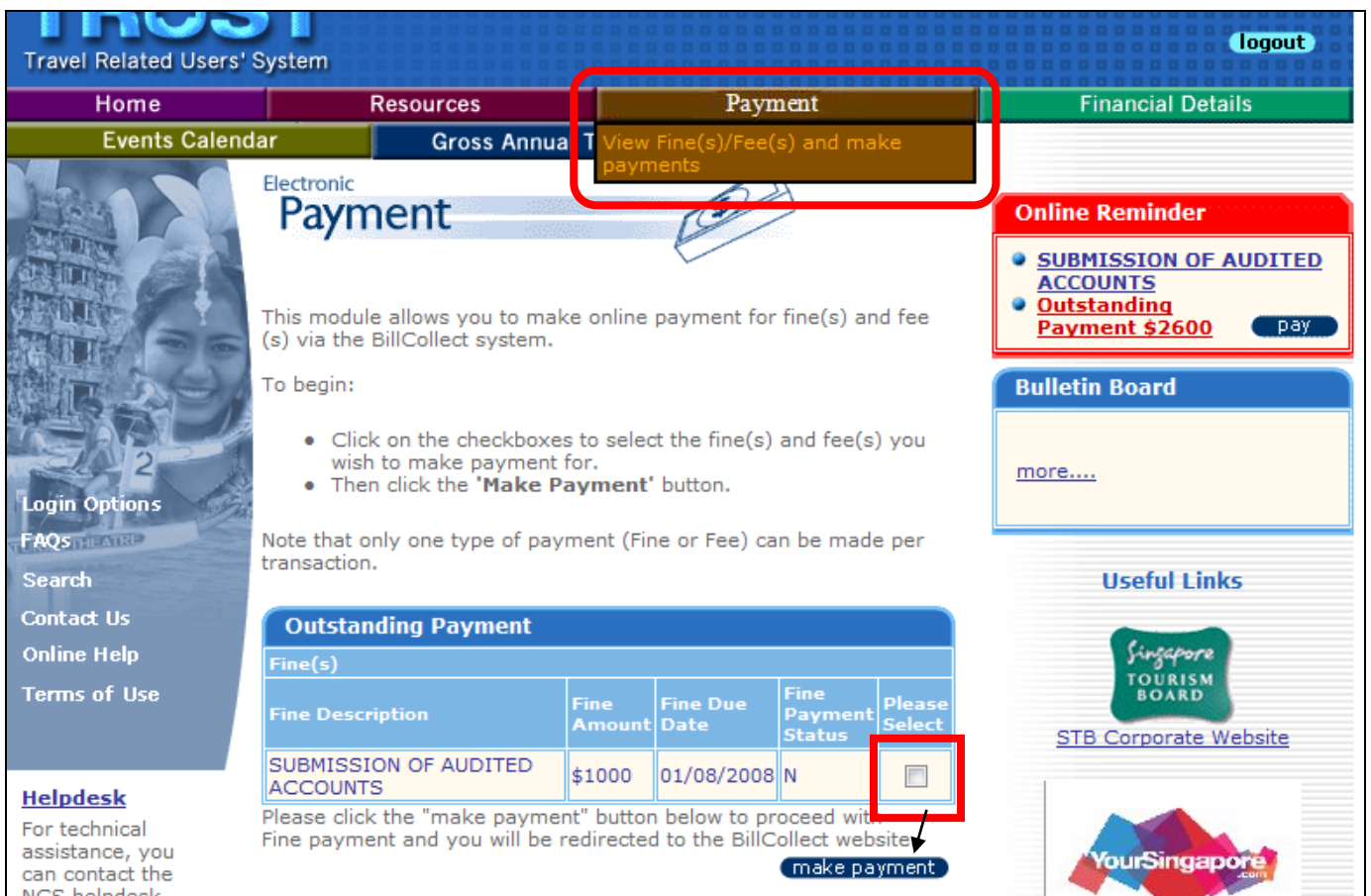


Figure 3

Electronic  
**Payment**

You have selected the following item(s). To proceed with payment, please click on '**Confirm Payment**'.  
Once you have made a successful payment at BillCollect, you are advised to print out the transaction receipt for record.

**Please do not close the browser until you are redirected back to TRUST to ensure that your payment status is updated correctly into TRUST.**

If you do not wish to proceed to make payment, please click '**Cancel**'

**Confirm Payment**

Fine(s)		
Fine Description	Fine Amount	Fine Due Date
SUBMISSION OF AUDITED ACCOUNTS	\$1000	01/08/2008

**Helpdesk**  
For technical assistance, you can contact the NCS helpdesk at tel 6778 1712, fax at 6872 3054 or email to [Helpdesk](#)

Bill Reference Number : FINE\_00932\_27092012163519  
Total Amount : \$1000

In using this online application form, you agree to be bound by our [Terms of Use](#). Please read these [Terms of Use](#) before completing and submitting this application form.

[Rate Our Website](#)

Figure 4



Figure 5

- If you are unable to make the payment online, you may send a crossed cheque with the stipulated fine amount payable to “**SINGAPORE TOURISM BOARD**”. Write the fine description (**example: “Fine for Late submission of Audited Accounts 2012”**) and the [TA no. & Name] on the reverse side of the cheque.

Attention to:  
Travel Agent Licensing & Regulatory Review Department  
Singapore Tourism Board  
Tourism Court  
1 Orchard Spring Lane  
Singapore 247729

FIDELITY INSURANCE DECLARATION FORM

To: Singapore Tourism Board

UEN/ACRA Registration Number:	Name of Travel Agent:
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Insurance Company: \_\_\_\_\_

Policy Number: \_\_\_\_\_

Date of Issue: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

1) I, \_\_\_\_\_,

NRIC / FIN No. \_\_\_\_\_, Key Executive of the above travel agent, hereby declare for

and on behalf of the company that the company has a subsisting policy of fidelity insurance for every partner, director or employee who is entrusted with the receipt, custody, disbursement or charge of the company's money or property.

2) I have read the Travel Agents Act and Travel Agents Regulations and agree to abide to all the articles and conditions within them.

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

\_\_\_\_\_

Signature of Key Executive / Company Stamp

\_\_\_\_\_

Date