



**USER GUIDE ON
TRAVEL AGENT'S LICENCE RENEWAL**

User Guide on Travel Agent’s Licence Renewal

Contents

Important information that you need to know.....	3
Section 1 – How to renew your travel agent licence.....	4
Licensing requirements to be fulfilled before licence renewal can be processed	4
Section 2 – How to fulfil licensing requirements.....	5
2.1 Submission of Audited Statement of Accounts of the preceding 2 years.....	5
2.2 Submission of Banker’s Guarantee or increase in paid-up capital for a minimum paid-up capital and net worth of \$100,000.....	6
2.3 Submission of Gross Annual Turnover of the preceding 2 years	7
2.4 Submission of Fidelity Insurance of the preceding 2 years (if applicable)	8
2.5 Payment of all Outstanding Fines (If any)	9
2.6 Update Changes in Licensee’s Particulars	10
2.7 Payment of the licence fees of the renewed licence, and branch licence(s) if any.	11
Licence Renewal - Annex A.....	12
Licence Renewal - Annex B.....	15
Licence Renewal – Annex C	16
Licence Renewal - Annex D.....	17

User Guide on Travel Agent’s Licence Renewal

Important information that you need to know

Confirm if you have any outstanding requirements for licence renewal by logging into 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 licence renewal, 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

Tel: 6778 1845

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

Correspondence on licence renewal will be via email

Singapore Tourism Board (STB) will be sending out correspondence regarding licence renewal via email. Hence, it is important to ensure that the licensee’s and Key Executive’s email addresses and contact details are updated with STB.

Deadline for licence renewal

The deadline for licence renewal is 31 October.

Please note that your travel agent licence will expire on 31 December and all travel agent business activities shall cease from 1 January if you fail to possess a new travel agent licence by then.

Useful Contacts

Subject of Inquiry	Contact	Email Address	Telephone No.
Travel Agent Licensing	STB	stb_ta@stb.gov.sg	6736 6622
TRUST Helpdesk - For inquiries relating to TRUST password reset, TRUST technical issues - Payment of fines	TRUST Helpdesk	trust_helpdesk@ncs.com.sg	6778 1845

Section 1 – How to renew your travel agent licence

Licensees whose travel agent licence expires in the current year will need to renew the licence. The travel agent licence will only be renewed upon fulfilment of all requirements applicable to the licensee during the current licence period. Failure to comply with the requirements may result in fines, revocation or non-renewal of the travel agent licence.

Licensing requirements to be fulfilled before licence renewal can be processed

The requirements that are to be fulfilled before licence renewal can be processed are listed below.

A checklist of the requirements is also available in Annex B for your reference.

Further details as to the requirements can be found in later sections of this user guide.

- 1) Submission of Audited Statement of Accounts of the preceding 2 years;

To note: If the paid-up capital and net worth is less than the minimum amount of \$100,000

It is possible that a Banker's Guarantee/increase in paid-up capital is required after the submission and assessment of your Audited Statement of Accounts. STB will notify you of this requirement and its deadline, which will need to be fulfilled to renew your licence. Fines for late submission of Banker's Guarantee may also be applicable.

- 2) Submission of Gross Annual Turnover of the preceding 2 years;
- 3) Submission of Banker's Guarantee and/or business profile from Accounting and Corporate Regulatory Authority showing an increase in paid-up capital for a minimum paid-up capital and net worth of \$100,000 (if applicable);
- 4) Submission of Fidelity Insurance and Fidelity Insurance Declaration Form of the preceding 2 years (if applicable);
- 5) Payment of outstanding fines (if any); and
- 6) For the purpose of licence renewal, a confirmation of business particulars as registered in TRUST, via the Update of Business Particulars Form ([Annex A](#)) is required.

Similarly if there are no changes in the business particulars, a confirmation of no changes is required to be submitted to STB via the Update of Business Particulars Form ([Annex A](#)) indicated in Part 1: Status of Company's Business Particulars, to be signed by the Key Executive.

Important 

After the above has been fulfilled and processed, payment of the licence fee will need to be made before the licence renewal is complete, and licence can be issued.

Section 2 – How to fulfil licensing requirements

2.1 Submission of Audited Statement of Accounts of the preceding 2 years

All licensees (including dormant companies) are required to submit a copy of the Audited Statement of Accounts **within 6 months** after the close of the company's/firm's financial year.

For the purpose of renewal, licensees with financial year ending on or before 31 March are required to ensure submission of their Audited Statement of Accounts to be eligible for renewal.

EXAMPLE

- ABC Travel's Financial Year (FY) End = 31 March 2017
- ABC Travel will need to submit Audited Accounts for the FY ended 31 March 2017 by 30 September 2017.

You may submit the soft copies of the Audited Statement of Accounts to stb_ta@stb.gov.sg with the subject header: **Submission of Audited Accounts [Reference Year] for [TA no. & Name]**.

To note: If the paid-up capital and net worth is less than the minimum amount of \$100,000

It is possible that a Banker's Guarantee/increase in paid-up capital is required after the submission and assessment of your Audited Statement of Accounts. STB will notify you of this requirement and its deadline, which will need to be fulfilled to renew your licence. Fines for late submission of Banker's Guarantee may also be applicable.

For detailed information on how to check if you have fulfilled the requirement of submitting Audited Statement of Accounts and how to submit your Audited Statement of Accounts, please refer to the "User Guide on Submission of Audited Statement of Accounts and Fulfilment of Net Worth".

2.2 Submission of Banker's Guarantee or increase in paid-up capital for a minimum paid-up capital and net worth of \$100,000

All licensees are required to maintain a minimum paid-up capital and net worth of \$100,000 at all times.

If there is any shortfall in net worth, the licensee can top-up the net worth by either:

- (i) Submitting a Banker's Guarantee, in the format provided by STB and valid for at least one year from date of issue, to be made payable to STB; or
- (ii) Increasing its paid-up capital, and submitting an updated business profile from Accounting and Corporate Regulatory Authority reflecting an increase in paid-up capital

To note: If the paid-up capital and net worth is less than the minimum amount of \$100,000

Should a Banker's Guarantee/increase in paid-up capital be required, STB will notify you of this requirement and its deadline, which will need to be fulfilled to renew your licence. Fines for late submission of Banker's Guarantee/increase in paid-up capital may also be applicable.

The Banker's Guarantee must be in the format (Annex C) provided by STB and valid for at least one year from the date of issue.

Either the issuing bank for the Banker's Guarantee, or the licensee, can send the original Banker's Guarantee, to STB, via registered mail or over the Reception counter at STB Office.

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

For detailed information on how to check if you have fulfilled the requirement of submitting Banker's Guarantee/increase in paid-up capital, and how to submit your Banker's Guarantee/increase in paid-up capital, please refer to the "User Guide on Submission of Audited Statement of Accounts and Fulfilment of Net Worth".

2.3 Submission of Gross Annual Turnover of the preceding 2 years

All licensees must submit the particulars of the Gross Annual Turnover for the previous year via TRUST on or before 31 March of each year. The online Gross Annual Turnover exercise takes place in the period of mid February to 31 March every year, and will close after the deadline of 31 March. Late submissions after 31 March will be subjected to fines.

Information required for Gross Annual Turnover submission

The required Gross Annual Turnover information is for the period from 1 January to 31 December of the previous calendar year. The submission of Gross Annual Turnover therefore is not dependent on the completion of auditing of company accounts.

EXAMPLE

Period Covered: 1 January 2016 to 31 December 2016

Submission Period: Mid of February 2017 to 31 March 2017

Only online submissions via TRUST website are accepted

Please note that STB will only accept online Gross Annual Turnover submissions via the TRUST website <https://trust.yoursingapore.com>. The Gross Annual Turnover exercise takes place in the period of mid-February to 31 March every year. Late submissions after 31 March may incur composition amounts of up to \$200.

For detailed information on how to check if you have fulfilled the requirement of submitting Gross Annual Turnover, and how to submit your Gross Annual Turnover, please refer to the "User Guide on Submission of Gross Annual Turnover".

2.4 Submission of Fidelity Insurance of the preceding 2 years (if applicable)

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 STB, the licensee will need to submit a copy of the Fidelity Insurance policy, and the Fidelity Insurance Declaration Form ([Annex D](#)) to STB.

You may submit the soft copies of Fidelity Insurance policy and Fidelity Insurance Declaration Form to stb_ta@stb.gov.sg with the subject header: **Submission of Fidelity Insurance [Reference Year] for [TA no. & Name]**.

For detailed information on how to check if you have fulfilled the requirement of submitting Fidelity Insurance, and how to submit your Fidelity Insurance policy and Fidelity Insurance Declaration Form, please refer to the "User Guide on Submission of Fidelity Insurance".

2.5 Payment of all Outstanding Fines (If any)

Licensees are subjected to fines for any late submission of Audited Statement of Accounts, Banker's Guarantee (if required), increase in paid-up capital (if required), Gross Annual Turnover and/or Fidelity Insurance.

For licensees who have incurred fines, payment of all outstanding fines is required.

For detailed information on how to check if you have incurred any fines, and how to make payment for the fines, please refer to any of the following user guides:

- 1) User Guide on Submission of Audited Statement of Accounts and Fulfilment of Net Worth
- 2) User Guide on Submission of Gross Annual Turnover
- 3) User Guide on Submission of Fidelity Insurance

2.6 Update Changes in Licensee's Particulars

All licensees are required to notify the Board **within 14 days** of any change of address of its place of business; or its contact details.

- i) Change of address of its place of business/business contacts such as phone/fax numbers, and email addresses;
- ii) Change in Key Executive's contact details such as phone/mobile numbers, and email addresses;
- iii) Change in the company's/firm's name;

For the purpose of renewal of the travel agent licence

A confirmation of business particulars as registered in TRUST, via the Update of Business Particulars Form (**Annex A**) is required.

Similarly if there are no changes in the business particulars, a confirmation of no changes is required to be submitted via the Update of Business Particulars Form (**Annex A**) indicated in Part 1: Status of Company's Business Particulars , to be signed by the Key Executive.

You may submit the soft copies of Update of Business Particulars Form/letter of confirmation of no changes, to stb_ta@stb.gov.sg with the subject header: **Renewal - Submission of Company Particulars Form for [TA no. & Name]**.

For detailed information on how to update changes in licensee's particulars in TRUST, please refer to the "User Guide on Update Changes in Licensee's Particulars".

For detailed information on how to update Changes of Key Executive / Personnel in TRUST, please refer to the "User Guide on Change of Key Executive and Personnel".

2.7 Payment of the licence fees of the renewed licence, and branch licence(s) if any.

The licence renewal is only completed upon payment of the licence fees. Licensees will receive a notification from the Board upon the successful renewal of their licence, with information on how to make the payment of the licence fees.



RENEWAL - UPDATE OF BUSINESS PARTICULARS

IMPORTANT NOTICE:

1. The Renewal Form is to be filled in and signed by the Key Executive.
2. Please scan the completed form and submit through email: stb_ta@stb.gov.sg

ADDITIONAL INFORMATION:

1. In accordance to the Travel Agents Regulations¹, Regulation 6:
A licensee shall notify the Board within 14 days of --
 - (a) any change of --
 - (i) address of its place of business; or
 - (ii) its contact details; and
 - (b) the establishment of any other place of business
2. For changes to the Company/Key Executive's particulars, please provide the supporting documents² required together with the Renewal Form.

PART 1: STATUS OF COMPANY'S BUSINESS PARTICULARS

Please indicate the status of your Company's business particulars by selecting either A or B:

(Tick Here)

<p>A: There are no changes to the registered details on TRUST (https://trust.yoursingapore.com)</p> <ul style="list-style-type: none">– Company's details (name, operating address, company email address, company tel. no.)– Branch Address (if applicable)– KE details (name, KE email address, home address, home tel. no., hand phone no.)– Directors and Shareholders details– Financial Year End date <p><i>(Should A be selected, please proceed to complete Part 5 – Key Executive's Declaration. Parts 2-4 may be left blank.)</i></p>	<input type="checkbox"/>
--	--------------------------

<p>B: There are changes to the registered details on TRUST (https://trust.yoursingapore.com)</p> <p><i>(Should B be selected, please proceed to complete the rest of the form)</i></p>	<input type="checkbox"/>
---	--------------------------

PART 2: COMPANY'S PARTICULARS

Organization Name:

TA Licence No.:



PART 2: COMPANY'S PARTICULARS (continued)

Official Business Address:	<input type="text"/>		
Office Tel. No.:	<input type="text"/>	Fax No.:	<input type="text"/>
Company Website:	<input type="text"/>		
General Email:	<input type="text"/>		

(General correspondences from STB are sent to this email. This email is also listed on our Travel Agents Directory for public enquiries.)

PART 3: BRANCH BUSINESS INFORMATION (if applicable)

Branch Business Address:	<input type="text"/>		
Office Tel. No.:	<input type="text"/>	Fax No.:	<input type="text"/>
Person-In-Charge:	<input type="text"/>	Designation:	<input type="text"/>
NRIC No.:	<input type="text"/>		

PART 4: KEY EXECUTIVE'S PARTICULARS

Key Executive Name:	<input type="text"/>		
Nationality:	<input type="text"/>	Date of Birth: (DD/MM/YY)	<input type="text"/>
Designation:	<input type="text"/>	Date of Appointment:	<input type="text"/>
Residential Address:	<input type="text"/>		
Residential Tel. No.:	<input type="text"/>	Mobile No.:	<input type="text"/>
Key Executive Email:	<input type="text"/>		

(Key correspondences from STB are sent to this email.)



PART 5: KEY EXECUTIVE'S DECLARATION

I, , Key Executive of Travel
(Name of Key Executive)
Agent Licence No. , of ,
(TA Licence No) (Organization Name)
do hereby acknowledge and confirm that all documents and information submitted are true and accurate**.

Signature of Key Executive

Date

** Regulation 24(3) of the Travel Agents Regulations states that "No licensee shall knowingly furnish any information which is false in any material particular".

1 Posted in TRUST Website <http://trustyoursingapore.com/trust/DirectorCtrl?module=taactregulation>

2 Supporting Documents required: -

For change in company address (main/branch)

- A copy of the certificate of Stamp Duty & Tenancy Agreement (showing minimum lease of 1 year for business premise) OR Strata Title (showing ownership of business premise)
- For Home Office premises, documents showing approval from the relevant authorities (Housing Development Board/Urban Redevelopment Authority) should be submitted

For change in Key Executive's residential address

- A copy of the Key Executive's NRIC (front & back) reflecting his/her latest residential address

For change in Key Executive personnel

- Resigning Key Executive's resignation letter
- New Key Executive's resume
- New Key Executive's NRIC (front & back)
- Directors' Resolution for the appointment of the new Key Executive, printed on company's letter head and signed by more than 50% of the directors (if the company has two or more directors) with a valid company stamp.
- An updated copy of your company/firm's ACRA business profile
- Key Executive declaration form signed by the new Key Executive

For change in director and shareholding details

- Company's updated ACRA business profile

Renewal Checklist

Have you done the following for the renewal of your licence?

- 1) Submit Audited Statement of Accounts of the preceding 2 years?
- 2) Submit Gross Annual Turnover of the preceding 2 years?
- 3) Maintain paid-up capital and net worth of \$100,000?
 - Do you need to submit a Banker's Guarantee and/or extract from Accounting and Corporate Regulatory Authority showing an increase in paid-up capital (if applicable)
- 4) Submit Fidelity Insurance and Fidelity Insurance Declaration Form of the preceding 2 years (if applicable)?
- 5) Settle all outstanding fines (if any)?
- 6) Submit a confirmation of business particulars via the Update of Business Particulars Form (Annex A)?
 - If there are no changes in the business particulars, submit a confirmation of no changes via a company letter, signed by the Key Executive and affixed with the company stamp (Annex B)?
- 7) Fulfilled the above requirements before the licence renewal dateline, 31 October?

FULFILMENT OF MINIMUM REQUIREMENT (Travel Agents Regulation 13)

BANKER'S GUARANTEE (SAMPLE)

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

Dear Sir,

BANKER'S GUARANTEE NO. (BG number) FOR S\$ (Amount)

WHEREAS (Name of Travel Agency) of (Address) (hereinafter called "the Licensee") is required under Regulation 13 of the Travel Agents Regulations (hereinafter called "the Regulation") to furnish to the Singapore Tourism Board (hereinafter called "the Board") security of payment of such further paid-up capital as the Board may require to be made.

AND WHEREAS the Board has agreed, at the request of (Name of Bank) (hereinafter called "the Bank") of (Address) to accept this guarantee for the payment of the sum of (Required BG amount in words) (S\$ Amount), upon the terms and conditions hereinafter appearing, in lieu of additional capital to be amount of (Required BG amount in words) (S\$ Amount) being paid to the accounts of the Licensee.

NOW IT IS HEREBY AGREED as follows:

1. In consideration of the Board having agreed at the bank's request not to require the Licensee to make additional paid-up capital (Required BG amount in words) (S\$ Amount), the Bank hereby agrees to pay to the Board on demand a sum of (Required BG amount in words) (S\$ Amount).
2. The Bank further agrees that it will not be discharged or released from the obligation under this guarantee by any arrangement made between the Licensee and the Board with or without the Bank's consent or knowledge or by any alteration in the obligations imposed on the Licensee or by any forbearance whether as to time or the granting of any other indulgence of the Licensee whatsoever.
3. This guarantee is valid from (Date of issue) to (One year from the date of issue) and is conditional on a claim being made hereunder at any time not exceeding three (3) months after the date of expiry of this guarantee. A letter of demand from the Board or its officers is deemed to constitute a claim within the meaning of this provision.

DATED the (DD) day of (Month) (YYYY).

for and on behalf of (Name of Bank)

(Signature & Sign off)

FIDELITY INSURANCE DECLARATION FORM

To: Singapore Tourism Board

UEN/ACRA Registration Number:	Name of Travel Agent:
-------------------------------	-----------------------

Insurance Company: _____

Policy Number: _____

Date of Issue: _____

Expiry Date: _____

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.

Signature of Key Executive

Date

*Section 19, Subsection 1 of the Travel Agents Regulations state that “ 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.

- END OF USER GUIDE-