



**USER GUIDE ON TRAVEL AGENT'S
UPDATE TO CHANGES FOR
KEY EXECUTIVE AND PERSONNEL**

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Section 1 – Update of Personnel Details

1.1 How to access Personnel Details in TRUST

- Log on to TRUST with your user id and password.
- On the home page, locate the 'Personnel Details' section as shown in Figure 1.



Figure 1

- **To update or appoint a Key Executive/ Director/ Shareholder/ Partner/ Sole Proprietor's particulars (e.g. address, contact):** Click on the 'Update Personnel' link.
- **To resign a Key Executive or Personnel:** Click on the 'Resignation of Personnel' link.

1.2 How to update or appoint Key Executive/Personnel

- Click on “Update Personnel” in the home page and you will be directed to the following page as shown in Figure 2.

Update
Key Executive/Director/Shareholder/
Partner/Sole Proprietor

Name	NRIC/ Passport No/ FIN No	Appointment	Appointment Date
KEY EXECUTIVE A	A1234567E	KE, SHAREHOLDER AND DIRECTOR[KSD]	01/09/2016

To update the appointment of existing personnel, please click on the hyperlink in the 'NRIC/ Passport No/ FIN No' column to access each record.

To update new Key Executive/ Director/ Shareholder/ Partner/ Sole Proprietor, click here.

Update New KE/Director/Shareholder/Partner/Sole Proprietor

Figure 2

- **To update an existing Key Executive/Personnel particulars:** Click on the appropriate ‘NRIC/Passport/FIN number’ hyperlink.
- **To appoint a new Key Executive/Personnel:** Click on the ‘Update New KE/Director/Shareholder/Partner/Sole Proprietor’ button.
- Please proceed to update the particulars as necessary and complete the application.

1.3 How to resign a Key Executive/Personnel

- Clicking on “Resignation of Personnel” in the home page will direct you to the following page as shown in Figure 3.

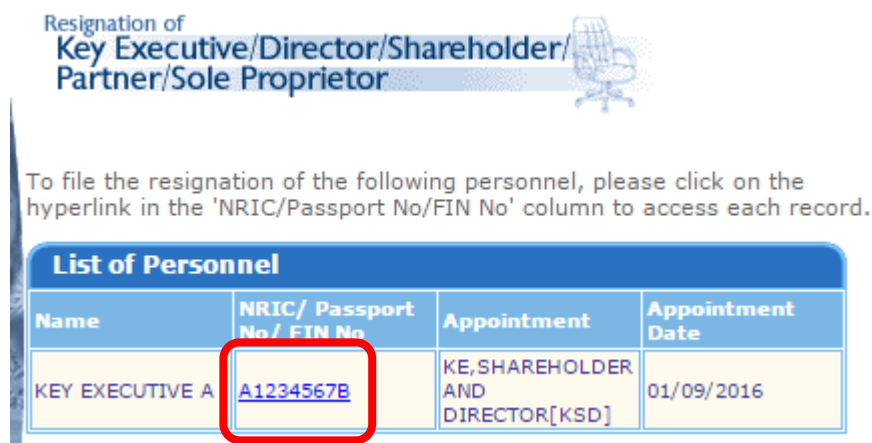


Figure 3

- **To resign a Key Executive/Personnel:** Click on the appropriate ‘NRIC/Passport/FIN number’ hyperlink.
- Please proceed to provide the details as necessary and complete the application.

Important

Within six months of the resignation of a Key Executive (KE), a new KE would have to be appointed to ensure proper administration and management of the affairs of the travel agency.

Frequently Asked Questions (FAQs)

Q1: Where do I login into my Travel Related Users' System (TRUST) account?

A1: You may login to your TRUST account at <https://trust.yoursingapore.com/>

Q2: I have forgotten my password. How can I reset it?

A2: You will be able to reset your password by clicking on 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.

Should the company not have a Key Executive at that moment, please contact STB for the password recovery.

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.

Q3: My attachment is oversized, how do I submit the required documents?

A3: For attachments that are more than 4MB please submit soft copies of the following supporting documents to stb_ta@stb.gov.sg with the subject: **Change in Personnel details for [TA no. & Name]**:

Q4: What documents do I have to submit for the change of Key Executive?

A4. For the appointment of a new Key Executive, please submit soft copies of the following supporting documents in the update personnel application page:

- i) Resigning Key Executive's resignation letter
- ii) New Key Executive's resume
- iii) New Key Executive's NRIC (front & back)
- iv) 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.
- v) An updated copy of your company/firm's ACRA business profile
- vi) Key Executive Contact Details Form (Annex A)
- vii) Key Executive declaration form signed by the new Key Executive (Annex B)

Please ensure that the previous Key Executive is resigned in the TRUST before appointing a new Key Executive.

Q5: What are the criteria the Key Executive has to fulfil?

A5: The key executive should be:

- i) A Singaporean, Permanent Resident or a foreigner holding a valid employment pass or entrepreneurial pass. An employment pass /entrepreneurial pass of minimum six months validity period is required if the Key Executive is a foreigner.
- ii) 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.
- iii) For sole-proprietor or partnership, the Key Executive should preferably be the sole proprietor (Owner) / Partner.

Q5: How and who can I contact for the different inquiries?

A5: You may wish to contact the following parties via call or email listed below.

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

ANNEX A

Singapore Tourism Board
Travel Agent Licensing & Regulatory Review Department

Key Executive Contact Details Form

Please furnish the Board with all the necessary information in the form accordingly.

A. Key Executive's Particulars

Full Name:

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

Designation: Date of Appointment:

Residential Address:

Residential No.: Mobile No.:

Email Address:

Declaration and agreement:

In accordance to the Travel Agents Regulations, Section 24. –

(3) No licensee shall knowingly furnish any information which is false in any material particular.

NAME OF KEY EXECUTIVE & SIGNATURE

DATE



KEY EXECUTIVE DECLARATION FORM

IMPORTANT NOTICE:

1. This declaration form is to be completed and signed by the Key Executive (KE) in the travel agency (TA).
2. Please scan the completed declaration form and submit it through email: stb_ta@stb.gov.sg

PART 1: BUSINESS'S PARTICULARS

Business Name:

ACRA No. / UEN:

PART 2: KEY EXECUTIVE'S DECLARATION

I,

with NRIC No. / FIN No. desire to be the Key Executive of the above Business, and do hereby declare the following:

- 1) I am a person of good fame and character¹.
- 2) I am not an undischarged bankrupt or financially insolvent.
- 3) I have/have not* been convicted of any offence involving fraud ²or moral turpitude³ within a period of 5 years preceding the date of this declaration.

If you have, please provide details of the conviction:

* Please delete accordingly

¹ Good fame and character: should not have been responsible for this Business or another Business contravening the Travel Agents Act and Regulations (e.g. late submission of Audited Accounts), should not be incapable by reason of illness, infirmity or similar cause, should not have been found unsuitable by STB for employment under a TA.

² Fraud includes wrongful or criminal deception intended to result in financial or personal gain (cheating, making false statements, criminal breach of trust, etc.)

³ Moral turpitude includes offences which contain elements of wickedness or depravity with respect to another person or to society in general (e.g. sex offences such as outrage of modesty, violent offences involving pre-meditation, anti-social offences such as rioting, hit-and-run, etc.)



- 4) I have /have not* been convicted of any offence under the Travel Agents Act and Regulations (Cap.334) within a period of 5 years preceding the date of this declaration.

If you have, please provide details of the conviction:

- 5) I have/have not* held a managerial or executive position in any travel agency that has contravened 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, please provide details of your involvement:

- 6) I have/ have not* held a managerial or executive position in any travel agency licensed under the Travel Agents Act & Regulations where the licence has been revoked or suspended by the Singapore Tourism Board within a period of 5 years preceding the date of this declaration.

If you have, please provide details of the revocation/suspension and your involvement:

- 7) I have/ have not* been found unsuitable by STB for employment under a travel agency within a period of 5 years preceding the date of this declaration.

If you have, please provide details:



8) I am/ am not* a Key Executive in any travel agency licensed under the Travel Agents Act & Regulations at this time.

If you are, please provide details:

9) I have read and understood the Travel Agents Act and Travel Agents Regulations⁴.

PART 3: ADDITIONAL INFORMATION⁵

Do any of the directors in the business or you have immediate family who is holding or have previously held the Key Executive or director position in another travel agency in the last 5 years?

If so, please state name, NRIC no. of the family member(s): _____

Do any of the directors in the business or you have immediate family who held director position in a business that has been refused a travel agent licence in the last 5 years?

If so, please state name, NRIC no. of the family member(s): _____

Do any of the directors in the business or you have immediate family who held the Key Executive or director position in another travel agency which has been revoked or suspended in the last 5 years?

If so, please state name, NRIC no. of the family member(s): _____

PART 4 : DECLARATION BY KEY EXECUTIVE

I hereby declare that the information provided in this form is, to the best of my knowledge, true and correct, and that I understand that I may be liable to criminal prosecution in respect of any statement made or information furnished by me that is incorrect, intentionally false or misleading by omission of any material particular.

Signature of Key Executive

Date

⁴ Posted in TRUST Website <http://trustyoursingapore.com/trust/DirectorCtrl?module=taactregulation>

⁵ Information collected in this Part are collected for the purpose of r.18 Travel Agents Regulations, which states: "A licensee shall not employ or otherwise engage the services of any person who is in the opinion of the Board is not suitable to be employed by the licensee in his business."