



**USER GUIDE ON TRAVEL AGENT'S  
UPDATE CHANGES IN LICENSEE'S PARTICULARS**

## Contents

Contents .....	2
Important information that you need to know.....	3
Section 1 – Update Changes in Licensee’s Particulars .....	4
1.1 How to update changes in Licensee’s particulars on TRUST .....	5
1.2 How to change company name .....	6
1.3 How to change Main or Branch Office Details .....	7
1.4 How to apply for a Branch Office Licence.....	8
1.5 How to cease a Branch Office Licence .....	8
1.6 How to terminate your Travel Agent Licence.....	8
Annex A.....	9

### 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 update changes in licensee’s particulars, 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 – 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 the company's/firm's name;
  
- This is to allow the Board and the travelling public to locate and contact the licensees when the need arises.
  
- This requirement is legislated under the Travel Agents Regulations, 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.*

## User Guide on Update Changes in Licensee's Particulars

### 1.1 How to update changes in Licensee's particulars on TRUST

- Log on to TRUST.
- You will be directed to the home page, as shown in Figure 1.
- For changes to the Personnel Details (i.e. Company's Key Executive etc), refer to Figure 1, as circled in red.
- For changes to the Company's Details (i.e. Company name, Office Address, Branch Office etc), refer to Figure 1, as circled in green.

**TRUST**  
Travel Related Users' System

Home Resources Payment

Events Calendar Gross Annual Turnover

**Online Reminder**

- [NOTIFY CHANGE IN MAIN OFFICE ADDRESS](#)
- [SUBMISSION OF FIDELITY INSURANCE](#)
- [SUBMISSION OF RENEWAL DOCUMENTS](#)
- [SUBMISSION OF AUDITED ACCOUNTS](#)
- **Outstanding Payment \$2800**

**Bulletin Board**

[more....](#)

**Login Options**

- [FAQs](#)
- [Search](#)
- [Contact Us](#)
- [Online Help](#)
- [Terms of Use](#)

**Resources**

- [Travel Agents Directory](#)
- [Travel Agent Handbook](#)
- [Letter Of Authorisation](#)
- [Travel Agents Act and Regulations](#)
- [Active Travel Agents](#)
- [Ceased Travel Agents](#)
- [Suspended Travel Agents](#)
- [Revoked Travel Agents](#)

**Payment**

- [View Fine\(s\)/Fee\(s\) and make payments](#)

**Financial Details**

- [View Financial Details](#)

**Personnel Details**

- [Update Personnel](#)
- [Resignation of Personnel](#)

**Company Details**

- [Change of Company Name](#)
- [Change of Main/Branch Office Details](#)
- [Application for Branch Office Licence](#)
- [Cessation of Branch Office Licence](#)
- [Termination of Travel Agents Licence](#)

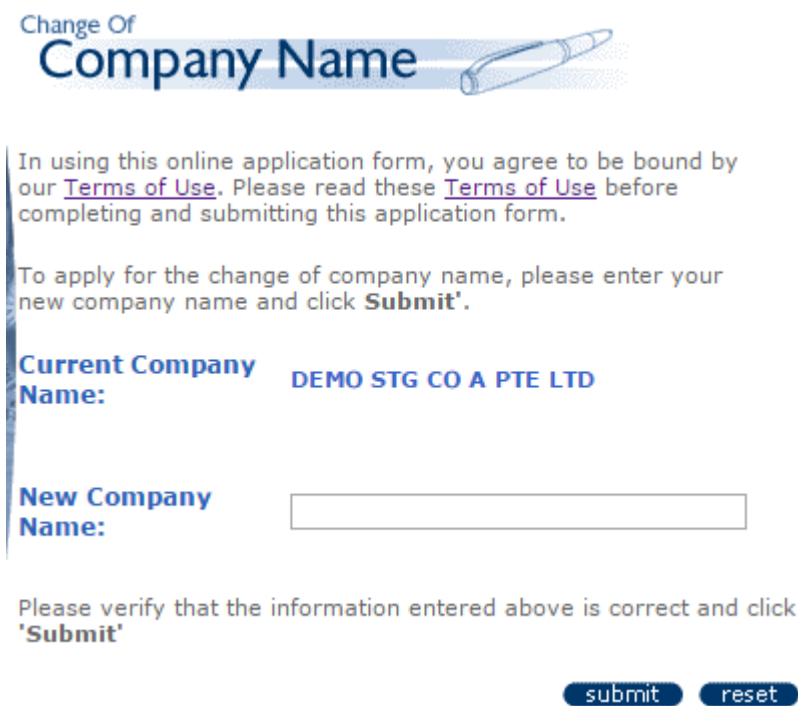
**Helpdesk**

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

Figure 1

### 1.2 How to change company name

- Click on "Change of Company Name" in the home page and you will be directed to the following page as shown in Figure 2.



Change Of  
**Company Name**

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.

To apply for the change of company name, please enter your new company name and click **Submit**.

**Current Company Name:** DEMO STG CO A PTE LTD

**New Company Name:**

Please verify that the information entered above is correct and click **'Submit'**

Figure 2

- Please fill in the new company name and submit the application
- Please submit soft copies of the following supporting documents to stb\_ta@stb.gov.sg with the subject: **Change in Company/firm name for [TA no. & Name]**:
  - An updated copy of your company/firm's ACRA business profile

### 1.3 How to change Main or Branch Office Details

- Click on "Change of Main/Branch Office Details" in the home page and you will be directed to the following page as shown in Figure 3.

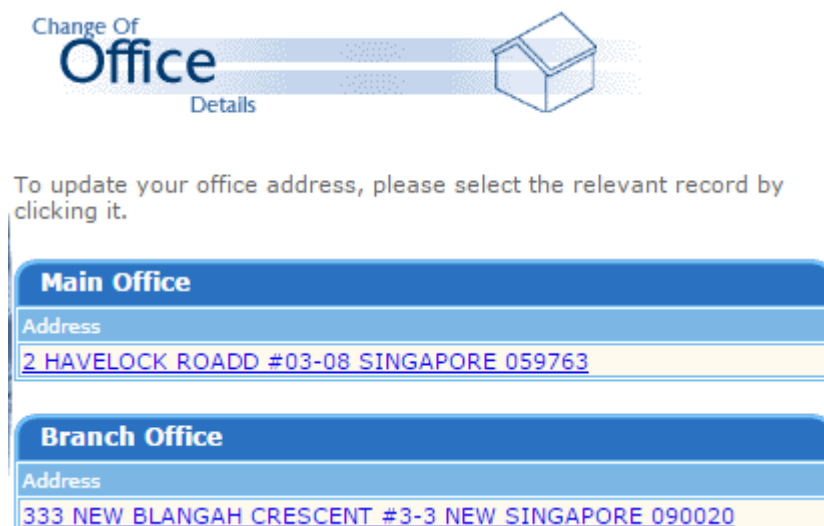


Figure 3

- Please click the Main/Branch address that requires the changes and provide the details to complete the application.

#### Note

- For change of address, please attach soft copies of the following documents in the application:
  - A copy of the certificate of stamp duty/Strata Title showing the leasing of a minimum period of one year/purchase of the business premises (refer to sample on Annex A).
  - For Home Office premises, documents showing approval from the relevant authorities (Housing Development Board/Urban Redevelopment Authority) are to be submitted.
- If there is any sharing of premises, licensees are to seek approval from STB and attach the following supporting documents:
  - Landlord's agreement to sharing of premises.
  - Agreement from main tenant on the sharing of premises in a business letter.
  - A ground plan showing proper demarcations between the licensee and other occupant(s) should be submitted.
  - A proper signage display at the main lobby/entrance and within premises

## User Guide on Update Changes in Licensee's Particulars

### 1.4 How to apply for a Branch Office Licence

- Click on "Application for Branch Office Licence" in the home page and you will be directed to the next page.
- Please proceed to provide the details as necessary and submit the application.

### 1.5 How to cease a Branch Office Licence

- Click on "Cessation of Branch Office Licence" in the home page and you will be directed to the next page.
- Please proceed to provide the details as necessary and submit the application.
- Please return the original branch licence within 7 days of the application via mail.

Attention to:

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


### 1.6 How to terminate your Travel Agent Licence

- Click on "Termination of Travel Agents Licence" in the home page and you will be directed to the next page.
- Please proceed to provide the details as necessary and submit the application.
- Please return the original licence within 7 days of the application via mail.

Attention to:

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



  
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**  
XX ROAD #XX-XX, SINGAPORE XXXXXX

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://www.singaporetax.gov.sg>. Under Stamp Duty Resources, select Verify Stamp Certificate Authenticity.*

---

AY12463L - 20/02/2012  
2012022000003  
1b844d75e3fd2fe3f894b22e615e4ec

103133-01LA4-1-000568412

Page 1 of 1