



# **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) for your application of a travel agent licence.

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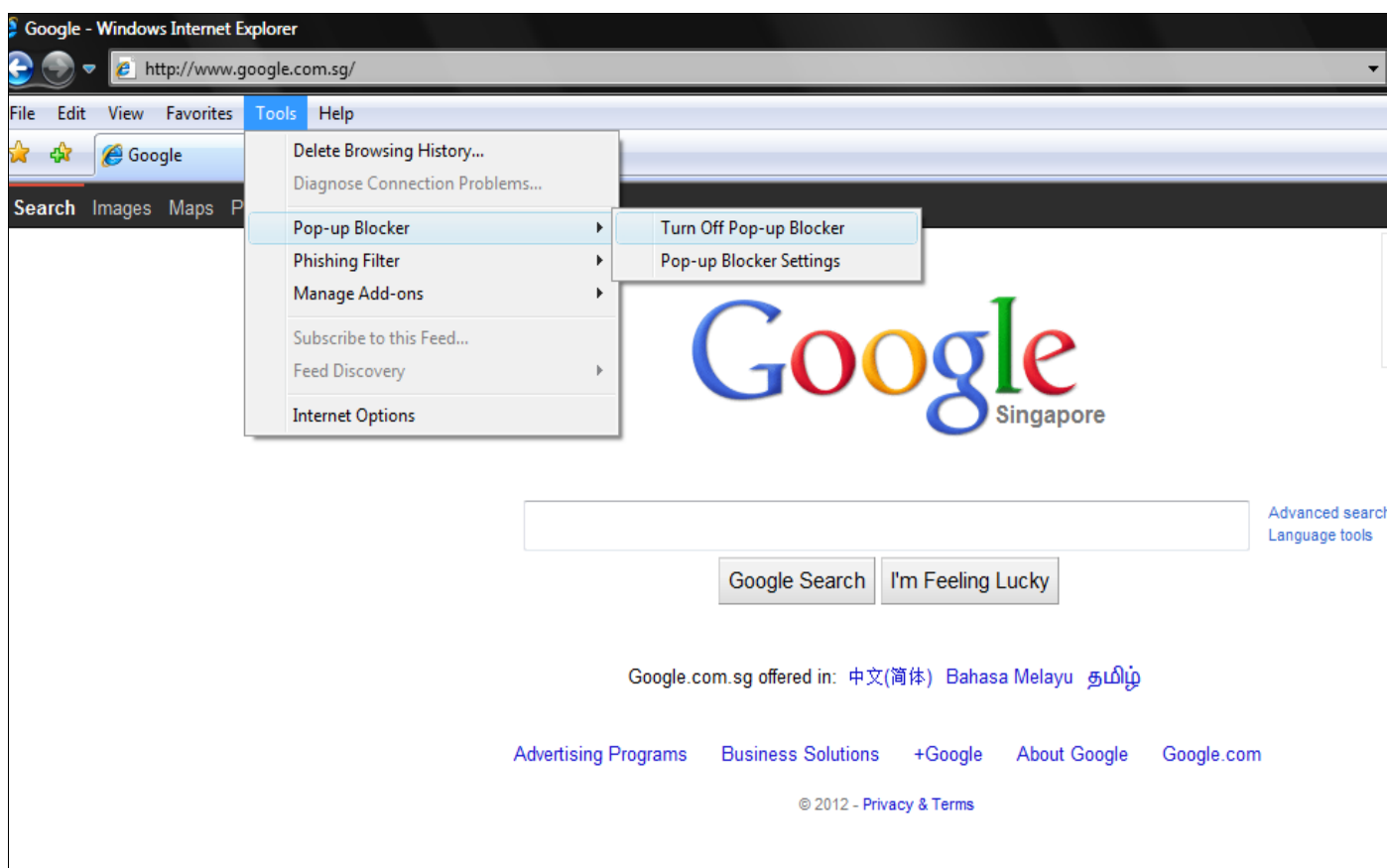
### PC Requirements

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)



## 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 licence** with Singapore Tourism Board (STB) if your business falls within Section 4 of the Travel Agents Act (Cap. 334):
  - (a) Supplying any person a right to travel on any conveyance;
  - (b) Supplying any person –
    - i. a right to travel on any conveyance to; and
    - ii. a right of accommodation at a hotel or similar boarding premises at, one or more places, whether in Singapore or elsewhere;
  - (c) Purchasing or reserving, for resale to a person a right to travel on any conveyance;
  - (d) Supplying any tour (whether or not organised by the person) to any other person;
  - (e) Such other similar activity as may be prescribed.
- However, there are certain exemptions or different types of travel agent licences available depending on the nature of your business:
  - Operators carrying out activities at (a) do not require a Travel Agent Licence if they are using conveyances owned by them;
  - Operators carrying out activities at (a) do not require a Travel Agent Licence if the conveyance travels only within Singapore and the operator does not carry on a business of supplying tours;
  - Operators carrying out activities at (b) do not require a Travel Agent Licence if they own the conveyance and either own or operate the place of accommodation;
  - Operators carrying out activities at (a) or (c) do not require a Travel Agent Licence if they are using conveyances that are:
    - Used for a regular route service within the meaning of the Bus Services Industry Act 2015 (Act 30 of 2015);
    - Used for a community bus service or courtesy bus service, within the meaning of the Bus Services Industry Act 2015, and that travels only within Singapore; or
    - Used for a train service within the meaning of the Public Transport Council Act (Cap. 259B);
  - Operators carrying out activities at (d) do not require a Travel Agent Licence if they are supplying tours only at any place or point of interest owned or operated by them;
  - Operators carrying out activities at (d) do not require a Travel Agent Licence if they are supplying tours where participants only visit places or points of interest within Singapore and where:
    - The operator does not provide any conveyance to the participants of the tour; or

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- Every participant is required to contribute to the movement of the conveyance provided (e.g. cycling or Segway tours);

**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 Business Entity

All applicants are required to first register the business entity 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 and Net Value

For registered business entities (including dormant entities) applicants shall ensure that at any time, the issued and paid-up capital in the business entity's latest ACRA bizfile is not less than **\$100,000 for general travel agent licensees** or **\$50,000 for niche travel agent licensees** and, the net value is not less than that amount.

For sole-proprietors, partnerships or unincorporated association, the applicants shall ensure that the net value is not less than \$100,000 for general travel agent licensees or \$50,000 for niche travel agent licensees.

Sole-proprietorships and partnerships are also required to submit a Credit Bureau Singapore report for verification of their credit worthiness.

#### 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 responsible for the proper administration and management of the affairs of the travel agency. To ensure clear lines of accountability and full commitment, the KE appointee should not be a concurrent KE of another licensed travel agency.

A Directors' Resolution for the appointment of the Key Executive, printed on business entity's letter head and signed by more than 50% of the directors (if there are two or more directors), is required to be submitted.

The nominee for the Key Executive of the business entity 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 or entrepreneurial pass. An employment pass / entrepreneurial pass of minimum six months validity period is required if the Key Executive is a foreigner.
- (b) The Key Executive should preferably be a Director of the entity or an equivalent to the head of the business entity 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. Business entity 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 can do so using their CorpPass 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 entity 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 business entity 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) that it is under the 'Home Office Scheme' should be submitted.

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

- (1) A copy of the tenancy agreement
- (2) Agreement from main tenant on the sharing of premises in a business letter.
- (3) A ground plan showing proper demarcations between the licensee and other occupant(s) should be submitted.
- (4) 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](mailto: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.
- The submission of the application in TRUST costs \$200, this amount must be paid for the application to be submitted for STB for approval.
- Upon successful approval of your travel agent licence application, you will be notified via email for the payment of licence (\$400) and details for the licence collection.
- The licence will expire on 31 December of the following year in which it was issued.

Example:      Approved date: 01 Jan 2017 → Expiry date: 31 Dec 2018

                  Approved date: 31 Dec 2017 → Expiry date: 31 Dec 2018

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



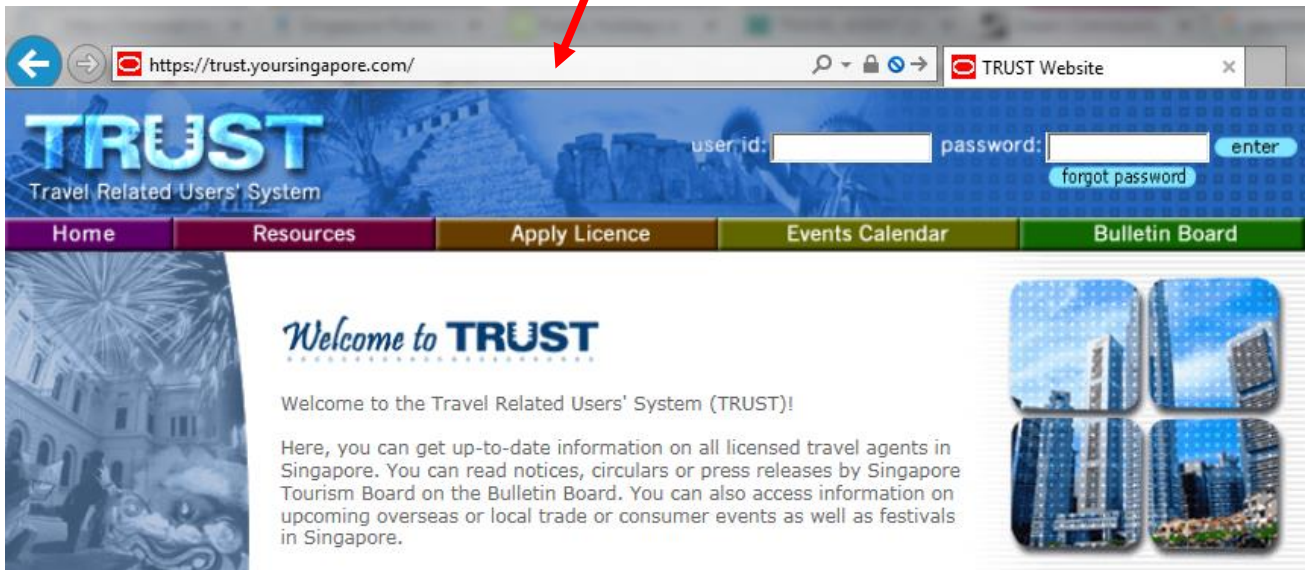
### 1.4 How do you apply for a Travel Agent licence online?

**Please note all applicants who are registering for the Travel Agent Licence under a business entity is required to first register the entity with the Accounting & Corporate Regulatory Authority (ACRA) solely for the purpose of conducting the business of a travel agent.**

Step 1:

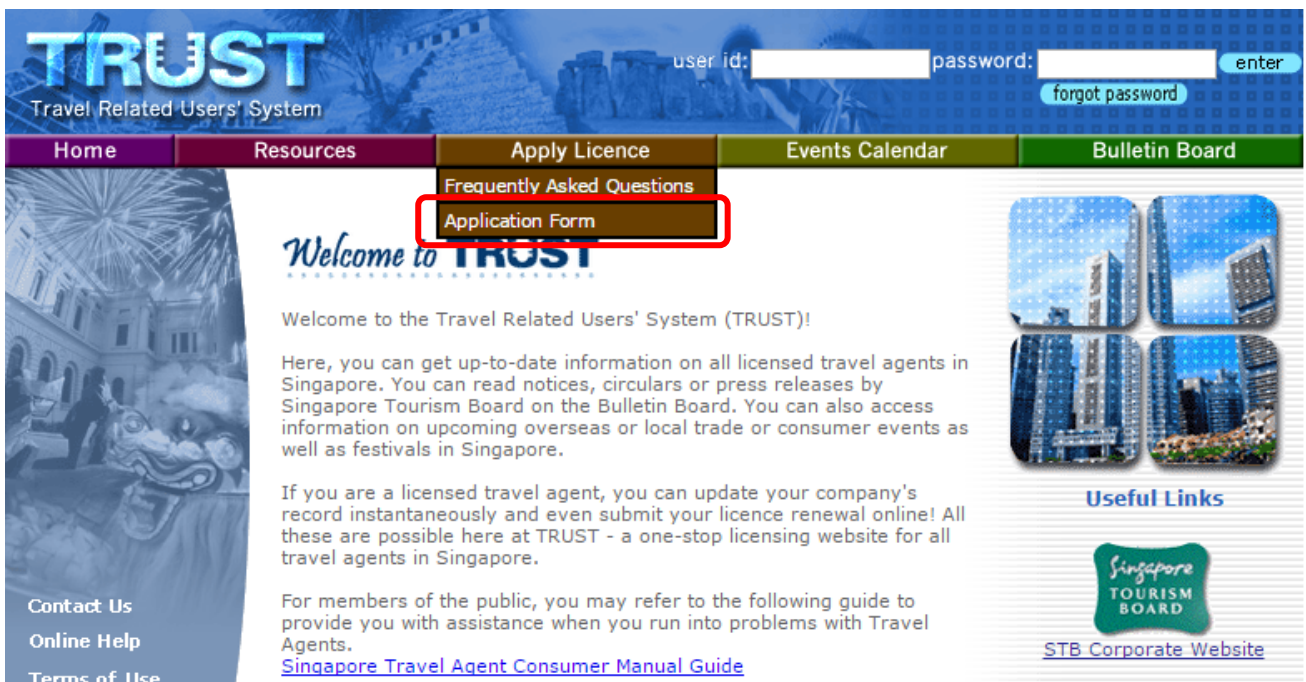
Submit a new application for Travel Agent Licence on the Travel Related Users' System (TRUST) website.

Enter the following URL: <https://trust.yoursingapore.com> in the address link shown below in your internet browser.



Step 2:

Scroll over the [Apply Licence] tab at the top menu and click on the [Application Form] tab.



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### Step 3:

Scroll down the page and fill in your particulars. Click the “submit” button to proceed.

Note that you are able to retrieve your draft application at any point of time by filling in the same particulars.

(\*) denotes mandatory fields

Name*	<input type="text"/>
NRIC*	<input type="text"/>
Date of Birth*	<input type="text"/> <a href="#">Click here</a>
Company Name*	<input type="text"/>
	<input type="radio"/> ACRA <input type="radio"/> Non-ACRA
Registration No. (UEN)/ Organisation No.*	<input type="text"/>

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

submit

### Step 4:

Please proceed to update the licence tier type, personnel particulars, business entity particulars and registered and operating address.

The screenshot shows the TRUST Travel Related Users' System interface. At the top, there is a login section with fields for 'user id:' and 'password:', and buttons for 'enter' and 'forgot password'. Below this is a navigation menu with 'Home', 'Resources', 'Apply Licence', 'Events Calendar', and 'Bulletin Board'. The main content area displays 'Add Key Executive/Director/Shareholder Partner/Sole Proprietor' with a note that the e-service takes approximately 20 minutes to complete. It shows 'Company Name:' and 'Draft ID: dftab9519be160906'. A red box highlights the 'Personnel Particulars' form, which includes fields for Name\*, NRIC/Passport/FIN No.\*, Date of Birth (For KE\*) (DD/MM/YYYY) with a 'Click here' link, and Gender\* (Female/Male). A large downward arrow is positioned below the form. To the right, there are images of construction workers and a 'Useful Links' section with 'Singapore TOURISM BOARD' and 'STB Corporate Website'.

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Step 5 (Optional):

If you intend to save this application and submit at a later date, you can click on the “save” button.

Personnel List				
Name	NRIC/Passport/FIN No.	Appt	No. of Shares Held	Select Record
No Attachments				

[add record](#) [delete record](#)

[Attach Documents](#)

[save](#) [reset](#)

Step 6 (Repeat as required to add more personnel):

Click the “add record” button to proceed to the next page to input the Key Executive/Director/Shareholder/Partner/Sole Proprietor personal particulars.

Personnel List				
Name	NRIC/Passport/FIN No.	Appt	No. of Shares Held	Select Record
<a href="#">add record</a> <a href="#">delete record</a>				

Add  
[Key Executive/Director/Shareholder](#)  
[Partner/Sole Proprietor](#)

*This e-Service takes approximately 20 minutes to complete.*

**Company Name: ML SOCIETY**  
**Draft ID: dfta1d77298160906**

(\*) denotes mandatory fields

Personnel Particulars	
Name*	<input type="text"/>
NRIC/Passport/FIN No.*	<input type="text"/>
Date of Birth(For KE*) (DD/MM/YYYY)	<input type="text"/> <a href="#">Click here</a>
Gender*	<input type="radio"/> Female <input type="radio"/> Male
Join Date* (DD/MM/YYYY)	<input type="text"/> <a href="#">Click here</a>
Person Type*	<input type="checkbox"/> Key Executive <input type="checkbox"/> Director <input type="checkbox"/> Shareholder <input type="checkbox"/> Partner

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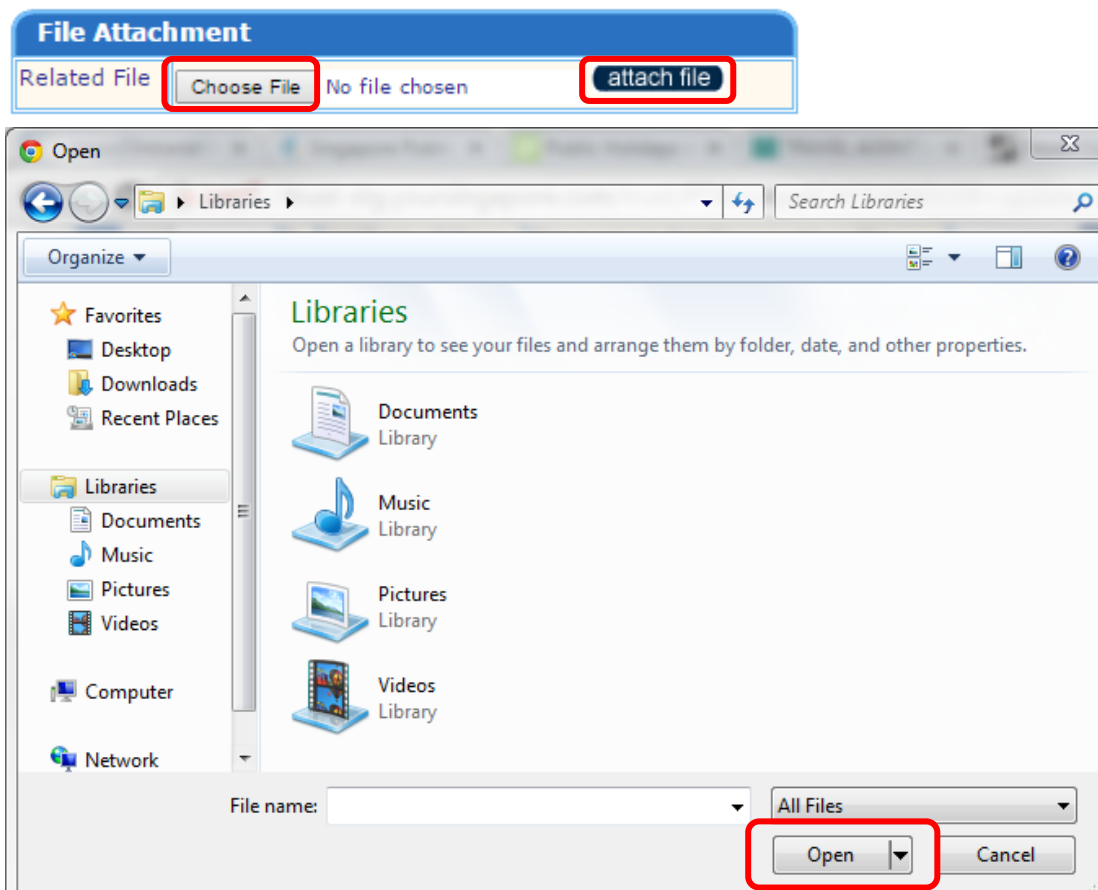
Step 7:

Click on the “Attach Documents” link to uploaded your required submissions for the application.

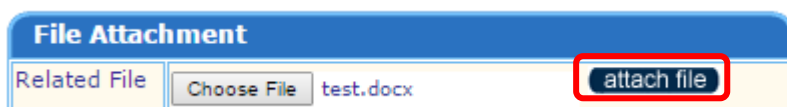
No Attachments

[Attach Documents](#)

Click on the “Choose File” to select your file and click open.



Once the file is chosen, click the “attach file” button to start the uploading.



Repeat as required to add more files.

Click the “back” button once you have attached all your required documents.

File	Date Attached	Delete
<a href="#">test.docx</a>	09/06/2016	<input type="checkbox"/>
<a href="#">delete file</a>		

[back](#)

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### Step 8:

Once your application is complete and you have verified the information, click the “submit” button to proceed.

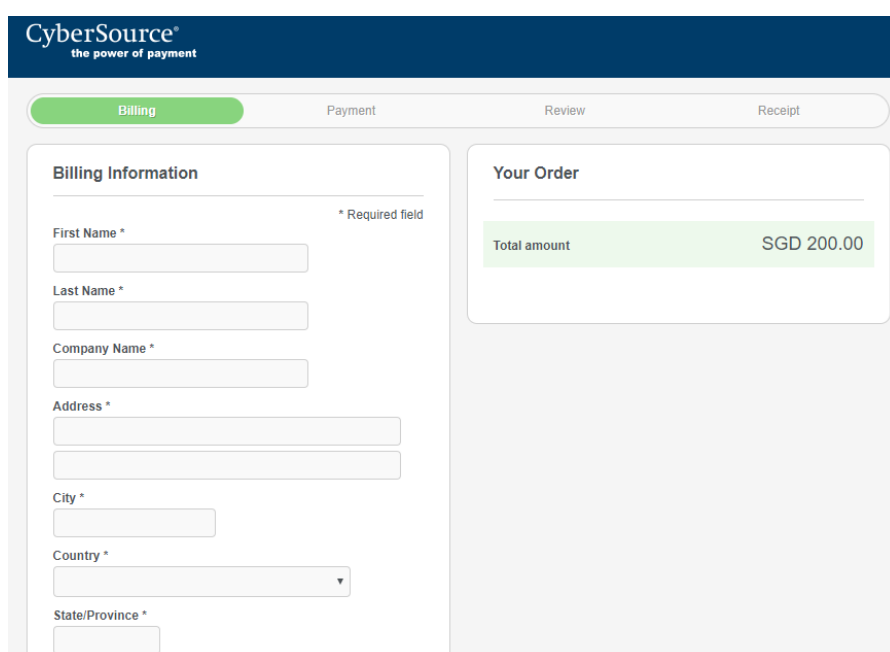
**One-time application fee: \$200.00 (You will be redirected to the payment page upon clicking 'Submit')**

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

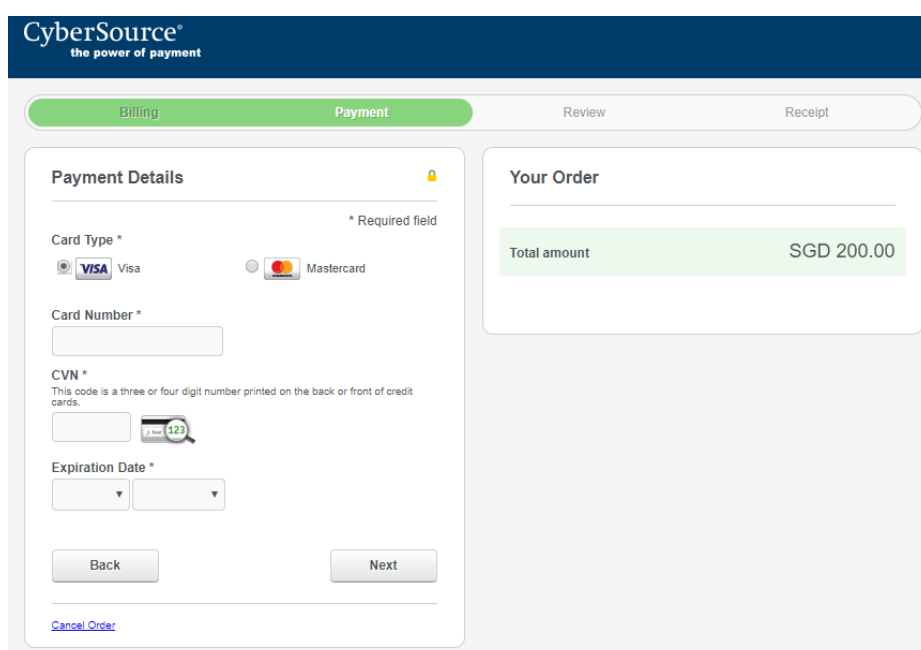


### Step 9:

Upon clicking the “submit” button, you will be brought to the payment portal. Please fill in your details and your payment details to process the licence application fee.



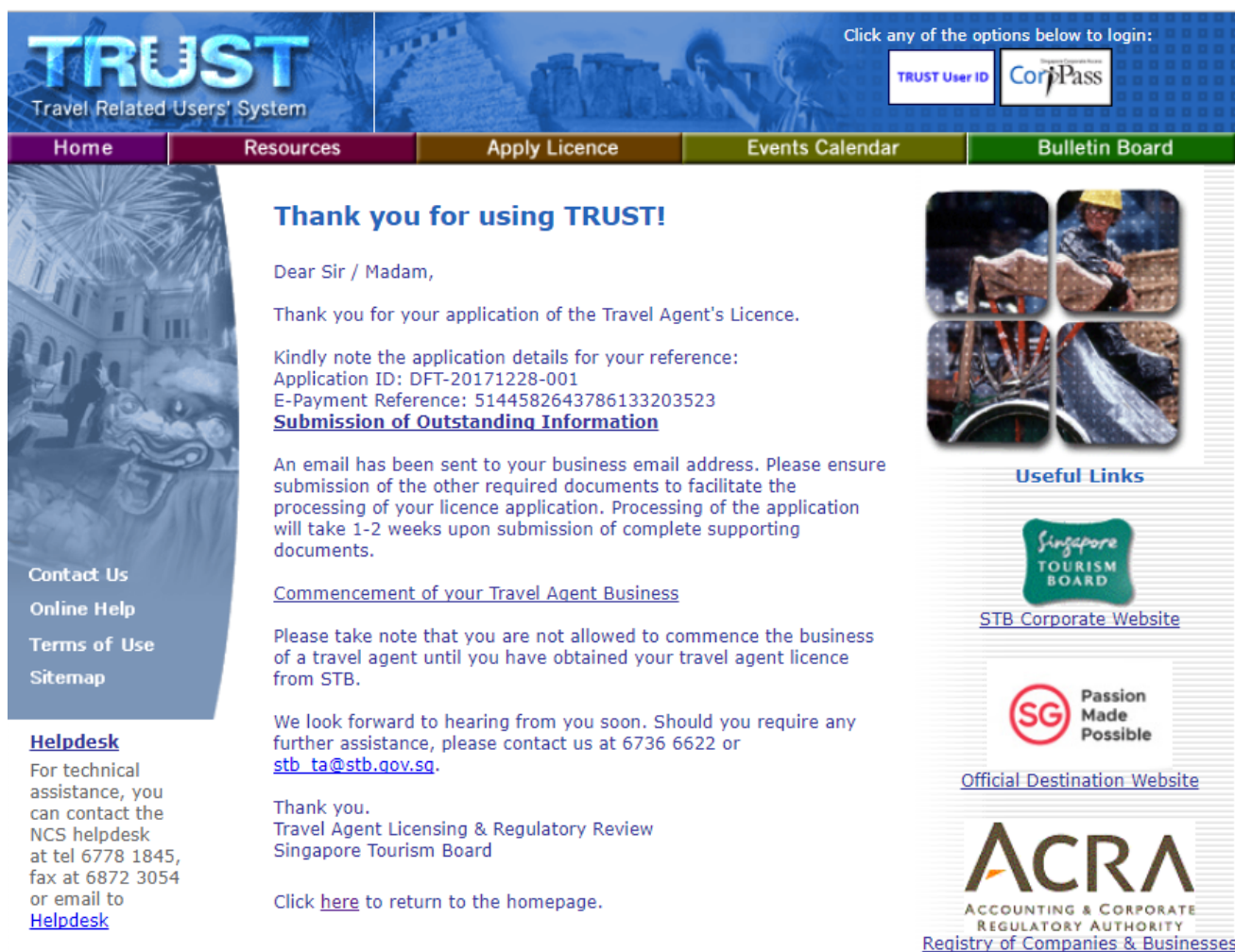
The screenshot shows the CyberSource 'Billing Information' page. The top navigation bar includes 'Billing' (highlighted in green), 'Payment', 'Review', and 'Receipt'. The main content area is divided into two columns. The left column, titled 'Billing Information', contains several required fields: 'First Name \*', 'Last Name \*', 'Company Name \*', 'Address \*' (two lines), 'City \*', 'Country \*' (a dropdown menu), and 'State/Province \*'. A '\* Required field' label is present. The right column, titled 'Your Order', displays 'Total amount' as 'SGD 200.00' in a green box.



The screenshot shows the CyberSource 'Payment Details' page. The top navigation bar includes 'Billing', 'Payment' (highlighted in green), 'Review', and 'Receipt'. The main content area is divided into two columns. The left column, titled 'Payment Details', contains several required fields: 'Card Type \*' (with radio buttons for 'VISA Visa' and 'Mastercard'), 'Card Number \*', 'CVN \*' (with a note: 'This code is a three or four digit number printed on the back or front of credit cards.' and a magnifying glass icon over the number '123'), and 'Expiration Date \*' (two dropdown menus). There are 'Back' and 'Next' buttons at the bottom of this section, and a 'Cancel Order' link. The right column, titled 'Your Order', displays 'Total amount' as 'SGD 200.00' in a green box.



Your application has been sent to STB for processing. Please note that the application will take 1-2 week upon submission of complete supporting documents.



The screenshot shows the TRUST (Travel Related Users' System) website interface. At the top, there is a navigation bar with links for Home, Resources, Apply Licence, Events Calendar, and Bulletin Board. A login section offers options for TRUST User ID and CorpPass. The main content area features a large blue banner with the text "Thank you for using TRUST!". Below this, a message is addressed to "Dear Sir / Madam," thanking the user for their application. It provides application details: Application ID: DFT-20171228-001 and E-Payment Reference: 5144582643786133203523. A link for "Submission of Outstanding Information" is provided. The message also states that an email has been sent to the user's business email address and that processing will take 1-2 weeks. A section titled "Commencement of your Travel Agent Business" advises that users cannot commence business until they have obtained their licence. Contact information for the STB is provided, including a phone number (6736 6622), fax (6872 3054), and email (stb\_ta@stb.gov.sg). A "Helpdesk" section offers technical assistance details. On the right side, there are "Useful Links" for the Singapore Tourism Board (STB Corporate Website) and the Accounting & Corporate Regulatory Authority (ACRA Official Destination Website). The ACRA logo includes the text "Passion Made Possible" and "Registry of Companies & Businesses".

**Thank you for using TRUST!**

Dear Sir / Madam,

Thank you for your application of the Travel Agent's Licence.

Kindly note the application details for your reference:  
Application ID: DFT-20171228-001  
E-Payment Reference: 5144582643786133203523  
[Submission of Outstanding Information](#)

An email has been sent to your business email address. Please ensure submission of the other required documents to facilitate the processing of your licence application. Processing of the application will take 1-2 weeks upon submission of complete supporting documents.

[Commencement of your Travel Agent Business](#)

Please take note that you are not allowed to commence the business of a travel agent until you have obtained your travel agent licence from STB.

We look forward to hearing from you soon. Should you require any further assistance, please contact us at 6736 6622 or [stb\\_ta@stb.gov.sg](mailto:stb_ta@stb.gov.sg).

Thank you.  
Travel Agent Licensing & Regulatory Review  
Singapore Tourism Board

Click [here](#) to return to the homepage.

**Useful Links**

[Singapore TOURISM BOARD](#)  
[STB Corporate Website](#)

[Passion Made Possible](#)  
[Official Destination Website](#)

**ACRA**  
ACCOUNTING & CORPORATE  
REGULATORY AUTHORITY  
[Registry of Companies & Businesses](#)

- **Should you have any queries or problems regarding the application process, you can contact TRUST Helpdesk at 6778 1845.**

## 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 business entity
  - (b) Business Activities & Market Specialisation Form
  - (c) Latest bank statement of your business entity (if incorporated more than 18 months)
  - (d) Resume and Testimonial (optional) of the Key Executive
  - (e) Front & Back copy of the Key Executive's NRIC /Employment Pass/ Entre Pass
  - (f) Key Executive Declaration Form
  - (g) [Optional] Key Executive Letter of Employment and Business Entity's Organisation Chart (only for non-ACRA listed directors)
  - (h) Director Resolution on the appointment of the Key Executive, printed on business entity's letter head and signed by more than 50% of all directors if the entity has two or more directors.
  - (i) Confirmation of Business Particulars Form
  - (j) 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.  
  
For home office premises, documents showing approval from the relevant authorities (HDB/URA) that it is under the 'Home Office Scheme'.
  - (k) 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 entity 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. 20, paragraph 4)

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### Step 2:

Submit the outstanding documents via email to [stb\\_ta@stb.gov.sg](mailto:stb_ta@stb.gov.sg) and include the following in your email subject:

- (1) Business Entity 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 the travel agent licence. Your \$200 application fee would not be refunded.**



## A. Business Operations & Markets Specialisation Form (SAMPLE)



### NEW TRAVEL AGENT LICENCE APPLICATION - BUSINESS OPERATIONS & MARKET SPECIALISATION FORM

**IMPORTANT NOTICE:**

1. 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 agent licence
2. Please scan the completed form and submit it to [stb\\_ta@stb.gov.sg](mailto:stb_ta@stb.gov.sg)

#### PART 1: BUSINESS PARTICULARS

Organization Name:

E.g. XYZ TRAVEL AGENCY

UEN No. / ACRA No.:

E.g. XXXXXXXXXXXXXXX

#### PART 2: TRAVEL AGENT LICENCE TIER

Please indicate the type of travel agent licence tier applying for:

(Please tick only one box.)

**GENERAL LICENCE**

The holder of a general licence can carry on the business of any or more of the following:

- a. Supplying any person a right to travel on any conveyance
- b. Supplying any person-
  - i. a right to travel on any conveyance to; and
  - ii. a right of accommodation at a hotel or similar boarding premises at, one more places, whether in Singapore or elsewhere;
- c. purchasing, or reserving, for resale to a person a right to travel on any conveyance;
- d. supplying any tour (whether or not organised by the licensee) to any other person

**NICHE LICENCE**

The holder of a niche licence can supply only tours within Singapore without any right of accommodation.



**PART 3: TOTAL BUSINESS OPERATION**

Inbound Operations	<input type="text" value="E.g. 60 %"/>	%
Outbound Operations	<input type="text" value="E.g. 40 %"/>	%
<b>Total</b>	<input type="text" value="100%"/>	

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

This should add up to 100% as well.

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)

Type of services	Inbound Operations (%)	Outbound Operations (%)
Accommodation	<input type="text" value="Eg: 50 %"/>	<input type="text" value="Eg: 50 %"/>
Transfer (e.g. Airport & Hotel transfer)	<input type="text"/>	<input type="text"/>
Air Ticketing	<input type="text" value="Eg: 50 %"/>	<input type="text" value="Eg: 50 %"/>
Ferry Ticketing	<input type="text"/>	<input type="text"/>
Train Ticketing	<input type="text"/>	<input type="text"/>
Sea Cruises	<input type="text"/>	<input type="text"/>
Tours (eg. Sightseeing, Educational Learning Journeys, etc)	<input type="text" value="Eg: 50 %"/>	<input type="text"/>
Vehicle Rental	<input type="text"/>	<input type="text"/>
Travel Insurance	<input type="text"/>	<input type="text"/>
Visa Services	<input type="text"/>	<input type="text"/>
Others (Please specify)	<input type="text"/>	<input type="text"/>
<b>Total</b>	<input type="text" value="100%"/>	<input type="text" value="100%"/>



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

**PART 4: MARKET SPECIALISATION**

Inbound Operations <i>(Indicate source countries and %)</i>		Outbound Operations <i>(Indicate recipient countries and %)</i>	
Country	%	Country	%
Eg: CHINA	Eg: 50 %	Eg: CHINA	Eg: 50 %
Eg: MALAYSIA	Eg: 50 %	Eg: MALAYSIA	Eg: 50 %
<b>Total</b>	<b>100%</b>	<b>Total</b>	<b>100%</b>

**SAMPLE**



**PART 5: 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	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Religion	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Haj tours
Sports	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Golf tours

Area of Focus	Inbound Operations	Outbound Operations	Remarks (if any)
Leisure	<input type="checkbox"/>	<input type="checkbox"/>	
Education	<input type="checkbox"/>	<input type="checkbox"/>	
Adventure	<input type="checkbox"/>	<input type="checkbox"/>	
Heritage	<input type="checkbox"/>	<input type="checkbox"/>	
BTMICE	<input type="checkbox"/>	<input type="checkbox"/>	
Religion	<input type="checkbox"/>	<input type="checkbox"/>	
Sports	<input type="checkbox"/>	<input type="checkbox"/>	
Nature/ Ecology	<input type="checkbox"/>	<input type="checkbox"/>	
Medicine/ Healthcare	<input type="checkbox"/>	<input type="checkbox"/>	
Others (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>	

**SAMPLE**

**PART 6: OTHER INFORMATION**

Do you have any overseas travel agent business branches?

No

Yes (Please specify)

Indicate if there are any overseas operations?



PART 7: BRIEF BUSINESS WRITE-UP

1. Please provide a brief write-up for your travel agent business.

Eg: My current business is...

**SAMPLE**

2. Target date of commencement of travel agent business

Eg: 31 December 2017 or Upon approval of TA licence application



3. For companies which are already in operations, please describe your current business activities.

Eg: My Business will offer a complete travel experience for my clients, etc.....

**SAMPLE**

4. With reference to Point 3, please elaborate on the decision to apply for a travel agent licence. <If possible, please support your answer with Board of Directors' minutes of meetings or Directors' Resolution.>



**PART 8: BUSINESS DECLARATION**

<input type="text"/>	<input type="text"/>	<input type="text"/>
(Name)	(Designation)	(NRIC/FIN No.)

on behalf of the Business, declare that I am authorised to act for the Business for the purposes of this application.

I, hereby declare that the information provided in this application is, to the best of my knowledge, true and complete. I understand that I and/or the Business may be liable to criminal prosecution in respect of any statement made or information furnished by me that is known or ought reasonably known to be false, or misleading by omission, in respect of any material particular.


**SAMPLE**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**B. Latest ACRA BizFile (SAMPLE)**

ACCOUNTING AND CORPORATE REGULATORY AUTHORITY



(ACRA)

**INFORMATION RESOURCES**

**WHILST EVERY ENDEAVOUR IS MADE TO ENSURE THAT INFORMATION PROVIDED IS UPDATED & CORRECT. THE AUTHORITY DISCLAIMS ANY LIABILITY FOR ANY DAMAGE OR LOSS THAT MAY BE CAUSED AS A RESULT OF ANY ERROR OR OMISSION.**

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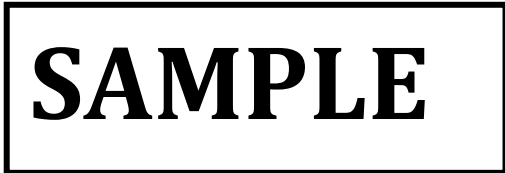
Business Profile (Company) : 2013XXXXXG  
 (This is a sample report only)

Page 2 of 4

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)

Page 3 of 4

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

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



**Shareholder (s)**

Name	ID	Nationality/Place of incorporation/Origin	Source of Address	Address Changed
------	----	---	-------------------	-----------------

1 XXXXXX  XXXXXX XXXXXXXXXX SINGAPORE XXXXXX	XXXXXXXXX	SINGAPORE, REP OF	ACRA	
--	-----------	-------------------	------	--

<b>Ordinary (Number)</b>	<b>Currency</b>
360000	SINGAPORE DOLLAR

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

<b>Ordinary (Number)</b>	<b>Currency</b>
240000	INGAPORE DOLLAR

**Complaints Reported to ACRA**

INFORMATION RESOURCES

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

Page 4 of 4

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	<p>[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]</p>
<b>SAMPLE</b>	
<b>OBJECTIVES</b> [Type your objectives]	
<b>EDUCATION</b> [Type the school name] [Type the completion date]  [Type list of degrees, awards and accomplishments]	
<b>EXPERIENCE</b> [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]	
<b>SKILLS</b> <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. 2, 3, 4, 5, 6, 7 and 8**



#### KEY EXECUTIVE DECLARATION FORM

**IMPORTANT NOTICE:**

- This declaration form is to be completed and signed by the Key Executive (KE) in the travel agency (TA).
- Please scan the completed declaration form and submit it through email: [stb\\_ta@stb.gov.sg](mailto: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:

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

If you have, please provide details of the conviction:

\* Please delete accordingly

<sup>1</sup> 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.

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

<sup>3</sup> 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:

**SAMPLE**

- 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:

[Empty rectangular box for providing details]

9) I have read and understood the Travel Agents Act and Travel Agents Regulations<sup>4</sup>.

**PART 3: ADDITIONAL INFORMATION**



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 or information furnished by me that is incorrect, intentionally false or misleading by omission of any material particular.

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

\_\_\_\_\_  
Signature of Key Executive

\_\_\_\_\_  
Date

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



**E. Confirmation of 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 Company:

ACRA Registration No.:

Email Address:

Office Phone No.:  Fax No.:

Website Address:   
*(Indicate if there will/will not be a website in future)*

All correspondences from STB will be sent to this email address.

Please make sure that your email address is checked regularly.

SAMPLE

**B. 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:



- 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.

### C. Directors' Particulars

1)

Full Name:

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

Designation:  Date of Appointment:

Residential Address:

Residential No.:  Mobile No.:

Email Address:

**SAMPLE**

2)

Full Name:

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

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.



## PART 4: FINANCIAL YEAR END

Business Incorporation Date:   
(example: 4 January 2016)

Financial Year End (FYE):   
(example: 31 December)

In accordance with Travel Agents Act, Regulation 14(1)(a) and 14(1)(b), every travel agent is required to submit its annual business profile return (ABPR) and audited statement of accounts (AA) within 6 months after the close of the financial year.

Example:

If the financial year ends on 31 December, ABPR and AA are required to be submitted by 30 June the following year.

If the financial year ends on 31 March, ABPR and AA are required to be submitted by 30 September the same year.

For Newly Incorporated Business:

Please note that the Accounting and Corporate Regulatory Authority (ACRA) requires a new company to hold its first Annual General Meeting (AGM) within 18 months of its incorporation and lay its company accounts at the AGM.

For Existing Business:

For an existing company/business, the first set of ABPR and AA must be submitted to STB within 6 months after the close of its ongoing financial year.



## PART 5: BUSINESS DECLARATION

I     
(Name) (Designation) (NRIC/FIN No.)

on behalf of the Business, declare that I am authorised to act for the Business for the purposes of this application.

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


That the information provided in this application is, to the best of my knowledge, true and correct. I understand that I and/or the Business may be liable to criminal prosecution in respect of any false or misleading information furnished by me that is known or ought reasonably known to be false or misleading by omission, in respect of any material particular.

\_\_\_\_\_  
Signature of Key Executive

\_\_\_\_\_  
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**  
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 <https://estamping.iras.gov.sg>. Under Stamp Duty Resource, select Verify Stamp Certificate Authenticity.*

---

AY12463L - 20/02/2012  
2012022000003  
1b844d75e3fdf2fe3f894b22e615e4ec

**103133-01LA4-1-000568412**

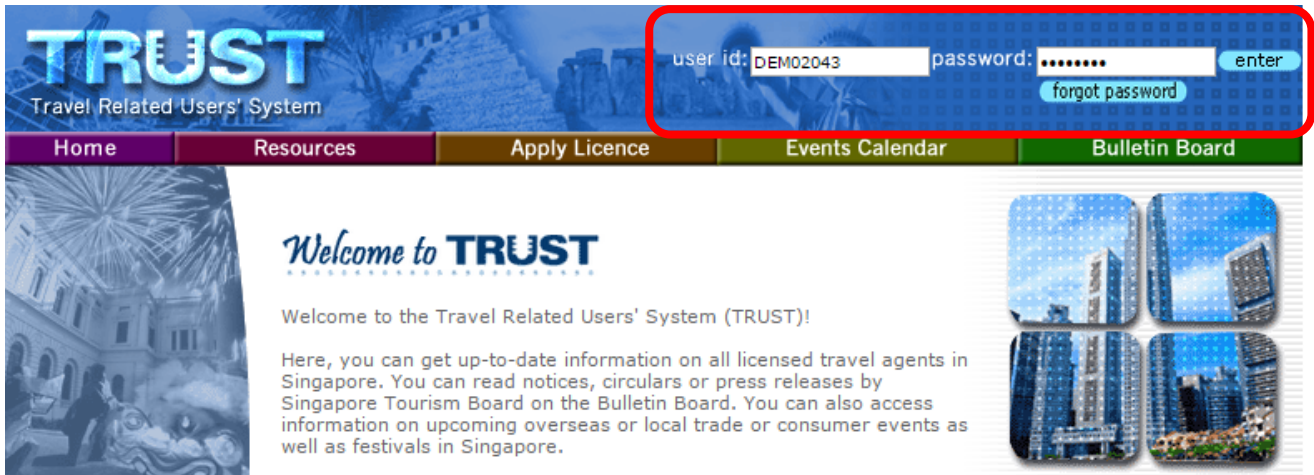
Page 1 of 1

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

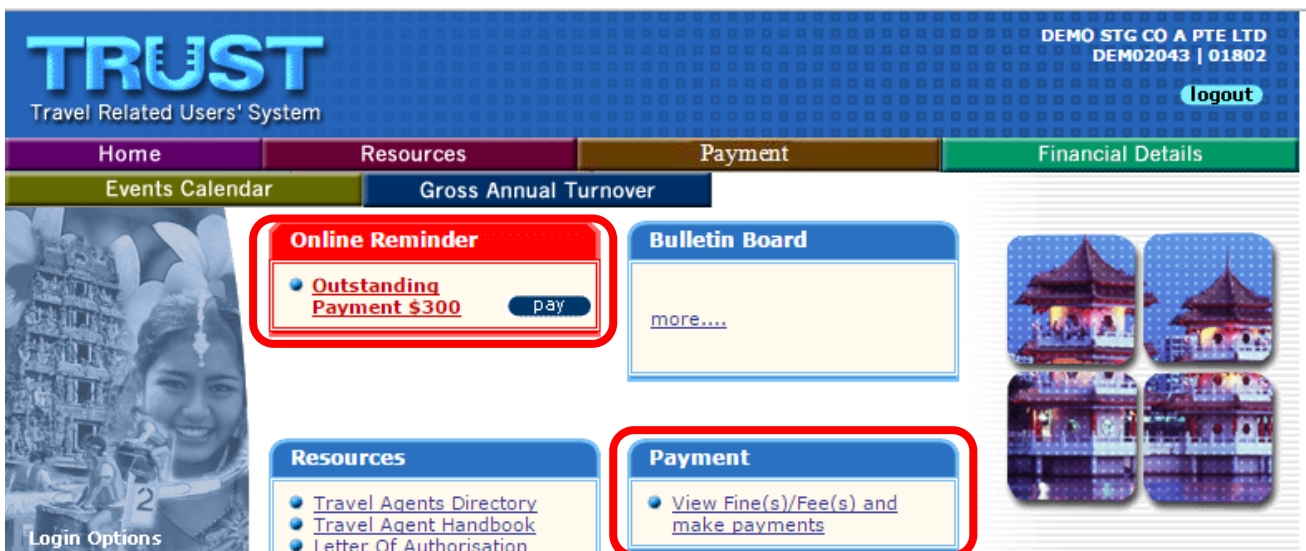
#### 3.1 How do you pay the licence fee online?

Step 1: You will receive a notification email from STB officers that your application is “Approved Pending Payment”. Separately an email would be send to the Key Executive for the login details to the TRUST system (<https://trust.yoursingapore.com>)

Step 2: Once you have received this notification, please login to TRUST.



Step 3: In the home page click on the outstanding payment / View Fine(s)/Fee(s) and make payments



Step 4: Click on the checkbox for the fee and click “Make Payment” to proceed. You would be redirected to the confirmation page.

## Electronic Payment



This module allows you to make online payment for fine(s) and fee(s) via the BillCollect system.

To begin:

- Click on the checkboxes to select the fine(s) and fee(s) you wish to make payment for.
- Then click the '**Make Payment**' button.

Note that only one type of payment (Fine or Fee) can be made per transaction.

For the payment of the fine(s), please satisfy the outstanding condition(s) before proceeding.

### Outstanding Payment

Fine(s)				
Fine Description	Fine Amount	Fine Due Date	Fine Payment Status	Please Select

Please click the "make payment" button below to proceed with Fine payment and you will be redirected to the BillCollect website.

Note that payments are not accepted before the condition(s) is/are fulfilled.

[make payment](#)


Fee(s)				
Fee Description	Fee Amount	Fee Due Date	Fee Payment Status	Please Select
NEW APPLICATION	\$400	28/12/2017	N	<input type="checkbox"/>

[make payment](#)

## User Guide on Travel Agent Licence Application

Step 5: Check the details and click the “confirm payment” to proceed. You would be redirected to the payment gateway.

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 online ePayment, 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		
Fee(s)		
Fee Description	Fee Amount	Fee Due Date
NEW APPLICATION	\$400	28/12/2017


Bill Reference Number : FEE\_00932\_28122017190050  
Total Amount : \$400

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.

Step 5: Key in your details, select your preferred mode of payment. Upon successful transaction of the payment, a copy of the receipt will be emailed to you.



CyberSource®  
the power of payment

Billing Payment Review Receipt

**Payment Details** 

\* Required field

Card Type \*

 Visa   Mastercard

Card Number \*

CVN  
This code is a three or four digit number printed on the back or front of credit cards.

Expiration Date \*

[Cancel Order](#)

**Your Order**

Total amount SGD 400.00



### 3.2 How do you receive your licence after payment is completed?

Upon receipt of your email for the payment of the licence. Your licence would be mailed to your business operating address via registered article.

Should you wish to collect your licence at STB, please email us at [stb\\_ta@gov.sg](mailto:stb_ta@gov.sg) to arrange for a collection.

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. Please read the Travel Agents Act & Regulations 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 business entity with the STB corporate website at [www.stb.gov.sg](http://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 business entity with ACRA with a paid-up capital of at least \$100,000 for general travel agent licence or \$50,000 for niche travel agent licence?
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 your business entity
2. Latest bank statement of your business entity (if incorporated more than 18 months)
3. Business Activities & Market Specialisation Form
4. Resume and Testimonial (optional) of the Key Executive
5. Front & Back copy of the Key Executive's NRIC
6. Key Executive Declaration Form
7. Director Resolution on the appointment of the Key Executive, printed on business entity's letter head and signed by more than 50% of the directors if the entity has two or more directors.
8. Confirmation of Business Particulars Form
9. 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.   
  
For home office premises, documents showing approval from the relevant authorities (HDB/URA) that it is under the 'Home Office Scheme'.
10. If the entity 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.
11. Credit Bureau Singapore reports for sole-proprietor/partners.