

How do I start filing?

Once you have logged in successfully, you can select and file your transactions on the BizFile homepage. Click on the e-Services hyperlink in the top menu to proceed to the e-Services main page.



How do I pay for the transactions?

You can make payment by the following modes:

- Credit card (VISA/MasterCard/American Express)
- eNETS Debit*
- CashCard – if you have a Personal Computer Smart Card (PCSC) reader
- Deposit Service Account – for professional firms that lodge transactions on behalf of their clients

*eNETS Debit is an Internet direct debit payment service for participating banks, namely Citibank, DBS and UOB. You need Internet access and a personal Internet banking account with the participating banks to use the eNETS Debit service. This does not apply to corporate bank account users.

Frequently Asked Questions

Q: Will I be able to file business documents manually?

A: No. All transactions must be submitted online via BizFile.

Q: What should I do if I need help with filing BizFile transactions?

A: You can engage the services of a professional firm (lawyer, accountant or chartered secretary) or a service bureau (DP Bureau). You can also refer to our step-by-step guides on filing BizFile transactions available on both BizFile website and ACRA website, or contact our Helpdesk at Tel: 62486028 for assistance.

10 Anson Road
#05-01/15
International Plaza
Singapore 079903

Helpdesk
(65) 6248 6028

Fax
(65) 6225 1676

ACRA Website
www.acra.gov.sg

Bizfile Website (eFiling)
www.bizfile.gov.sg

Enquiry Website
www.acra.gov.sg/askacra

Feedback Website
www.acra.gov.sg/feedback

BIZFILE

How To Do Online Filing



BizFile (www.bizfile.gov.sg) is ACRA's online filing and information retrieval system, offering close to 300 e-services and serves as a one-stop facilitation point for business entities in Singapore. You can register a new business entity, conduct a search on registered entities and purchase information via BizFile. This brochure serves as a guide to filing online transactions on BizFile.

How do I access BizFile?

There are three easy ways to access BizFile:

- From your home or office computer, you can access BizFile using any standard browser (e.g. Internet Explorer or Mozilla Firefox).
- Citizen Connect Centres provide easy and convenient access to BizFile as well as other online government services. If you do not have access to the Internet or a computer, you may visit any of the Citizen Connect Centres to file your online transaction.
- You may use one of the BizFile kiosks at ACRA office.

How do I log in?

You can log in using:

- Your SingPass ID (NRIC or FIN) and SingPass; or
- Your Professional Number (if you are a professional firm that has been issued with a Professional Number)

How do I apply for SingPass?

SingPass stands for "Singapore Personal Access". It is your personal common password and acts as your signature when you file transactions online. Persons eligible for SingPass can apply at the following locations:

- CPF Service Centres
- Community Development Councils
- Selected Community Centres
- IRAS
- ACRA

For more information on SingPass or to request for your SingPass online, please visit <http://www.singpass.gov.sg>.

How do I apply for a Professional Number?

A Professional Number is issued to professional firms such as law firms, public accounting firms, corporate secretarial firms and the service bureau (DP Bureau). This number enables the firms to file online transactions on behalf of their clients.

The application for the Professional Number must be submitted online and be accompanied by a letter from a partner or director of the professional firm stating that the individual is authorised to apply for a Professional Number.

The letter must set out the qualifications of the authorised person(s), i.e. whether he is:

- a) an advocate and solicitor;
- b) an accountant registered with the Institute of Certified Public Accountants of Singapore;
- c) a member of the Association of International Accountants (Singapore Branch);
- d) a member of the Institute of Company Accountants, Singapore;
- e) a member of the Singapore Association of the Institute of Chartered Secretaries and Administrators; or
- f) a corporate secretarial agent, i.e. a person who is carrying out the business of corporate secretarial services for one or more companies and who has been a secretary of a company for at least 3 years of the preceding 5 years.

If the authorised person satisfies (f), the following information must be provided:

- Name of one company of which he has been the company secretary; and
- Period during which he has acted as the company secretary.

The letter should contain the professional membership number (if any) of the individual i.e. ICPAS or SAICSA membership number. It should be signed by a partner or director of the professional firm and the name of the signatory must be clearly stated.