

Navigating the new Bizfile: Manage filing access for registered qualified individuals and corporate service provider employees

The “**Manage filing access for registered qualified individuals and corporate service provider employees**” eService allows a Corporate Service Provider (CSP) to appoint and withdraw their Registered Qualified Individuals (RQI) and to manage the filing access and contact information of employees that are authorised to perform filings on behalf of their clients.

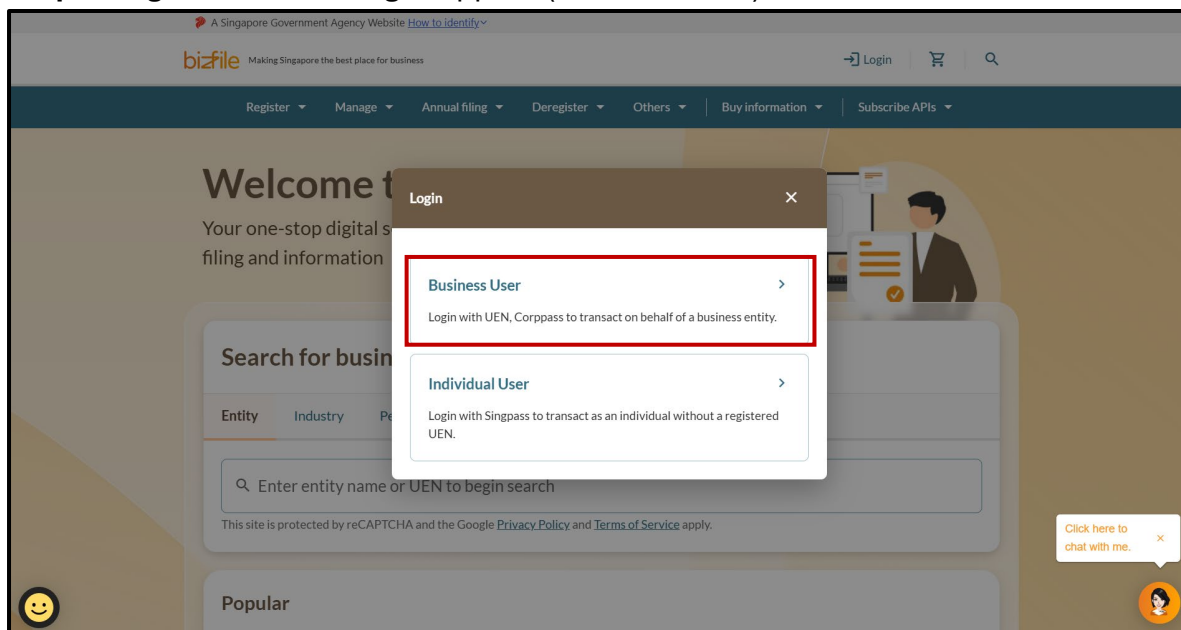
Please note that only authorised position holders (e.g. directors/RQI) may file the transaction.

You can use this eService to update the following information:

Transactions	Navigation
Appointing RQI	Click here
Obtaining endorsement from the appointing RQI	Click here
Withdrawing RQI	Click here
Granting filing access to CSP employees	Click here
Removing filing access from CSP employees	Click here
Updating CSP employees’ particulars	Click here
Accessing list of RQIs/CSP employees	Click here

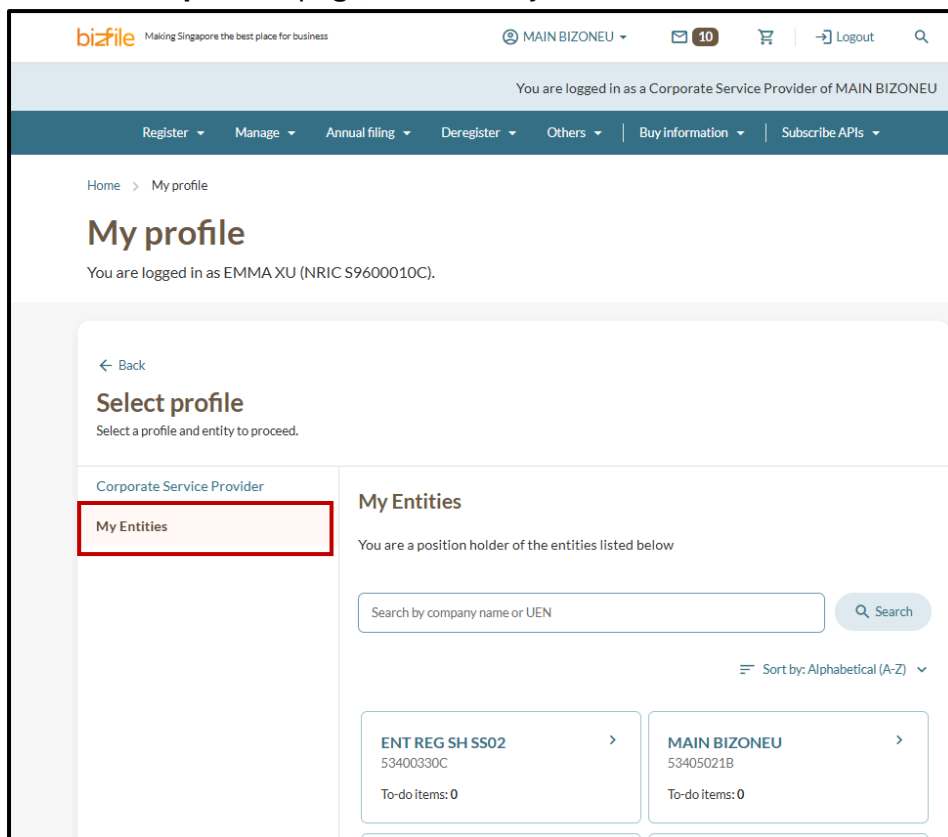
Step-by-step instructions to Manage filing access for registered qualified individuals and corporate service provider employees transaction

Step 1: Log in to Bizfile using Corppass (Business User) credentials.



Step 2: Access the correct entity dashboard.

- i) For **authorised position holders**, please enter through “**My Entities**” tab on the “**My profile – Select profile**” page, and select your CSP firm.



Note: All entity and personal information (including UEN, company details, NRIC/FIN numbers, names and addresses) shown are dummy data for illustration purposes only.

- ii) For **Registered Qualified Individual (RQI)**, please enter through the **“Corporate Service Provider”** tab on **“My profile – Select profile”** page, and select your CSP firm from the drop-down list (if you belong to more than one CSP firm).

My profile

You are logged in as WEI LI (NRIC S9690300F).

[← Back](#)

Select profile

Select a profile and entity to proceed.

Corporate Service Provider

[My Entities](#)

Select your corporate service provider firm

MAIN BIZONEU

Select the client that you would like to file for from the list below.
If you are filing for an ad hoc client, proceed to the post-login dashboard and select the eService from the mega menu. [i](#)

[Proceed to dashboard](#)

Search by company name or UEN

[Search](#)

Sort by: Latest updated

Step 3: From the dashboard, select **“My RQIs and authorised employees”**.

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MAIN BIZONEU

You are logged in as a Corporate Service Provider of MAIN BIZONEU

[Register](#) [Manage](#) [Annual filing](#) [Deregister](#) [Others](#) [Buy information](#) [Subscribe APIs](#)

Welcome to your dashboard!

Access all your latest messages, manage your to-do list, and view recent transactions all in one place.

MAIN BIZONEU
53405021B
[View entity details](#)

[My transactions](#) [Payment history](#)
[My clients](#) [My RQIs and authorised employees](#)

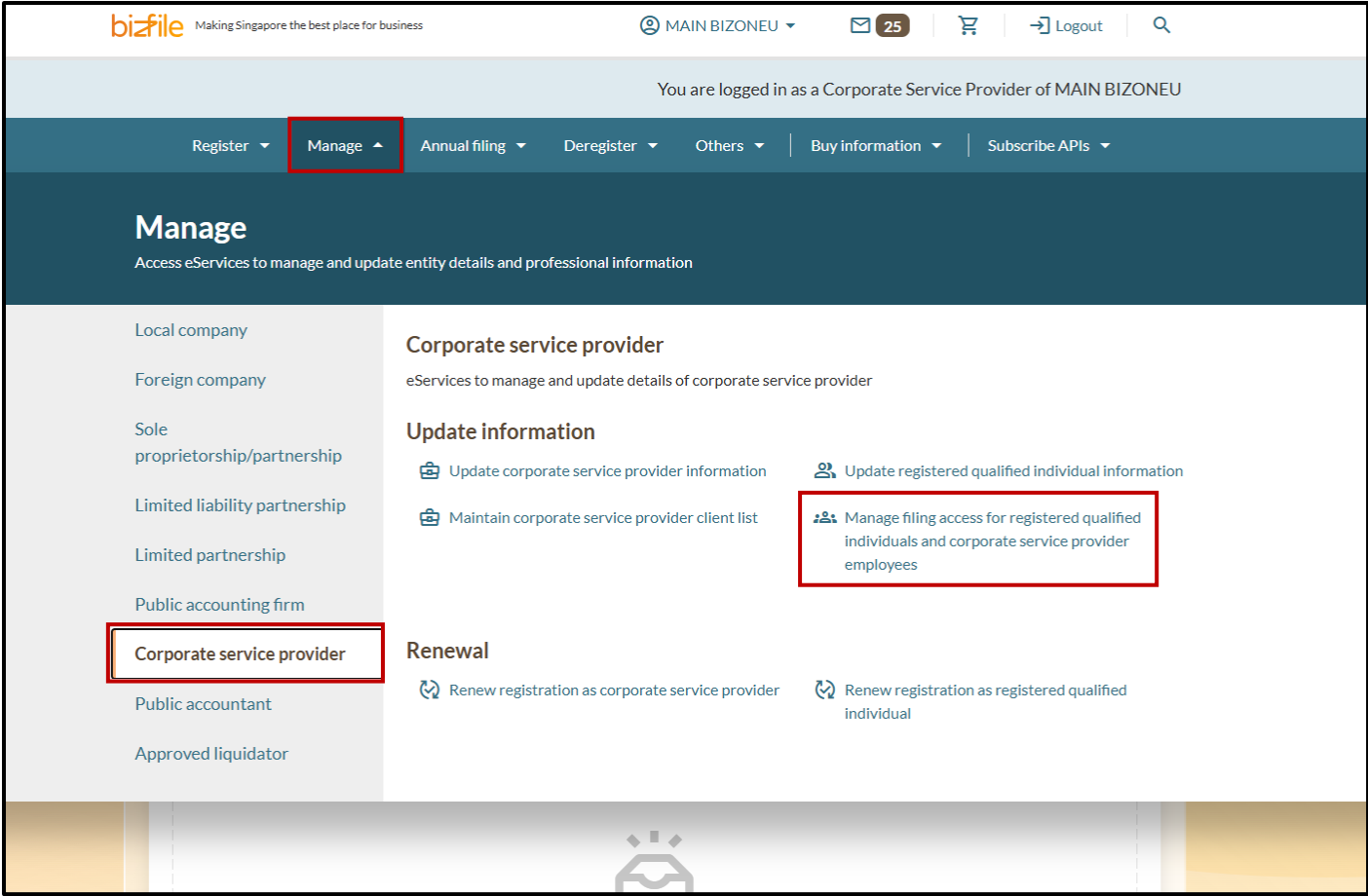
Pending actions [i](#)
You have 0 items pending your action.
Action items created from 02 Dec 2024 onwards will be displayed here.

There are no pending actions

[Click here to chat with me.](#)

Note: All entity and personal information (including UEN, company details, NRIC/FIN numbers, names and addresses) shown are dummy data for illustration purposes only.

Alternatively, from the mega menu, select **“Manage”**, under **“Corporate service provider”**, select **“Manage filing access for registered qualified individuals and corporate service provider employees”**.



Note: All entity and personal information (including UEN, company details, NRIC/FIN numbers, names and addresses) shown are dummy data for illustration purposes only.

1) Appointing Registered Qualified Individual (RQI)

Step 1: Click the “Appoint RQI/Add employee” button.

The screenshot shows the 'My RQIs and authorised employees' page on the bizfile portal. The page header includes the bizfile logo, navigation links, and a user login status. The main content area features a search bar and two tabs: 'Registered Qualified Individuals' (selected) and 'Authorised CSP employees'. Below the tabs, there are filters and a list of 7 results. A red box highlights the '+ Appoint RQI/Add employee' button in the top right corner.

Step 2: Select the “Registered Qualified Individual” as the Employee type.

The screenshot shows the 'Appoint RQI/Add employee' modal form. The form has two radio buttons for 'Employee type': 'Registered Qualified Individual' (selected) and 'Employee'. Below this is the 'Personal information' section with fields for 'Identification type' (a dropdown menu) and 'Identification number' (a text input field). There is also a 'Retrieve information' button. At the bottom, there are 'Back', 'Save draft', and 'Next' buttons.

Note: All entity and personal information (including UEN, company details, NRIC/FIN numbers, names and addresses) shown are dummy data for illustration purposes only.

Step 3: Select the correct identification type and enter the identification number of the appointing RQI. Click “**Retrieve information**” to populate the RQI information. Select “**Next**” to proceed.

The screenshot shows a web form titled "Appoint RQI/Add employee" with a close button (X) in the top right corner. The form is divided into sections. The "Employee type" section has two radio buttons: "Registered Qualified Individual" (selected) and "Employee". The "Personal information" section includes a dropdown for "Identification type" set to "NRIC (Citizen)", a text input for "Identification number" containing "S9600010C", and a "Retrieve information" button highlighted with a red box. Below these are fields for "Full name" (EMMAXU (XU MIN) @ EM), "Mobile number" (+65 9238 2930), and "Email address" (test@test.com). At the bottom, there are three buttons: "Back" (with a left arrow), "Save draft", and "Next" (with a right arrow, highlighted with a red box).

Appoint RQI/Add employee

Employee type

☒ Registered Qualified Individual ☐ Employee

Personal information

Identification type

NRIC (Citizen)

Identification number

S9600010C

Retrieve information

Full name

EMMAXU (XU MIN) @ EM

Mobile number

+65 9238 2930

Email address

test@test.com

← Back

Save draft

Next →

Step 4: Review all information carefully. Tick the checkbox to complete the declaration and click “Confirm”.

Review and confirm

Review the information below before submitting.

Please note that endorsement from the appointing Registered Qualified Individual (RQI) is required prior to approval of this transaction, unless you are appointing yourself as the RQI.

Entity information

Entity name

MAIN BIZONEU

UEN

53405021B

Employee type

Employee type

Registered Qualified Individual

Personal information

Name

EMMA XU (XU MIN) @ EM

Identification type

NRIC (Citizen)

Identification number

S9600010C

Appointment date

11 Dec 2025

Contact information

Mobile number

+65 9238 2930

Email address

test@test.com

☒ I, WEI LI, declare that:

1 The above information submitted is true and correct to the best of my knowledge and I am authorised to file this application/transaction.

2 I am aware that I may be liable to prosecution if I submit any false or misleading information in this application/transaction.

3 I have assessed that the RQI/Employee being appointed meets the fit and proper requirements.

← Back

Confirm →

Note: All entity and personal information (including UEN, company details, NRIC/FIN numbers, names and addresses) shown are dummy data for illustration purposes only.

Step 5: Endorsement is required from the appointing RQI unless the lodger is the appointing themselves as the RQI.

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MAIN BIZONEU

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Logout

You are logged in as a Corporate Service Provider of MAIN BIZONEU

Register

Manage

Annual filing

Deregister

Others

Buy information

Subscribe APIs

Home > My RQIs and authorised employees > Appoint RQI and CSP employee

Print icon

Appoint RQI and CSP employee

1 Appoint RQI/Add CSP employee

2 Review and Confirm

3 Completion

The transaction has been submitted successfully
and pending endorsement

To track your transaction status or view more details by clicking button below

Go to My Transaction

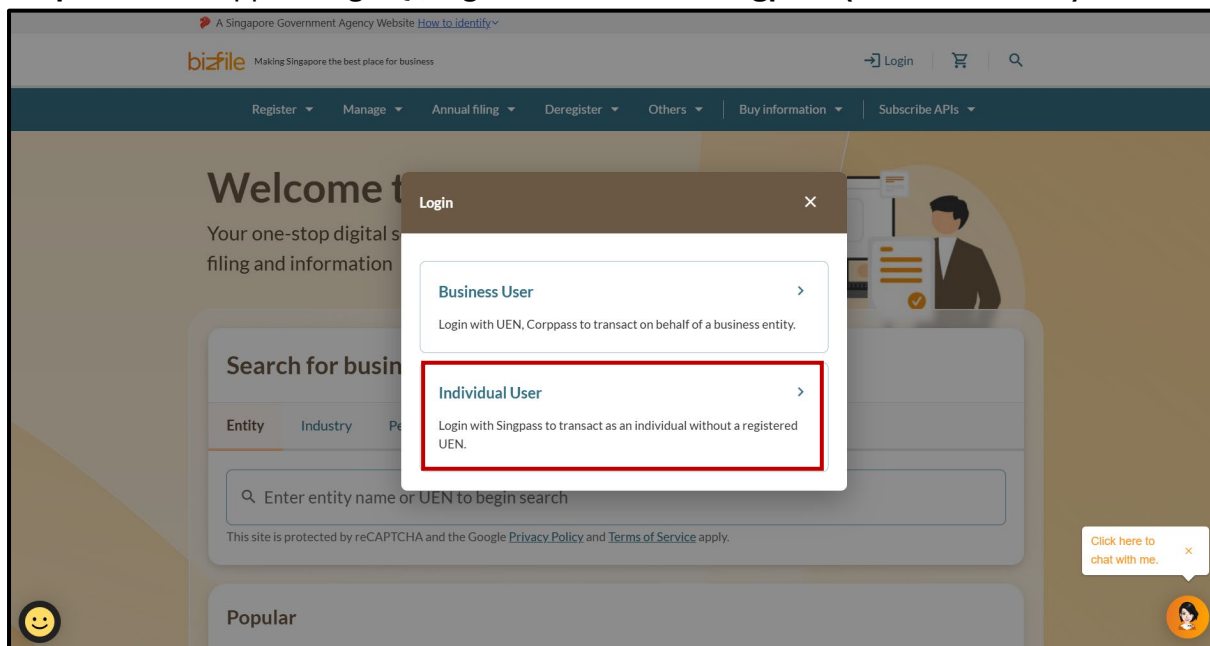
Transaction details

Entity name	Transaction name	Transaction ID	Date and time
MAIN BIZONEU	Appoint RQI/ Add CSP employee	T250105607	11 Dec 2025 02:56 PM

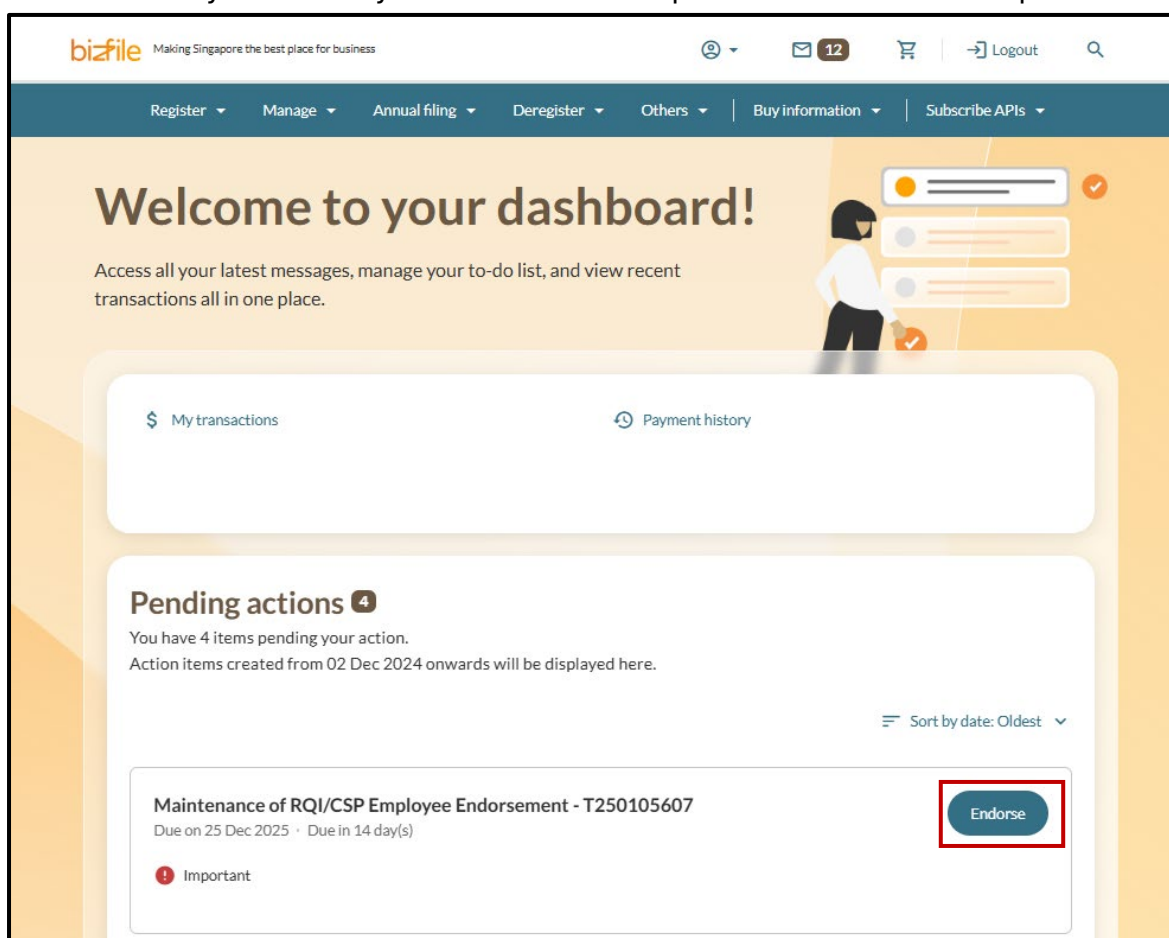
Note: All entity and personal information (including UEN, company details, NRIC/FIN numbers, names and addresses) shown are dummy data for illustration purposes only.

2) Obtaining endorsement from the appointing RQI

Step 1: For the appointing RQI, log in to Bizfile with **Singpass (Individual User)** credentials.



Step 2: Once logged in, you will be directed to your Bizfile dashboard. Look for the “**Pending actions**” section where you will find your endorsement request. Click “**Endorse**” to proceed.



Note: All entity and personal information (including UEN, company details, NRIC/FIN numbers, names and addresses) shown are dummy data for illustration purposes only.

Step 3: Review the endorsement details carefully.

Appoint RQI and CSP employee

Endorsement

Review the details below and accept the endorsement if you wish to be appointed as a Qualified Individual for this Corporate Service Provider (CSP).

Transaction details

Transaction no.	Lodgement date	Entity UEN	Entity name
T250105607	11 Dec 2025	53405021B	MAIN BIZONEU
Lodger			
WEI LI			

Qualified Individual details

Name	Identification number	Endorsement due date
EMMA XU	S9600010C	25 Dec 2025

Response and declarations

Note: All entity and personal information (including UEN, company details, NRIC/FIN numbers, names and addresses) shown are dummy data for illustration purposes only.

Step 4: To endorse the appointment of RQI, click “**Accept**”, tick the declaration checkbox and select “**Submit**”.

Qualified Individual details

Name	Identification number	Endorsement due date
EMMAXU	S9600010C	25 Dec 2025

Response and declarations

Response

☒ Accept ☐ Reject

☒ I, EMMAXU, declare that I consent to act as a Register Qualified Individual of the above Corporate Service Provider.


The above information submitted is true and correct to the best of my knowledge. I am aware I may be liable to prosecution if I submit any false or misleading information in this form.

Submit →

Step 5: A confirmation message indicating that the endorsement has been submitted successfully will show upon completion of endorsement.

[Home](#) > [Endorsement / Consent](#)

Endorsement / Consent



Endorsement submitted successfully

Your endorsement has been successfully submitted. The lodger will be notified of the outcome of the transaction.

Go to My Transaction

Transaction details

Transaction ID	Transaction name	Date and time
T250105607	Appoint RQI and CSP employee	11 Dec 2025 02:59 PM

3) Withdrawing Registered Qualified Individual (RQI)

Step 1: Select the delete icon to withdraw the RQI.

If your CSP has multiple RQIs, you may search for the RQI's name or identification number.

My RQIs and authorised employees

This eService allows a Corporate Service Provider (CSP) to appoint and withdraw their Registered Qualified Individuals (RQI) and to manage filing access and contact information of employees that are authorised to perform filings on behalf of their clients.

Search

Registered Qualified Individuals

Authorised CSP employees

Filters

Appointment status

+ Select status

Appointment date

+ Select Appointment date

Withdrawal date

+ Select Withdrawal date

Apply filters

Clear filters

1 result(s)

Sort by: Latest

EMMA XU (XU MIN) @ EM

NRIC (Citizen) · S9600010C

Appointment status

Mobile number

Email address

Appointment date

Withdrawal date

Active

+65 9238 2930

test@test.com

17 Nov 2025

NA

Items per page: 10

1-1 of 1 item(s)

From latest to earliest

Page 1 of 1

12

Note: All entity and personal information (including UEN, company details, NRIC/FIN numbers, names and addresses) shown are dummy data for illustration purposes only.

Step 2: Provide the Withdrawal date and Reason for Withdrawal. Select “**Next**” to proceed.

Remove RQI

Personal information

Name: EMMA XU (XU MIN) @ EM
Identification type: NRIC (Citizen)
Identification number: S9600010C

Withdrawal date: 11 Dec 2025

Reason for withdrawal: Resignation

← Back Save draft **Next →**

Step 3: Review all information carefully. Tick the checkbox to complete the declaration and click “**Submit**”.

Remove RQI

1 Remove RQI 2 **Review and Confirm** 3 Completion

Review and confirm

Review the information below before submitting.

Entity information

Entity name: MAIN BIZONEU UEN: 53405021B

Personal information

Name: EMMA XU (XU MIN) @ EM Identification type: NRIC (Citizen) Identification number: S9600010C Appointment date: 17 Nov 2025

Withdraw filing access

Withdrawal date: 11 Dec 2025 Reason for withdrawal: Resignation

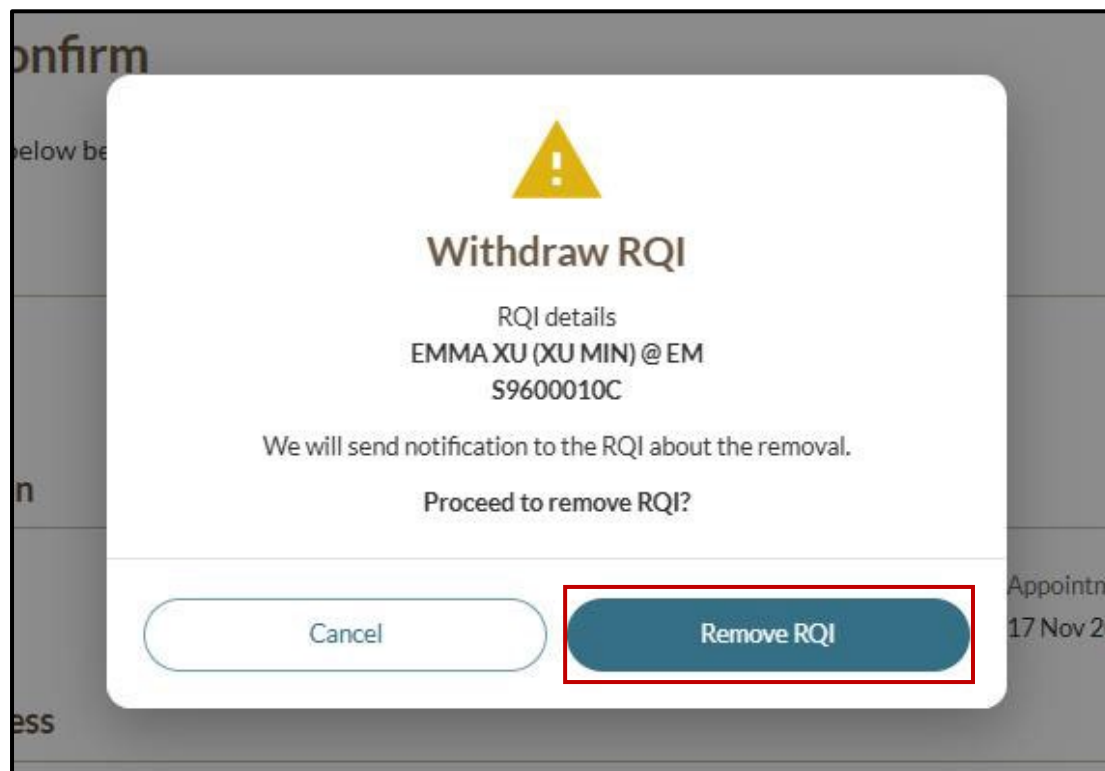
☒ I, WEI LI, declare that:

- The above information submitted is true and correct to the best of my knowledge and I am authorised to file this application/transaction.
- I am aware that I may be liable to prosecution if I submit any false or misleading information in this application/transaction.

← Back **Submit →**

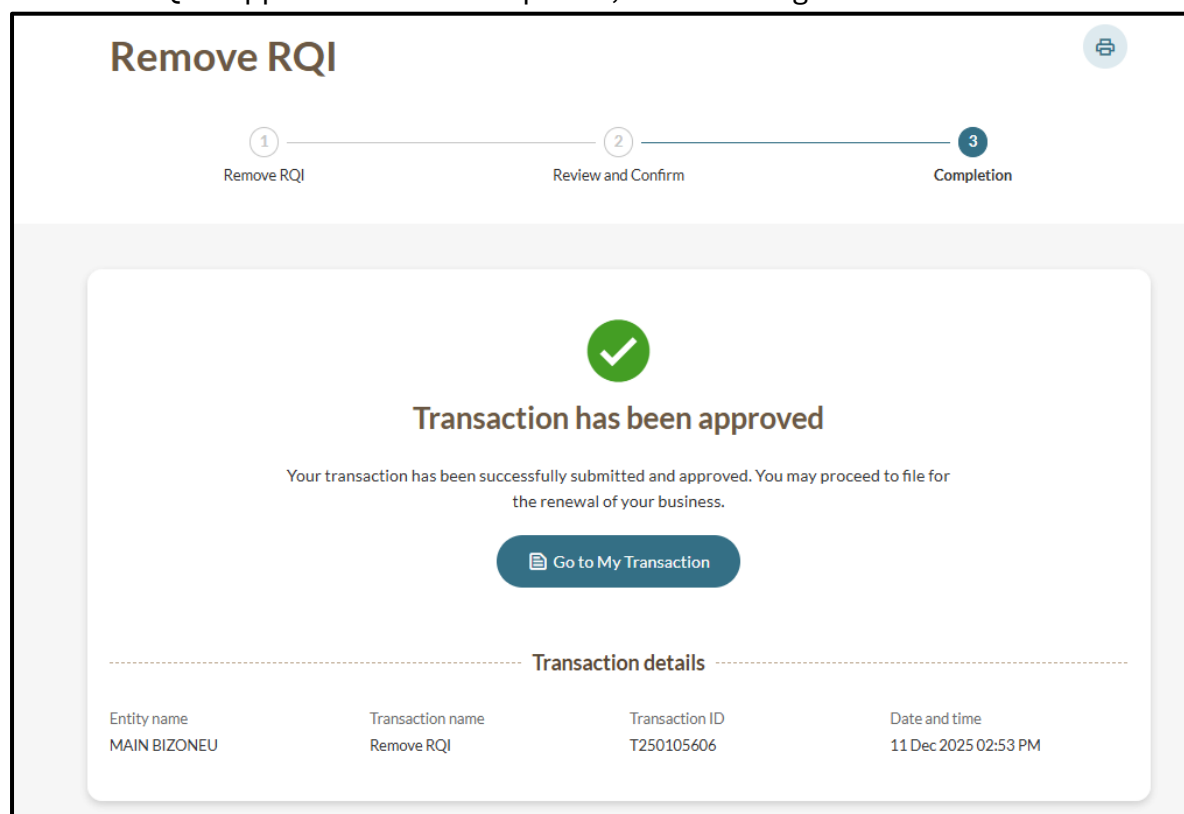
Note: All entity and personal information (including UEN, company details, NRIC/FIN numbers, names and addresses) shown are dummy data for illustration purposes only.

Step 4: Select “**Remove RQI**” to confirm the withdrawal.



Step 5: Upon successful submission, you will receive an acknowledgement message.

Important: If the last RQI of the CSP is removed, the CSP's registration status will be updated to "Cancellation in progress". The CSP has 60 days to appoint a new RQI to return to "Registered" status. If no new RQI is appointed within this period, the CSP's registration will be cancelled.



4) Granting filing access to CSP employees

Step 1: Click the “Appoint RQI/Add employee” button.

The screenshot shows the bizfile website interface. At the top, the header includes the bizfile logo, navigation links (Register, Manage, Annual filing, Deregister, Others, Buy information, Subscribe APIs), and user information (MAIN BIZONEU, 25 notifications, Logout). The main heading is 'My RQIs and authorised employees'. Below this, there is a description of the eService. A search bar is present with the placeholder 'Search by name or identification number'. Below the search bar, there are two tabs: 'Registered Qualified Individuals' and 'Authorised CSP employees'. The 'Authorised CSP employees' tab is selected. Below the tabs, there is a table with 7 results. The table has columns for 'Filters' and 'Appointment status'. The 'Appoint RQI/Add employee' button is highlighted with a red box.

Step 2: Select “Employee” as the Employee type.

The screenshot shows the 'Appoint RQI/Add employee' form. The form has a title bar with a close button. The first section is 'Employee type', which has two radio buttons: 'Registered Qualified Individual' and 'Employee'. The 'Employee' radio button is selected and highlighted with a red box. Below this is the 'Personal information' section, which includes a dropdown menu for 'Identification type' (currently showing 'Select identification type'), a text input field for 'Identification number', and a 'Retrieve information' button. At the bottom of the form, there are three buttons: 'Back', 'Save draft', and 'Next'.

Note: All entity and personal information (including UEN, company details, NRIC/FIN numbers, names and addresses) shown are dummy data for illustration purposes only.

Step 3: Select the correct identification type and enter the identification number of the employee. Click **“Retrieve information”** to populate the employee information.

Appoint RQI/Add employee

Employee type

☐ Registered Qualified Individual ☒ Employee

Personal information

Identification type

NRIC (Citizen)

Identification number

S2015112I

Retrieve information

← Back Save draft Next →

Step 4: Fill in the information of the employee and click **“Next”** to continue.

Appoint RQI/Add employee

Personal information

Identification type

NRIC (Citizen)

Identification number

S2015112I

Retrieve information

Full name

CHEN XIAOHE@AH HE

Contact information

Email address

Country code

Select country code

Mobile number

← Back Save draft Next →

Step 5: Review all information carefully. Tick the checkbox to complete the declaration and click “**Confirm**” to submit.

Review and confirm

Review the information below before submitting.

Entity information

Entity name	UEN
MAIN BIZONEU	53405021B

Employee type

Employee type

Employee

Personal information

Name	Identification type	Identification number	Appointment date
CHEN XIAOHE @ AH HE	NRIC (Citizen)	S2015112I	14 Dec 2025

Contact information

Mobile number	Email address
+65 8123 4567	testing@acra.gov.sg

☒ I, EMMA XU, declare that:

- 1 The above information submitted is true and correct to the best of my knowledge and I am authorised to file this application/transaction.
- 2 I am aware that I may be liable to prosecution if I submit any false or misleading information in this application/transaction.
- 3 I have assessed that the RQI/Employee being appointed meets the fit and proper requirements.

← Back

Confirm →

Step 6: Upon successful submission, you will receive an acknowledgement message.

Appoint RQI and CSP employee

1

2

3

Appoint RQI/Add CSP employee

Review and Confirm

Completion

Transaction has been approved

Your transaction has been successfully submitted and approved.

Go to My Transaction

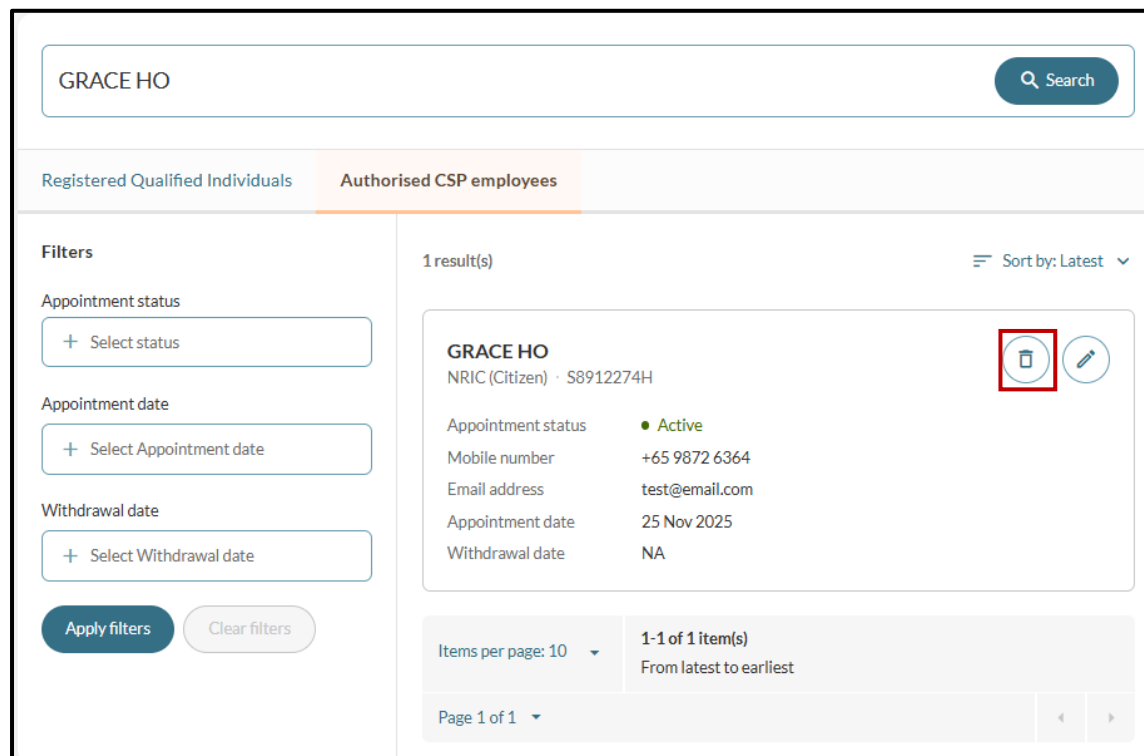
Transaction details

Entity name	Transaction name	Transaction ID	Date and time
MAIN BIZONEU	Appoint RQI/ Add CSP employee	T250105639	14 Dec 2025 01:30 PM

5) Removing filing access from CSP employees

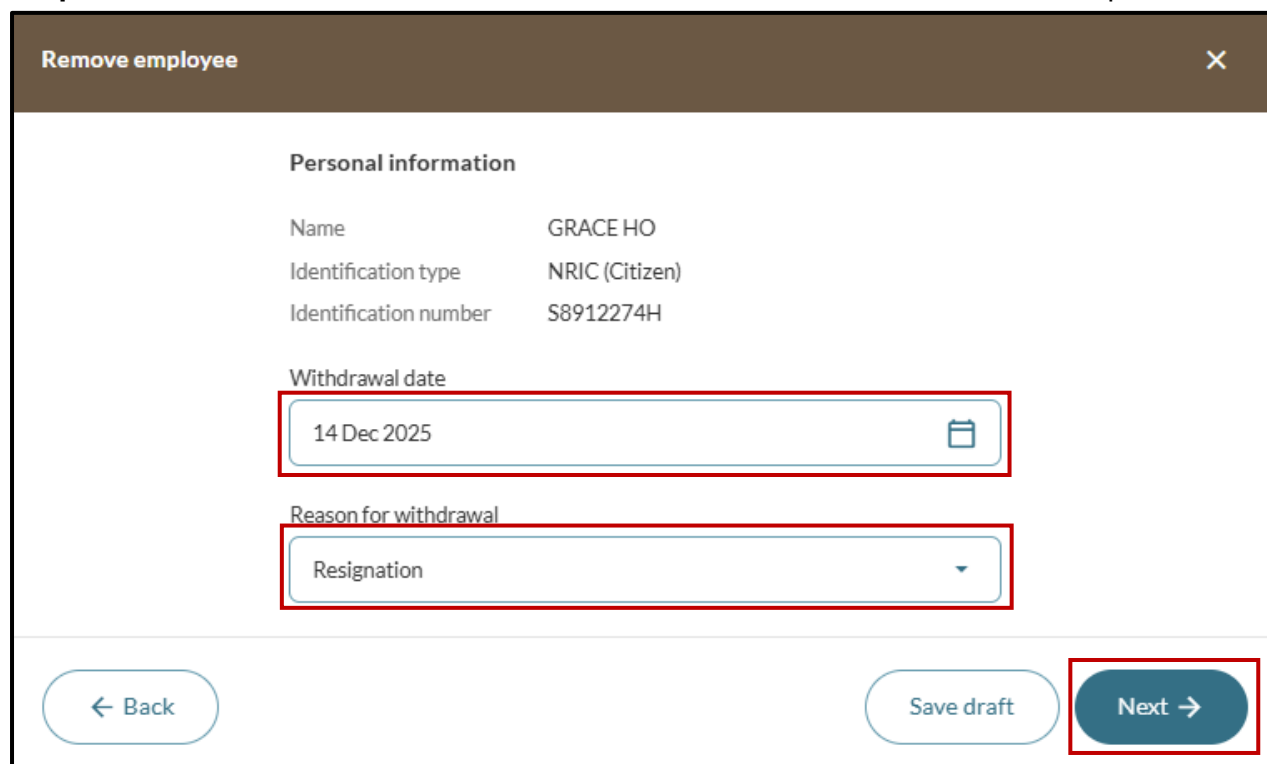
Step 1: Select the delete icon to remove an employee.

If your CSP has multiple employees, you may search for the employee's name or identification number.



The screenshot shows a web interface for managing CSP employees. At the top, there is a search bar with the text 'GRACE HO' and a 'Search' button. Below the search bar, there are two tabs: 'Registered Qualified Individuals' and 'Authorised CSP employees'. The 'Authorised CSP employees' tab is selected. On the left, there are filter options for 'Appointment status', 'Appointment date', and 'Withdrawal date', each with a '+ Select' button. Below these filters are 'Apply filters' and 'Clear filters' buttons. The main area displays '1 result(s)' and a table with one entry for 'GRACE HO'. The entry shows 'NRIC (Citizen) · S8912274H' and a list of details: 'Appointment status: Active', 'Mobile number: +65 9872 6364', 'Email address: test@email.com', 'Appointment date: 25 Nov 2025', and 'Withdrawal date: NA'. To the right of the entry are two icons: a trash can (delete) and a pencil (edit). The delete icon is highlighted with a red box. At the bottom, there are pagination controls showing 'Items per page: 10', '1-1 of 1 item(s)', and 'Page 1 of 1'.

Step 2: Provide the Withdrawal date and Reason for Withdrawal. Click “**Next**” to proceed.



The screenshot shows a 'Remove employee' form. At the top, there is a title bar with the text 'Remove employee' and a close button. Below the title bar, there is a section for 'Personal information' with fields for 'Name' (GRACE HO), 'Identification type' (NRIC (Citizen)), and 'Identification number' (S8912274H). Below this, there is a 'Withdrawal date' field with a calendar icon, showing '14 Dec 2025'. Below that, there is a 'Reason for withdrawal' field with a dropdown menu, showing 'Resignation'. At the bottom, there are three buttons: 'Back', 'Save draft', and 'Next'. The 'Next' button is highlighted with a red box.

Note: All entity and personal information (including UEN, company details, NRIC/FIN numbers, names and addresses) shown are dummy data for illustration purposes only.

Step 3: Review all information carefully. Tick the checkbox to complete the declaration and click “Submit”.

Remove employee

1

2

3

Remove employee

Review and Confirm

Completion

Review and confirm

Review the information below before submitting.

Entity information

Entity name	UEN
MAIN BIZONEU	53405021B

Personal information

Name	Identification type	Identification number	Appointment date
GRACE HO	NRIC (Citizen)	S8912274H	25 Nov 2025

Withdraw filing access

Withdrawal date	Reason for withdrawal
14 Dec 2025	Resignation

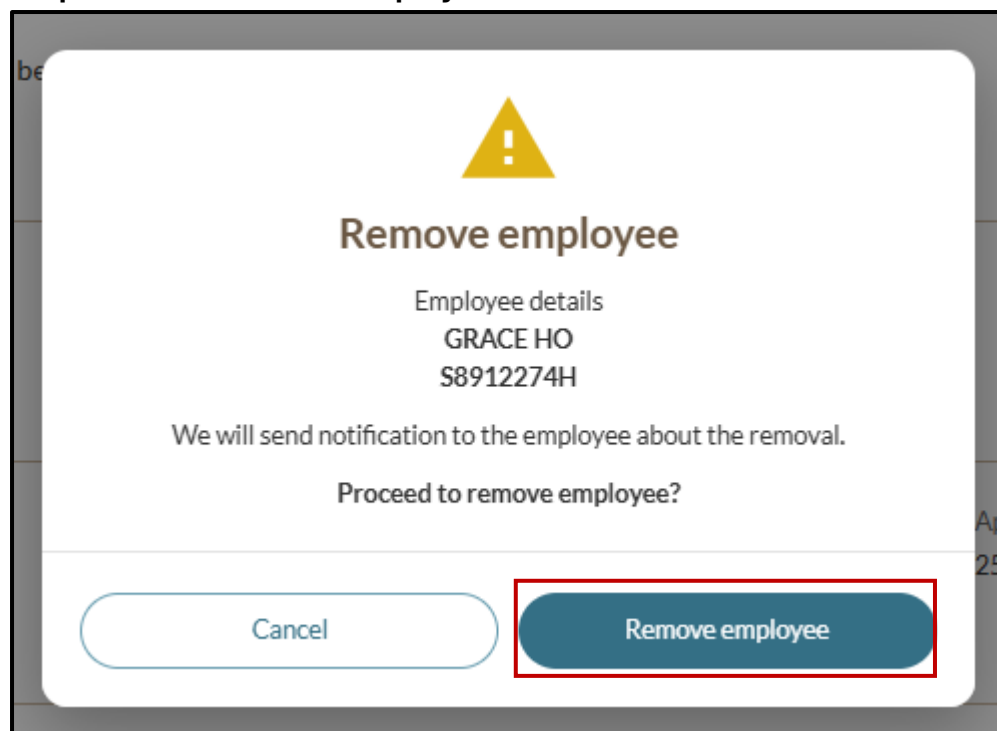
☒ I, EMMA XU, declare that:

- 1 The above information submitted is true and correct to the best of my knowledge and I am authorised to file this application/transaction.
- 2 I am aware that I may be liable to prosecution if I submit any false or misleading information in this application/transaction.

← Back

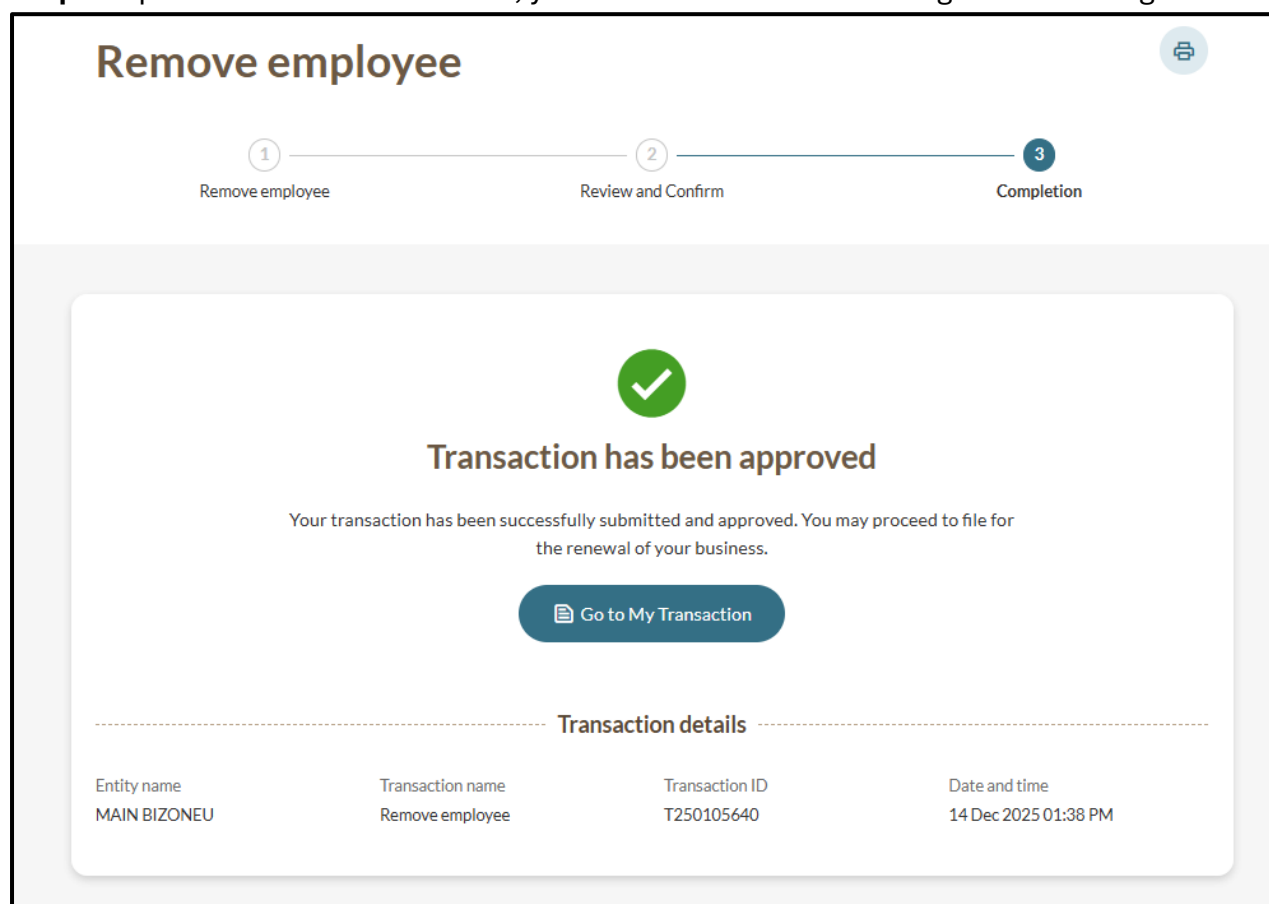
Submit →

Step 4: Select “**Remove employee**” to confirm the removal.



A confirmation dialog box titled "Remove employee" with a yellow warning triangle icon. It displays employee details: "Employee details", "GRACE HO", and "S8912274H". Below this, it states "We will send notification to the employee about the removal." and asks "Proceed to remove employee?". At the bottom, there are two buttons: "Cancel" and "Remove employee". The "Remove employee" button is highlighted with a red rectangular border.

Step 5: Upon successful submission, you will receive an acknowledgement message.



A confirmation page titled "Remove employee" with a green checkmark icon. It shows a progress bar with three steps: "1 Remove employee", "2 Review and Confirm", and "3 Completion". The "3 Completion" step is highlighted. Below the progress bar, it states "Transaction has been approved" and "Your transaction has been successfully submitted and approved. You may proceed to file for the renewal of your business." There is a button labeled "Go to My Transaction". Below this, a section titled "Transaction details" contains a table with the following information:

Entity name	Transaction name	Transaction ID	Date and time
MAIN BIZONEU	Remove employee	T250105640	14 Dec 2025 01:38 PM

6) Updating CSP employees' particulars

Important:

- For updating employee's identification number, please **remove the old ID entry** and **add the new ID entry**.
- Updating RQI's particulars can only be completed through the "Update registered qualified individual information" transaction.

Step 1: Select the edit icon to edit the employee's details.

The screenshot shows a web interface for managing employees. At the top, there is a search bar with the text 'CHEN XIAOHE' and a 'Search' button. Below this, there are two tabs: 'Registered Qualified Individuals' and 'Authorised CSP employees', with the latter being selected. On the left, there are filter sections for 'Appointment status', 'Appointment date', and 'Withdrawal date', each with a '+ Select' button. The main area displays '2 result(s)' and a 'Sort by: Latest' dropdown. A card for 'CHEN XIAOHE' is shown with details: NRIC (Citizen) S2015112I, Appointment status Active, Mobile number +65 8123 4567, Email address testing@acra.gov.sg, Appointment date 14 Dec 2025, and Withdrawal date NA. To the right of the card are two icons: a trash can and a pencil (edit icon), with the pencil icon highlighted by a red box.

Step 2: Update the information as required and click "Next".

The screenshot shows the 'Edit Employee Details' form. At the top, there is a title bar with 'Edit Employee Details' and a close button. Below the title bar, there is a 'Revert changes' link. The form is divided into sections: 'Personal information' (Name: CHEN XIAOHE, Identification type: NRIC (Citizen), Identification number: S2015112I) and 'Contact information' (Email address: testing@acra.gov.sg, Country code: 65, Mobile number: 81234567). The 'Contact information' section is highlighted with a red box. At the bottom, there are three buttons: 'Back', 'Save draft', and 'Next', with the 'Next' button highlighted by a red box.

Note: All entity and personal information (including UEN, company details, NRIC/FIN numbers, names and addresses) shown are dummy data for illustration purposes only.

Step 3: Review all information carefully. Tick the checkbox to complete the declaration and click “**Confirm**” to continue.

Edit employee details

1

2

3

Edit employee details

Review and Confirm

Completion

Review and confirm

Review the information below before submitting.

Entity information

Entity name	UEN
MAIN BIZONEU	53405021B

Personal information

Name	Identification type	Identification number
CHEN XIAOHE	NRIC (Citizen)	S2015112I

Contact information

Mobile number	Email address
+65 8123 4568	testing@acra.gov.sg

☒ I, EMMA XU, declare that:

- 1 The above information submitted is true and correct to the best of my knowledge and I am authorised to file this application/transaction.
- 2 I am aware that I may be liable to prosecution if I submit any false or misleading information in this application/transaction.

← Back

Confirm →

Step 4: Upon successful submission, you will receive an acknowledgement message.

Edit employee details

1

2

3

Edit employee details

Review and Confirm

Completion

Transaction has been approved

Your transaction has been successfully submitted and approved.

Go to My Transaction

Transaction details

Entity name	Transaction name	Transaction ID	Date and time
MAIN BIZONEU	Edit CSP employee	T250105641	14 Dec 2025 01:48 PM

7) Accessing list of RQIs/CSP employees

Ensure you are on the correct employee type page.

- If you wish to download the list of RQI, select “**Registered Qualified Individuals**”.
- If you wish to download the list of CSP employee, select “**Authorised CSP employees**”.

Step 1: Click “**Export**” and select the file type you wish to download.

My RQIs and authorised employees

This eService allows a Corporate Service Provider (CSP) to manage their Registered Qualified Individuals (RQI) and to manage filing access and contact information of employees that are authorised to perform filings on behalf of their clients.

Export ^

+ Appoint RQI/Add employee

CSV

XLSX

Search by name or identification number

Registered Qualified Individuals Authorised CSP employees

Filters 8 result(s) Sort by: Latest v

Step 2: The file will include the name, appointment status, mobile number, email address, appointment and withdrawal date of the RQIs/CSP employees.

	A	B	C	D	E	F	G
1	Full Name	Appointment Status	Mobile Number	Email Address	Appointment Date	Withdrawal Date	
2	CHEN XIAOHE	APPTD	65 8 test		14/12/2025		
3	Mark Scout	APPTD	65 8 aha		3/12/2025		
4	KIT HARRINGTON	CEASE	65 8 aha		26/11/2025	2/12/2025	
5	GRACE HO	CEASE	65 9 test		25/11/2025	14/12/2025	
6	JASMINE LEE	APPTD	65 9 exai		18/11/2025		
7	JACK WONG	APPTD	65 8 test		18/11/2025		
8	AANIE TOH (LEE YONG) @ JENNIFER (TAN) MRS PINYIN	APPTD	65 9 exai		17/11/2025		
9	CHEN XIAOHE @ AH HE	CEASE	65 9 exai		17/11/2025	25/11/2025	
10							

Updated as of 15 Dec 2025