

**Summary of resolved Bizfile issues pertaining to the following transaction types:**

- 1. Register new charge**
- 2. Variation of charge**
- 3. Satisfaction of charge**

S/N	Transaction Type	Issue Encountered	Solution
1.	<b>Register new charge</b>	<p><b><u>Incorrect or missing information in notification</u></b></p> <p>The following details were displayed incorrectly or were missing in the notifications sent to your Bizfile Inbox:</p> <ul style="list-style-type: none"> <li>- Lodger’s UEN and entity name were displayed instead of chargor’s UEN and entity name</li> <li>- Missing suffix (e.g. “Pte Ltd”) for chargor and corporate chargee</li> </ul>	<p>These issues have been resolved. Please be assured that this was only a display issue and did not affect data accuracy. The extract will show the correct chargee and chargor’s entity name with suffix.</p>
2.	<b>Register new charge</b>	<p><b><u>Character limit for non-locally registered entity name</u></b></p> <p>The entity name field for non-locally registered entities is limited to 20 characters.</p>	<p>The issue has been resolved. You can proceed to re-file your transactions.</p> <p>When registering the charge, enter the lodgement date as the “Date of Creation”; this will bypass the “Court order for extension” section. After filing, contact ACRA with your transaction number to backdate the “Date of Creation” to reflect the original date in our records.</p> <p>This provision applies specifically to charge registration filings impacted by Bizfile system issues.</p>

3.	<b>Register new charge</b>	<p><b><u>“File not supported” error</u></b></p> <p>You encountered an error message stating “File not supported” when attempting to upload supporting documents.</p>	<p>Rename your file before uploading, ensuring the file name:</p> <ul style="list-style-type: none"> <li>• Contains only letters (A-Z, a-z) and numbers (0-9)</li> <li>• Does not include special characters or symbols (such as ., @, #, \$, %, &amp;, *)</li> <li>• Avoids foreign characters or spaces</li> </ul>
4.	<b>Register new charge</b>	<p><b><u>Error message when making payment</u></b></p> <p>You encountered an error message stating “Sorry, the server encountered an unexpected error” when attempting to make payment.</p>	<p>The issue has been resolved. You can proceed to re-file your transaction by continuing with your existing draft or start a new transaction.</p> <p>When registering the charge, enter the lodgement date as the “Date of Creation”; this will bypass the “Court order for extension” section. After filing, contact ACRA with your transaction number to backdate the “Date of Creation” to reflect the original date in our records.</p> <p>This provision applies specifically to charge registration filings impacted by Bizfile system issues.</p>
5.	<b>Register new charge</b>	<p><b><u>Error message when submitting the transactions</u></b></p> <p>You encountered an error message stating “Invalid format” when attempting to file your transaction.</p>	<p>The issue has been resolved. You can proceed to re-file your transactions.</p> <p>When registering the charge, enter the lodgement date as the “Date of Creation”; this will bypass the “Court order for extension” section. After filing, contact ACRA with your transaction number to backdate the “Date of Creation” to reflect the original date in our records.</p> <p>This provision applies specifically to charge registration filings impacted by Bizfile system issues.</p>

6.	<b>Variation of charge</b>	<p><b><u>eService is unavailable</u></b></p> <p>Variation of charge eService is not available in the mega menu.</p>	<p>You can submit the transaction using the “General lodgement” eService. Follow these steps:</p> <ol style="list-style-type: none"> <li>1. Log in to Bizfile using Corppass.</li> <li>2. Select your profile and entity on the “My profile – select profile” page.</li> <li>3. From the mega menu, select “Others” &gt; “General Lodgement”.</li> <li>4. Scroll to the introduction page, select “Other General Lodgement” from the dropdown list.</li> <li>5. Download the <a href="#">form</a>, complete and upload it as part your submission.</li> </ol> <p>The eform will display the lodger’s entity name and UEN. We will update this to the chargor’s entity and UEN after the transaction has been submitted and processed.</p>
7.	<b>Satisfaction of charge</b>	<p><b><u>eService is unavailable</u></b></p> <p>Satisfaction of charge eService is not available in the mega menu.</p>	<p><b>For position holders or appointed CSPs filing the transaction for the chargor (borrower)</b></p> <ol style="list-style-type: none"> <li>1. Log in to Bizfile using Corppass.</li> <li>2. Select your profile and entity on the “My profile – select profile” page.</li> <li>3. From the mega menu, select “Manage” &gt; “File variation/satisfaction of charges”</li> </ol>

			<p><b>For appointed CSPs filing the transaction for the chargee (lender)</b></p> <p>Before filing, authorised position holders of CSPs and Qualified Individuals must first add the chargor to their client list using the “Maintain CSP client list” eService.</p> <ol style="list-style-type: none"> <li>1. Log in to Bizfile using Corppass.</li> <li>2. Select the chargor’s profile and entity on the “My profile – select profile” page.</li> <li>3. From the mega menu, select “Manage” &gt; “File variation/satisfaction of charges”.</li> </ol>
8.	<b>Satisfaction of charge</b>	<p><b><u>Unable to submit transaction</u></b></p> <p>Click “Submit” button and the page scrolled to the top.</p>	<p>The issue has been resolved. You can proceed to re-file your transactions.</p> <p>Please clear your cache and start a new transaction.</p>