

Summary of resolved Bizfile issues pertaining to the following transaction:

1. File Annual Returns/Declarations and Financial Statements

S/N	Transaction Type	Issue Encountered	Solution
1	File Annual Returns/Declarations and Financial Statements	<p><u>Access denied error</u></p> <p>After logging in to Bizfile, you encountered an error message stating “Sorry, you are not authorised to view this page” after:</p> <ul style="list-style-type: none"> - Selecting the entity to file the annual returns - Selecting the “File annual returns” transaction from the mega menu - Selecting the “File annual declarations” transaction from the mega menu 	<p>Log in to Bizfile using your Corppass credentials instead of Singpass. Corppass is required for filing annual returns, annual declarations, or financial statements.</p>
2	File Annual Returns/Declarations and Financial Statements	<p><u>Missing or Inaccurate Information on "Review Entity Information" Page</u></p> <p>The following fields are missing or inaccurate on the “Review entity information” page:</p> <ul style="list-style-type: none"> - Missing building name in registered office address - Date entered as a member for position holder - Shareholders indicated as “undefined” - Suffix (e.g. “Pte Ltd”) not displayed for position holders or shareholders which are corporate entities 	<p>These issues have been resolved. You can proceed to re-file the annual returns.</p>

3	File Annual Returns/Declarations and Financial Statements	<p><u>Error messages when submitting annual returns</u></p> <p>You encountered one or more of the following error messages when submitting the annual returns transaction:</p> <ul style="list-style-type: none"> - “Missing mandatory fields” - “Please review and correct the highlighted fields” - “Sorry, the server encountered an unexpected error” - “Sorry, something went wrong. Please try again.” - “Selected auditor must have an active PA status on the Date of Independent Auditor's Report” - “Local Company (excluding Public Company Limited by Guarantee) should have Share Capital and Shareholdings” - “Fields for audit information section are missing” 	<p>These issues have been resolved. You can now proceed to re-file the annual returns.</p> <p>Before re-filing, please ensure all position holders' email addresses are in the correct format and accurately entered. Any incorrect email addresses can be updated via the "Update position holder information" eService.</p> <p>If you encounter the same issue, try clearing your browser's cache and opening a new browser window.</p>
4	File Annual Returns/Declarations and Financial Statements	<p><u>Error encountered for dormant relevant company</u></p> <p>Dormant relevant company that did not prepare a set of financial statements and statement by directors could not complete the mandatory field “Director who signed the statement by directors” when filing the annual returns.</p>	<p>The issue has been resolved. Dormant relevant company can now proceed to re-file the annual returns without completing the field “Director who signed the statement by directors”.</p>

5	File Annual Returns/Declarations and Financial Statements	<p><u>Unable to select resigned directors</u></p> <p>Companies whose financial statements and statement by directors were signed by a director who had since resigned were unable to select the resigned director under the field “Director who signed the statement by directors” when filing the annual returns.</p>	<p>The issue has been resolved. The field “Director who signed the statement by directors” now includes resigned directors as selectable options. You can now proceed to re-file the annual returns.</p>
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