

Summary of resolved Bizfile issues pertaining to the following transaction:

- 1. Registration/Renewal of Corporate Service Providers (CSPs)**
- 2. Manage filing access for CSP employees**
- 3. CSP/Qualified Individual (QI) registration and renewal**

S/N	Transaction Type	Issue Encountered	Solution
1	Maintain CSP Client List	Unable to add VCC entity/VCC entity not appearing in the client list.	Our technical team has investigated the issue and implemented a fix. You should be able to add a VCC entity and locate it in the client list. You may proceed to refile your transaction.
2	Maintain CSP Client List	Unable to locate your client after adding to the client list.	Our technical team has investigated the issue and implemented a fix. You should be able to locate your client in the client list. You may proceed to verify that they have been added successfully.
3	Maintain CSP Client List	Difficulties encountered when seeking endorsement from the client when the client is added to the client list.	Please refer to the step-by-step e-guide to perform endorsement. https://go.gov.sg/bizfileguideclientendorsement
4	Maintain CSP Client List	Encountered one or more of the following error messages when filing your transactions: <ul style="list-style-type: none"> - Gateway timeout - Sorry, the server encountered an unexpected error 	Our technical team has investigated the issue and implemented a fix. You may proceed to refile your transaction.

5	Manage filing access for CSP employees	No filing access rights for CSP employees following the migration to the new Bizfile system. This mainly impacted a small group of CSP employees who previously had access to the old BizFile system.	This issue has been resolved. CSP employees may proceed to verify that they have filing access to the new Bizfile system.
6	Manage filing access for CSP employees	CSP employees added after 9 December 2024 were granted filing access but still encountered issues accessing the new Bizfile system.	This issue has been resolved. CSP employees may proceed to verify that they have filing access to the new Bizfile system.
7	CSP/QI registration and renewal	CSP/QI status does not show the latest status.	These issues have been resolved. You can proceed to re-file the transaction.
8	Maintain CSP Client List	Incorrect client name listed in the authorisation request form when the client performs endorsement of the CSP.	Our technical team has investigated the issue and implemented a fix. The correct client name should be reflected on the authorisation request form.

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