

Frequently Asked Questions (FAQs) on Alternate Address and Contact Address

Information about Alternate Address and Contact Address

Q1: Is there any difference between Alternate Address and Contact Address?

A: Alternate Address and Contact Address are similar, with the following distinctions:

- It is mandatory that a Contact Address is provided.
- There is no additional fee to provide a Contact Address.

Q2: Is it compulsory to provide an Alternate Address?

A: Providing an Alternate Address is optional. If you do not have any address in mind to register as an Alternate Address now, you can always do so later.

Q3: Who can register for an Alternate Address?

A: Please refer to the table below for details.

Entity Type / Professional	Who can provide Alternate Address	eServices to provide Alternate Address
Local Company	<ul style="list-style-type: none"> • Director • Alternate Director • Managing Director • CEO • Public Accountant Employee • Director under S17(3)(d) of Accountants Act ("AA") • Secretary 	<ul style="list-style-type: none"> • Application for New Company Name • Incorporation of Local Company • Registration of Amalgamation • Transfer of Registration (Re-Domiciliation) • Change in Company Information including Appointment/Cessation of Company Officers/Auditors • Change in Personal Particulars of Company Officers
Foreign Company	<ul style="list-style-type: none"> • Authorised Representative • Director 	<ul style="list-style-type: none"> • Application for New Foreign Company Name • Registration of Branch of Foreign Company • Change in Foreign Company Information including Appointment /

		<p>Cessation of Directors / Authorised Representatives</p> <ul style="list-style-type: none"> • Change in Personal Particulars of Authorised Representative or Directors
Business	<ul style="list-style-type: none"> • Owner • Nominee / Trustee • Authorised Representative 	<ul style="list-style-type: none"> • Application for a New Business Name • Application to Register Person(s) and Business Name • Change in Business Information including Appointment / Cessation of Business Owner / Authorised Representative • Change in Personal Particulars of Business Owners or Authorised Representatives • Notice of Death
Limited Liability Partnership	<ul style="list-style-type: none"> • Partner • Manager • Public Accountant Employee • Partner under AA S18A(3)(e) 	<ul style="list-style-type: none"> • Application for a New LLP Name • Application to Register a New LLP • Change in LLP Information including Appointment / Cessation of Partners / Manager • Change in Personal Particulars of Partners or Managers • Conversion from LLP to ALLP • Conversion from PAC to ALLP • Conversion from PAF to ALLP • Conversion of Business to LLP • Conversion of Company to LLP
Limited Partnership	<ul style="list-style-type: none"> • General Partner • General Partner as Nominee/Trustee • Limited Partner • Manager 	<ul style="list-style-type: none"> • Application for a New LP Name • Application to Register a New LP • Change in LP Information including Appointment / Cessation of Partners / Manager • Changes in Personal Particulars of Partners or Managers
Public Accounting Firm	<ul style="list-style-type: none"> • Partner • Public Accountant Employee 	<ul style="list-style-type: none"> • Name Application for Public Accounting Firm • Application for Approval of Public

	<ul style="list-style-type: none"> Partner under AA S18A(3)(c) 	<ul style="list-style-type: none"> Accounting Firm Change in Particulars of Officer in a Public Accounting Firm Change of Public Accounting Firm Details
Public Accountant / Approved Liquidator	Public Accountant	<ul style="list-style-type: none"> Application for Registration as a Public Accountant Change in Particulars of a Public Accountant Change in Particulars of Approved Liquidator

Q4: When can I apply for an Alternate Address without a fee?

A: You can apply for an Alternate Address without a fee from 23 August 2024 onwards.

Q5: Will ACRA issue refunds for fees paid for Alternate Address applications lodged before 23 August 2024?

A: No, Alternate Address application fees are final and non-refundable for applications submitted before 23 August 2024.

Q6: When will the registration fee waiver for Alternate Address end?

A: It will be waived until the commencement of the Contact Address regime in end 2024.

Q7: I hold position in multiple entities. Do I have to file Contact Address for each entity?

A: You only need to file a Contact Address for one of the entities. The same Contact Address will be updated for all associated entities.

Q8: Can I provide different Contact Addresses for different entities?

A: No, you can only provide one Contact Address for all associated entities.

Q9: Can I provide a Contact Address in Singapore if I am residing overseas currently?

A: No, the Contact Address must be in the same jurisdiction as the Residential Address. For example, if your Residential Address is in Malaysia, you cannot provide a Contact Address in Singapore, and vice versa. This is similar to the Alternate Address concept in current BizFile+.

Q10: Should I file an Alternate Address or Contact Address in current BizFile+?

A: You can only file an Alternate Address in the current BizFile+ system. No action is required if you're satisfied with your Residential Address or existing Alternate Address becoming your Contact Address when the new regime commences in the new Bizfile system at the end of 2024. Under the new Contact Address regime, you will be able to update your Contact Address at any time.

Q11: What address will be converted to Contact Address in the new system?

A: If you have an existing Alternate Address, it will be automatically converted to your Contact Address. If you do not have an Alternate Address, your Residential Address will be converted to your Contact Address.

Shareholder Address Information

Q1: Can individual shareholders provide Alternate Address currently? What address will be used as the Contact Address in the Contact Address regime?

A: Currently, individual shareholders who hold no other position in an entity cannot provide an Alternate Address. However, as their current addresses will be automatically converted to Contact Addresses upon the commencement of the Contact Address regime by end 2024, shareholders who wish to update their current addresses in ACRA's public records can engage their company secretaries or Corporate Service Provider (CSP) to do so via the eService "**Change in Particulars of Shareholders**" from 23 August 2024.


Q2: How can I submit a different location to prevent my residential address from becoming the Contact Address, considering that I cannot modify my shareholder's address, which is automatically prefilled with my residential address?

A: If you are both a position holder and a shareholder, you can register or update an Alternate Address via the eServices intended for position holders. If you are solely

a shareholder, please engage your company secretaries or Corporate Service Providers (CSP) to access the eService “**Change in Particulars of Shareholders**” and review the address under the section, “**Current address displayed in ACRA’s public records**”.

If the address can be used as the Contact Address, no action is required. If you wish to provide a new address, your company secretaries or CSP can file a new address by following the instructions on the web form. The new address will be publicly displayed upon successful submission and will automatically convert to the Contact Address upon the commencement of the Contact Address regime.

Please refer to the screenshot below:

Current address displayed in ACRA’s public records 

Current address displayed in ACRA’s public records

26 SPRINGLEAF WALK
SPRINGLEAF GARDEN
SINGAPORE 787878

Do you want the address continued to be displayed in ACRA’s public records?*

If you provide a new address, it will automatically convert to the Contact Address when we transition to the new Contact Address regime at the end of 2024. Otherwise, the existing displayed address in ACRA’s public records will be automatically converted to the Contact Address.

Yes No

Q3: Do corporate shareholders need to provide Contact Address?

A: No, Contact Address serves as protection for individuals' residential addresses and does not apply to corporate shareholders.

Contact Address Information

Q1: What is a Contact Address?

A: A Contact Address is a location within the same jurisdiction as your residence where you can be contacted (e.g. your office, your corporate service provider's office, etc.), and it cannot be a P.O. Box address. You are free to use your residential address as your Contact Address if you prefer.

Q2: Is it compulsory to provide a Contact Address?

A: Yes, providing a Contact Address is mandatory for all position holders, public accountants and shareholders.

Q3: When do I need to provide a Contact Address?

A: You are required to provide a Contact Address when the Contact Address regime commences at the end of 2024.

Q4: Will ACRA send official correspondences to the Contact Address or the residential address?

A: ACRA will continue sending official correspondences to the residential address, not the Contact Address.

Q5: Does Contact Address apply to Variable Capital Companies (VCCs)?

A: Contact Address regime will apply to VCCs at a later stage. The fee waiver for filing of Alternate Addresses in VCCs will be made known later.