

**The Government of
The Republic of Singapore**



**Ministry of Manpower,
Foreign Manpower Management
Division, Employment Agency
Licensing Branch**

**User Guide to Online Business
Licensing Service (OBLS)**

Version 1.0

Using Online Business Licensing Service (OBLS)

Using Online Business Licensing Service (OBLS) Employment Agency

This user guide is designed to guide users of the On-line Business Licensing Service (OBLS).

Contents	Page
PC Setup / Requirement -----	4
Important Notes -----	5
Section 1 – Guide to register/deregister employment agency personnel -----	7
1.1 Who can register/deregister an employment agency personnel? -----	7
1.2 How do I register/deregister my employment agency personnel? -----	7
Section 2 – Guide to getting help -----	24
2.1 Who do I contact when I encounter problem? -----	24

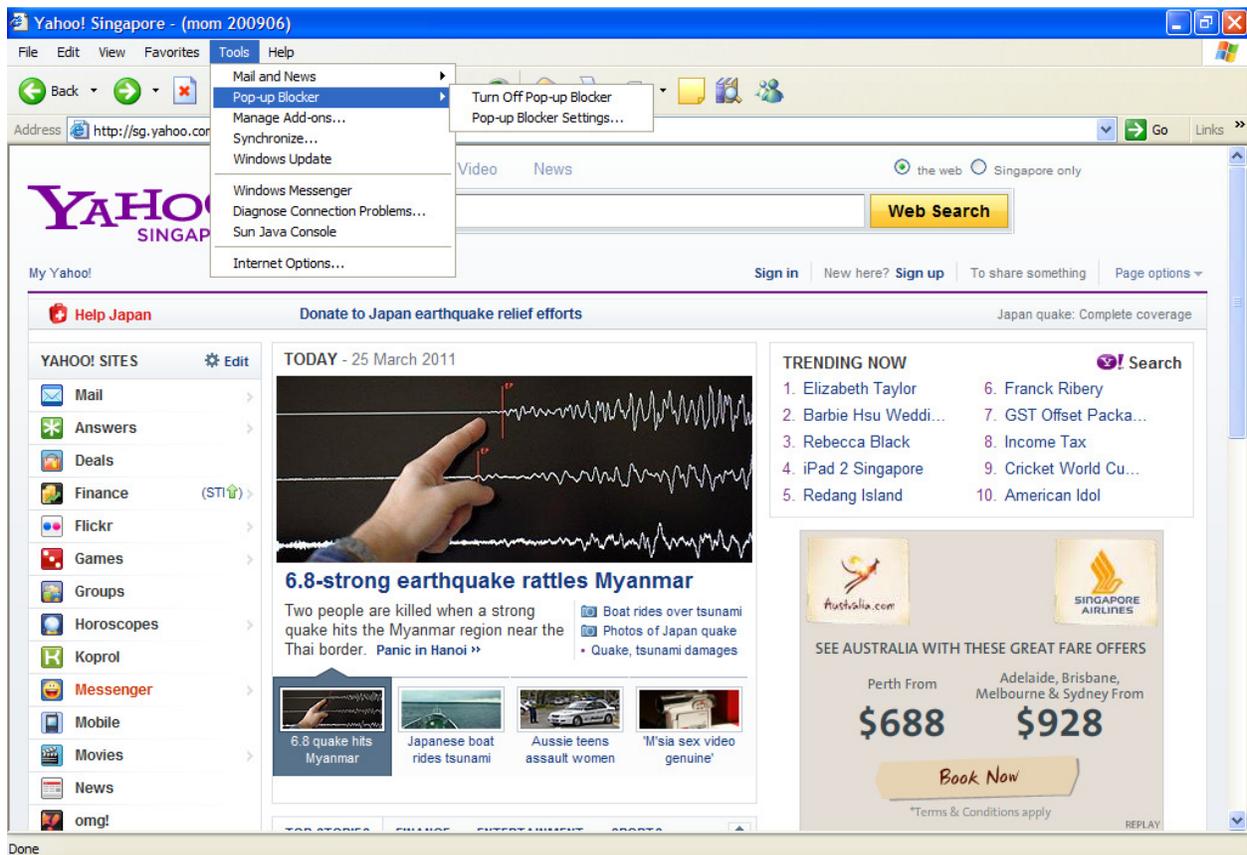
PC Setup / Requirement

To be able to access the system, you would need a PC with Internet access. To access the website, please use the recommended internet browser software:

- Internet Explorer
- Mozilla Firefox
- Safari

Please adopt the recommended settings for internet browser software:

- Turn off any pop-up blocker (Using Internet Explorer as an example)



Important Notes

While accessing/using OBLs, please be reminded of the following:

- Use the recommended internet browser software
- Adopt the recommended settings for your Internet browser under the “PC Set Up / Requirements” section of this user guide.
- Do not click on the browser BACK, FORWARD or REFRESH button.
- Do not leave OBLs idle for more than 15 minutes.
- Always log out of OBLs when not in use.
- Should you be prevented from carrying on any transactions in OBLs at any point in time, please close the Internet Browser program and then re-start the Internet Browser program again.

Using Online Business Licensing Service (OBLS)

Employment Agency Personnel Registration/Deregistration

Section 1 – Guide to register/deregister an employment agency personnel

1.1. Who can register/deregister an employment agency personnel?

Only authorized filer of an employment agency will be able to register/deregister an employment agency personnel. The authorized filer is limited to the following positions.

Business – Owner, Licensee

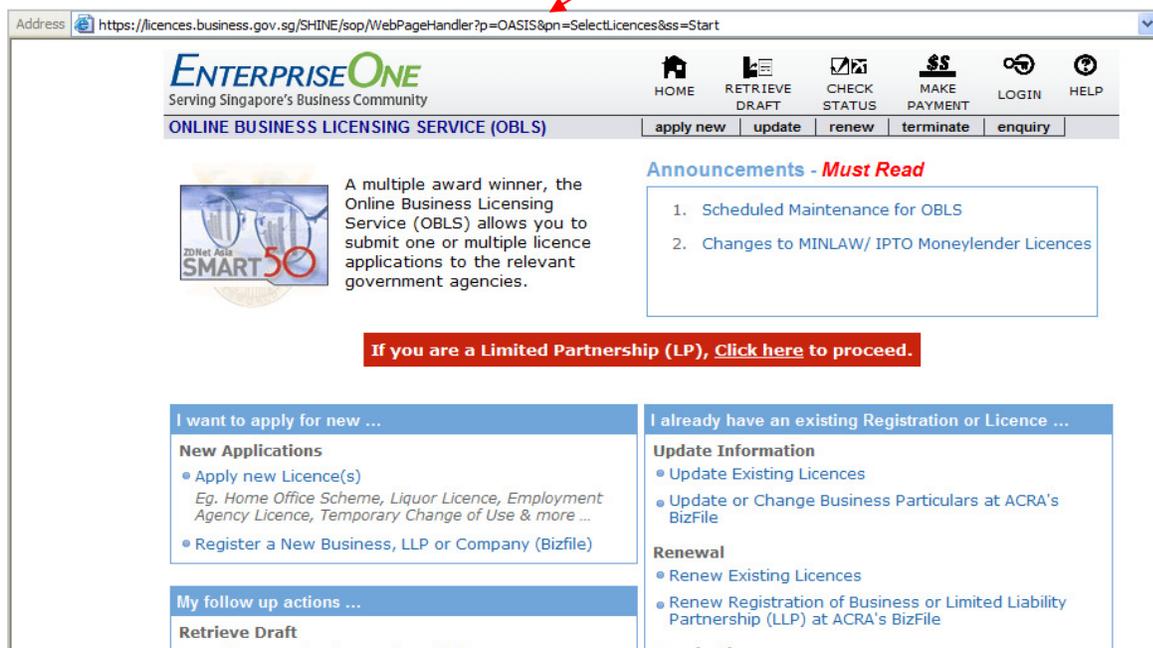
Company: Director, Managing Director, Agent

Limited Liability Partnership: Partner, Manager

1.2 How do I register/deregister my employment agency personnel?

Step 1: Launch Internet Explorer/Safari/Mozilla Firefox

Step 2: Enter the following URL: <https://licences.business.gov.sg> in the address link.



Address <https://licences.business.gov.sg/SHINE/sop/WebPageHandler?p=OASIS&pn=SelectLicences&ss=Start>

ENTERPRISE ONE
Serving Singapore's Business Community

HOME RETRIEVE DRAFT CHECK STATUS MAKE PAYMENT LOGIN HELP

ONLINE BUSINESS LICENSING SERVICE (OBLs) apply new update renew terminate enquiry

SMART 50
22nd Net Asia

A multiple award winner, the Online Business Licensing Service (OBLs) allows you to submit one or multiple licence applications to the relevant government agencies.

Announcements - Must Read

- Scheduled Maintenance for OBLs
- Changes to MINLAW/ IPTO Moneylender Licences

If you are a Limited Partnership (LP), Click here to proceed.

I want to apply for new ...

New Applications

- Apply new Licence(s)
Eg. Home Office Scheme, Liquor Licence, Employment Agency Licence, Temporary Change of Use & more ...
- Register a New Business, LLP or Company (Bizfile)

My follow up actions ...

Retrieve Draft

I already have an existing Registration or Licence ...

Update Information

- Update Existing Licences
- Update or Change Business Particulars at ACRA's BizFile

Renewal

- Renew Existing Licences
- Renew Registration of Business or Limited Liability Partnership (LLP) at ACRA's BizFile

Step 3: Click on [update] tab at the top right hand corner

ENTERPRISE ONE
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HOME RETRIEVE DRAFT CHECK STATUS MAKE PAYMENT LOGIN HELP

ONLINE BUSINESS LICENSING SERVICE (OBLs) | apply new | **update** | renew | terminate | enquiry

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- Renew Existing Licences
- Renew Registration of Business or Limited Liability Partnership (LLP) at ACRA's BizFile

Step 4: Click on Government Agencies tab.

Quick Start to New Application

Select One or More Licences to Apply

Type keyword(s)

Eg. Food Shop Licence -- key in "Food" or "Food Shop"

in

Industries / Business Activities | **Government Agencies**

Industries / Business Activities >

- Entertainment, Recreation and Sports
- Events and Exhibition Services
- Food and Beverage Outlet
- Hotel and Accommodation
- Manufacturing
- Retail
- Services

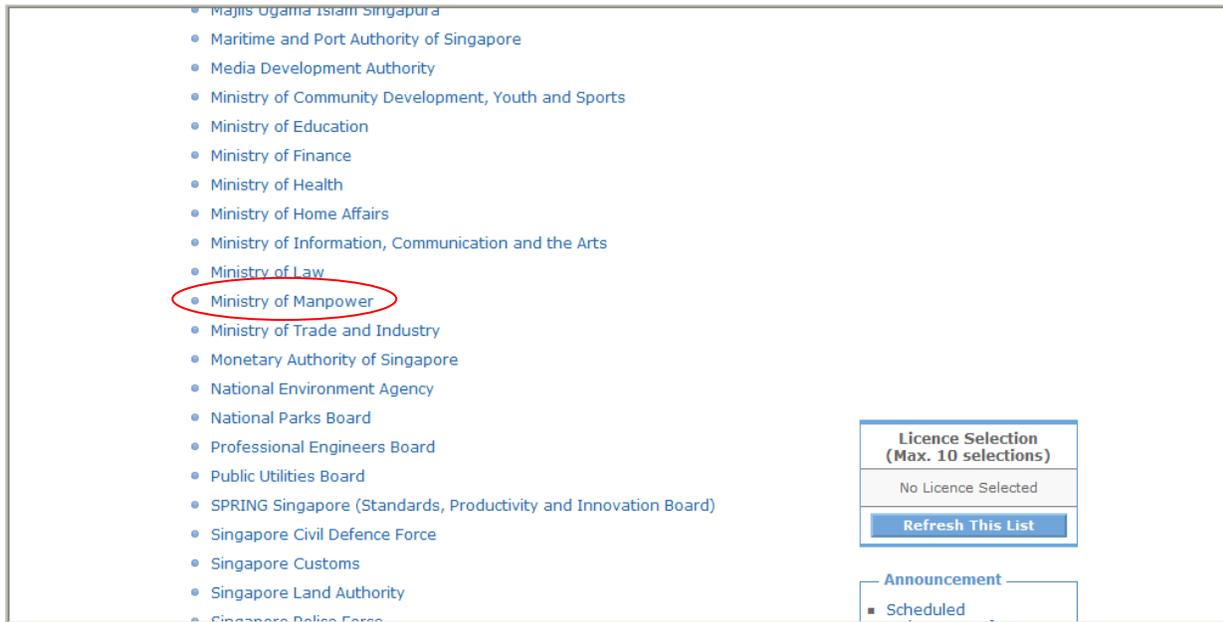
Licence Selection (Max. 10 selections)

No Licence Selected

Announcement

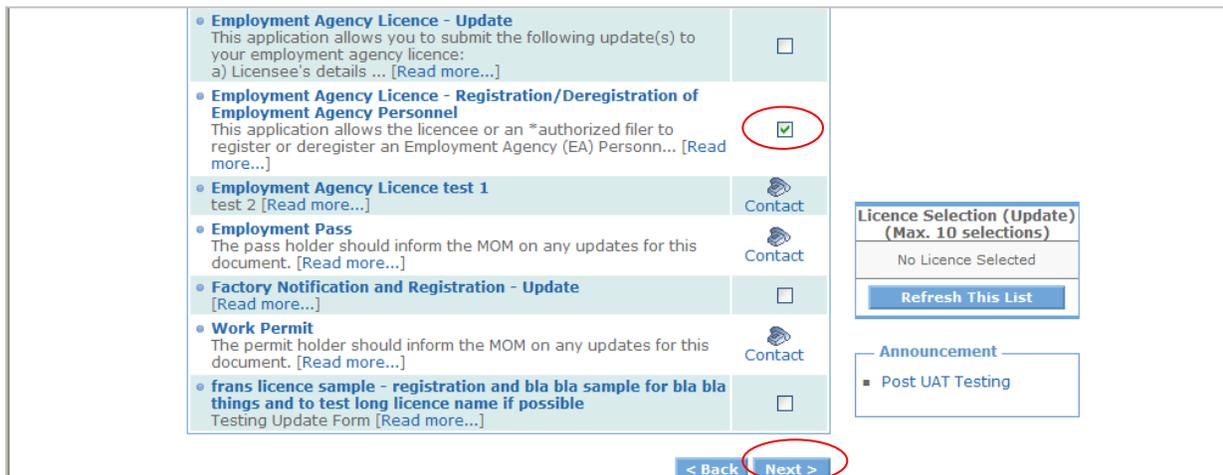
- Scheduled Maintenance for OBLs

Step 5: From the list of government agencies shown below, click on Ministry of Manpower.



Step 6: From the list of licences shown below, check Employment Agency Licence – Registration/Deregistration of EA Personnel

Step 7: Click on [**Next**] as below.



Step 8: At the screen below, you should see:

- Licence Fee

Step 9: Click on [**Proceed**]

Update

You have chosen the following licences to update:

Licence Name	Agency	Fee ¹	Amt (S\$)	Remove?
Employment Agency Licence - Registration/Deregistration of Employment Agency Personnel	MOM	Licence Fee	To be determined	<input type="checkbox"/>
Total (excluding GST) : S\$ --				

¹ The actual fees may vary depending on your application.

Payment modes
Payment by Visa, MasterCard, Direct Debit through Internet Bank Account

Step 10: At the screen below, you should:

- Select your organization type and enter your UEN number.
- Click on [**Proceed**]

Tell us more about yourself/organisation.

My organisation is:

ACRA registered.
My Registration Number (UEN) is: [See Examples](#)
Forgotten your Registration Number (UEN)? [UEN.](#) Please ensure that you have your Registration Number (UEN) ready. If you do not have one, you will need to apply for a Business Registration or Company Incorporation. [More information on](#)

a non-ACRA registered organisation
Please enter your Organisation Name and Registration Number:

Organisation Type:
Organisation Name:
Registration Number:

a business **exempted** from registration with ACRA (e.g. hawker and taxi driver).

* You would be prompted for your SingPass if you click on the "Proceed" button.

Step 11: At the screen below, you should:

- Check that you have the following document stated.
- Click on [**Proceed**]

Required Documents for Submission

Please prepare the following documents to complete your online submission.

MOM Employment Agency Licence - Registration/Deregistration of Employment Agency Personnel	
a. Photograph of employment agency personnel you wish to register	If you are registering an EA Personnel, please include and name photo as NRIC/FIN/WP No.jpg (e.g. S0000001Z.jpg). Also ensure photo dimension is 120x100pixel and size is less than 20Kb. You can zip up the photos if you are doing multiple registrations.

Note: Uploading of supporting documents is available after all licence forms are completed.

Click "Proceed" to log on to SingPass. Or "Return" to go back to the last page.

Return
Proceed

Step 12: Enter your Singpass details.




 Secure
[Terms of Use](#) | [FAQs](#) | [Help](#) | [About Us](#)

Welcome

to SingPass Authentication Service

SingPass ID (Enter your [Identification Number](#))
e.g. S1234567G, G1234567G

SingPass (8-24 characters, CASE-SENSITIVE)

[Tick here to change your SingPass](#)

By clicking on the **Submit** button, you agree to be bound by the terms specified in the [Terms of Use](#) and Important Notes below.

For tips on Online Security, [Click here.](#)

Step 13: OBLS will display some basic information about your personal particulars. If the information is correct, please click on [**Proceed**].

Personal Particulars

UIN	S0750313Z
Name	NAME OF S0750313Z
Gender	MALE
Nationality	SINGAPORE CITIZEN
Date of Birth	27/07/1968

Your personal particulars as shown above will be shared with other Government agencies for the processing of your application. Please refer to the [privacy statement](#) for more information. If you do not agree, please [logout](#) from this licence application.

Step 14: OBLs will display basic ACRA information. If the information is correct, please click on **[Proceed]**.

Company/Business/Limited Liability Partnership/Limited Partnership Information

Registration Number (UEN)	199707844N
Company/Business/LLP/LP Name	ONLINE HARVESTS (S) PTE LTD
Registration Date	15/11/1997

1. Please verify that the Company/Business/LLP/LP information is correct.
2. Click on "Return" to re-enter Registration Number (UEN) if incorrect.

Step 15: You should see the screen below where the filer should do the following:

- Verify his/her particulars.
- Provide the information required
- Indicate the preferred mode of notification so that OBLs can update the filer on the application status.
- **Indicate your licence number and select whether you want to register/deregister Key Appointment Holder or Other EA Personnel.**
- When you are done, click on **[Proceed]**.
- If you intend to save, click on **[Save as draft]**.

Name	NAME OF S0750313Z
NRIC/Passport/FIN	S0750313Z
Nationality	SINGAPORE CITIZEN
Gender	MALE
Date of Birth (DD/MM/YYYY)	27/07/1968
Designation	<input type="text"/>
Office Tel No *	<input type="text" value="61234567"/>
Home Tel No	<input type="text"/>
Mobile No *	<input type="text" value="99999999"/> (Notify via SMS <input checked="" type="checkbox"/>)
Pager No	<input type="text"/>
Fax No	<input type="text"/>
Email *	<input type="text" value="pc_bond@hotmail.com"/> (Notify via email <input type="checkbox"/>)
MOM Employment Agency Licence - Registration/Deregistration of Employment Agency Personnel	
Licence Identification	
Licence No *	<input type="text" value="C939601C"/>
Registration/Deregistration of *	<input checked="" type="radio"/> Key Appointment Holder <input type="radio"/> Other EA Personnel
<input type="button" value="Save As Draft"/> <input checked="" type="button" value="Proceed"/>	

Step 16: You will be shown the page below where you have the following 3 options:

- You can view your latest ACRA information before you submit the update to MOM.
- You can be re-directed to ACRA to submit an update with ACRA first. Note that you will not be re-directed back to OBLs. You will have to wait till ACRA has updated your record before continuing with your update at OBLs.
- If you are ready to proceed with registration or deregistration of your employment agency personnel, click [**Proceed**].

Verify Business/Company/LLP-related information with ACRA

Before updating your licensing information, please ensure that the information that you have with ACRA is up-to-date. If pre-approval is required from the Licensing Agency for updating the ACRA information, please ensure that you have obtained the necessary approval before proceeding to update ACRA.

1. If you wish to view your latest business/company/LLP-related information with ACRA, click the "View ACRA Details" button.
2. If you wish to update and follow up with ACRA first, click the "Re-direct to ACRA" button. Note that by doing so, you will exit this system. When you come back to this system after updating ACRA, please click on "Retrieve Draft" to retrieve this draft application.
3. If you are ready to proceed with the updates, click on the "Proceed" button.

Step 17: You will be given a draft ID as shown below. With this draft ID, you can retrieve your draft at a later stage by clicking on the [**Retrieve Draft**] tab at the top left corner. You will see a 'Incomplete' status – This is because you have yet to fill anything for submission in the online form. Simply click on the [**Fill Form**] button to proceed with the registration or deregistration process.

 Serving Singapore's Business Community ONLINE BUSINESS LICENSING SERVICE (OBLIS)	 HOME	 RETRIEVE DRAFT	 CHECK STATUS	 MAKE PAYMENT
	<input type="button" value="apply new"/>	<input type="button" value="update"/>	<input type="button" value="renew"/>	<input type="button" value="terminate"/>

Step 18: You should see the screen below where the filer should do the following:

- Proceed to complete the Registration/Deregistration of EA Personnel Form
- When you are ready, click on [**Fill Form**].

Complete Update Section(s)

1. Please complete every section of your online application form by clicking on the "Fill Form" button for each section.

A draft has been created. You can retrieve this draft application at a later stage by clicking on "Retrieve Previously Saved Draft(s)" link at the home page. Please take note of your draft ID when you need to retrieve draft applications.

In the event that your licence is stopped with a "Error ->" status, you can click on the "Error ->" hyperlink to see the possible reason(s) and make the necessary corrective measures before coming back to this draft application.

Summary	
Draft ID	244153
Date Saved	24/03/2011 04:23:44 PM

Section	Description	Agency	Time to Fill Form	Status	Actions
A	Employment Agency Licence - Registration/Deregistration of Employment Agency Personnel	MOM	5 mins	Incomplete	Fill Form

[Return](#)

Step 19: To register an employment agency personnel, check the box on Employment Agency Personnel Registration.

<p>Employment Agency Licence - Registration/Deregistration of Employment Agency Personnel</p> <p style="text-align: right;">Pages [1 2 Next>>]</p> <p>Please read the following instructions before you proceed.</p> <p>If you intend to register an Employment Agency(EA) Personnel, please:</p> <ol style="list-style-type: none"> 1. Tick the 'Employment Agency Personnel Registration' checkbox. 2. Complete the details of the EA personnel you wish to register <ul style="list-style-type: none"> - Please ensure name of the EA personnel is the same as in their NRIC/FIN/WP No - If a mobile number is specified in the Contact Number field, the proposed EA - personnel will receive updates on the registration application via mobile. 3. *Upload photos of the EA personnel you wish to register in the attachment page 4. Make payment of \$160 per EA personnel you wish to register <p>If you do not intend to register an EA personnel, please skip this page and click "Proceed" button to go to deregistration page.</p> <p><i>*When uploading photos in the attachment page, please ensure</i></p> <ul style="list-style-type: none"> - Photo dimensions are 120x100 pixels - Photo must be in JPG format ONLY - The maximum size of each photo is 20KB - Photo file name should only be NRIC/FIN.jpg (eg. S00000011.jpg) - If you have more than one photo to attach, you may zip it up and submit as one zip file <p>N.B. To avoid performance problems, it is recommended that you do not submit more than 20 registrations/deregistration per application.</p>													
<p><input checked="" type="checkbox"/> Employment Agency Personnel Registration</p> <p>Please click on "Save Draft" or "Proceed" button once you have finished amending the list below.</p> <p>1.</p> <table border="1"> <tr> <td colspan="2">Please note that you have selected to register Key Appointment Holder.</td> </tr> <tr> <td>Name *</td> <td><input type="text" value="abc"/></td> </tr> <tr> <td>NRIC/FIN/WP No *</td> <td><input type="text" value="S8708161C"/></td> </tr> <tr> <td>Contact Number *</td> <td><input type="text" value="99999999"/></td> </tr> <tr> <td>Email *</td> <td><input type="text" value="pc_bond@hotmail.com"/></td> </tr> <tr> <td colspan="2"><input type="button" value="Add"/></td> </tr> </table> <p style="text-align: right;">Pages [1 2 Next>>]</p> <p style="text-align: right;"> <input type="button" value="Return"/> <input type="button" value="Save As Draft"/> <input type="button" value="Proceed"/> </p>		Please note that you have selected to register Key Appointment Holder.		Name *	<input type="text" value="abc"/>	NRIC/FIN/WP No *	<input type="text" value="S8708161C"/>	Contact Number *	<input type="text" value="99999999"/>	Email *	<input type="text" value="pc_bond@hotmail.com"/>	<input type="button" value="Add"/>	
Please note that you have selected to register Key Appointment Holder.													
Name *	<input type="text" value="abc"/>												
NRIC/FIN/WP No *	<input type="text" value="S8708161C"/>												
Contact Number *	<input type="text" value="99999999"/>												
Email *	<input type="text" value="pc_bond@hotmail.com"/>												
<input type="button" value="Add"/>													

Step 20: You will be required to fill up the details of the KAH or Other Employment Agency Personnel (depending on your selection in Step 15)

*If you do not intend to register an Employment Agency Personnel, please skip Step 19 – 20.

Step 21: Click on **[Proceed]**

Step 22: To de-register an Employment Agency Personnel, please click the checkbox on “Employment Agency Personnel Deregistration”

Step 23: Enter the NRIC/FIN of the Employment Agency Personnel you wish to deregister

***If you do not intend to deregister an Employment Agency Personnel, please skip step 22 and 23.**

Employment Agency Licence - Registration/Deregistration of Employment Agency Personnel

Pages [<<Previous 1 2]

Please read the following instructions before you proceed.

If you intend to deregister an Employment Agency (EA) personnel, please:

1. Tick the 'Employment Agency Personnel Deregistration' checkbox.
2. Submit the NRIC/FIN/WP No of the EA personnel you wish to deregister

Once you click "Proceed", **you need not attach any photos in the attachment page if you are not registering any EA personnel.**

There will be no fees charged for deregistration of EA personnel.

If you do not intend to deregister an EA personnel, please [skip this page](#) and click "Proceed" button.

N.B. To avoid performance problems, it is recommended that you do not submit more than 20 registrations/deregistration per application.

Employment Agency Personnel Deregistration

Please click on "Save Draft" or "Proceed" button once you have finished amending the list below.

1.

Please note that you have selected to deregister Key Appointment Holder.
--

NRIC/FIN/WP No *

Pages [<<Previous 1 2]

Step 24: You should see the screen below where the filer should do the following (Skip this step if you are only doing deregistration):

- Browse for your photograph, click on **[Browse]**
- Attach your photograph, click on **[Upload]**
- Click on **[Proceed]**

PLEASE ENSURE THAT THE PHOTO UPLOADED FIT THE FOLLOWING REQUIREMENTS.

- FILENAME IS NRIC/FIN.JPG (E.G. S0750313Z)
- FILE SIZE IS MAXIMUM 20Kb
- PHOTO DIMENSION IS 120x100 PIXEL

IF YOU HAVE MORE THAN 1 PHOTO TO UPLOAD, YOU MAY ZIP UP ALL THE PHOTOS AS A SINGLE ZIP FILE BEFORE UPLOADING.

PLEASE NOTE THAT YOUR APPLICATION MIGHT BE DELAYED IF IT DOES NOT FULFILL THE ABOVE REQUIREMENTS.

Attach Supporting Documents

Read This Note to Avoid Delay

Your total attached documents' filesize must not exceed **2MB**.
Keep your number of attachments at **9 or below**.
Licensing departments may fail to receive your attachments if you exceed our recommended thresholds.

[Return](#) [Proceed](#)

MOM Employment Agency Licence - Registration/Deregistration of Employment Agency Personnel

[Submit Offline \(Submission Details\)](#)

Submit Online

C:\Documents and Settings\fmmpcj\ [Browse...](#) [Upload](#)

1 **Photograph of employment agency personnel you wish to register**
If you are registering an EA Personnel, please include and name photo as NRIC/FIN/WP No.jpg (e.g. S0000001Z.jpg). Also ensure photo dimension is 120x100pixel and size is less than 20Kb. You can zip up the photos if you are doing multiple registrations.

Document(s) Format(s) : (*.zip, *.jpg)

[Return](#) [Proceed](#)

Step 25: You should see the screen below where the filer should do the following:

- Verify registration/deregistration KAH or Other EA Personnel.
- Check the box under “Declaration” section, click on **[Submit Application]**

LICENCE DETAILS	
<input type="button" value="Update"/>	<input type="button" value="Original Licence"/>
Licence: Employment Agency Licence - Registration/Deregistration of Employment Agency Personnel	
<input checked="" type="checkbox"/> Employment Agency Personnel Registration	
Please click on "Save Draft" or "Proceed" button once you have finished amending the list below.	
1.	
	Please note that you have selected to register Key Appointment Holder.
Name *	abc
NRIC/FIN/WP No *	S8708161C
Contact Number *	99999999
Email *	pc_bond@hotmail.com
List of Supporting Documents Attached	
MOM Employment Agency Licence - Registration/Deregistration of Employment Agency Personnel	
a. Photograph of employment agency personnel you wish to register	None

DECLARATION	
General	
<input checked="" type="checkbox"/>	1. I declare that all the information given in this application form is true and correct.
	2. I am aware that legal action may be taken against me if I had knowingly provided false information.
	3. I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, confirmations, records, acknowledgements, information recorded in or produced from Licence Application at Business.gov.sg.

Step 26: Once application is submitted, click on [**Make Payment**].

Update Status	
You may wish to rename the description of your application by clicking on the "Edit" button. If you wish to withdraw any or all of the licences, click on the corresponding "Withdraw" or "Withdraw All" button respectively where applicable. For help, click on online help .	
NOTE!: Licences marked "Ready For Payment" requires payment. Click on the "Make Payment" button to do so.	
Update Details	
Update ID	U110053189
Description	U110053189 <input type="button" value="Edit"/>
Date	24/03/2011 04:40:21 PM
Remarks	
<ul style="list-style-type: none">Please note the Application ID for future references.Please make the necessary payment before your application can be processed.	
Licence Details	
<input checked="" type="checkbox"/> MOM Employment Agency Licence - Registration/Deregistration of Employment Agency Personnel	Status:Ready For Payment
Remarks from Government Agency	
<ul style="list-style-type: none">Please pay \$160.00 for Licence Fee.	

Step 27: You should see the screen below where the applicant should do the following:

- Verify General Details
- Verify Payment Details
- When you are ready, click **[Pay]**.

Payment

General Details			
Application ID	U110053189		
Description	U110053189		
Submitted on	24/03/2011 04:40:21 PM		
Payment Details			
S/N	Description	Amount (\$)	GST
Ministry of Manpower			
1.	Employment Agency Licence - Registration/Deregistration of Employment Agency Personnel - Licence Fee	160.00	0%
2.	GST Subtotal	0.00	
Total Amount Payable Excluding GST		160.00	
Total GST		0.00	
Total Amount Payable		160.00	
Return Pay			

Step 28: To select your preferred mode of payment, click on one of the icons under Payment Mode column.

🔒 You are now on a secure site.

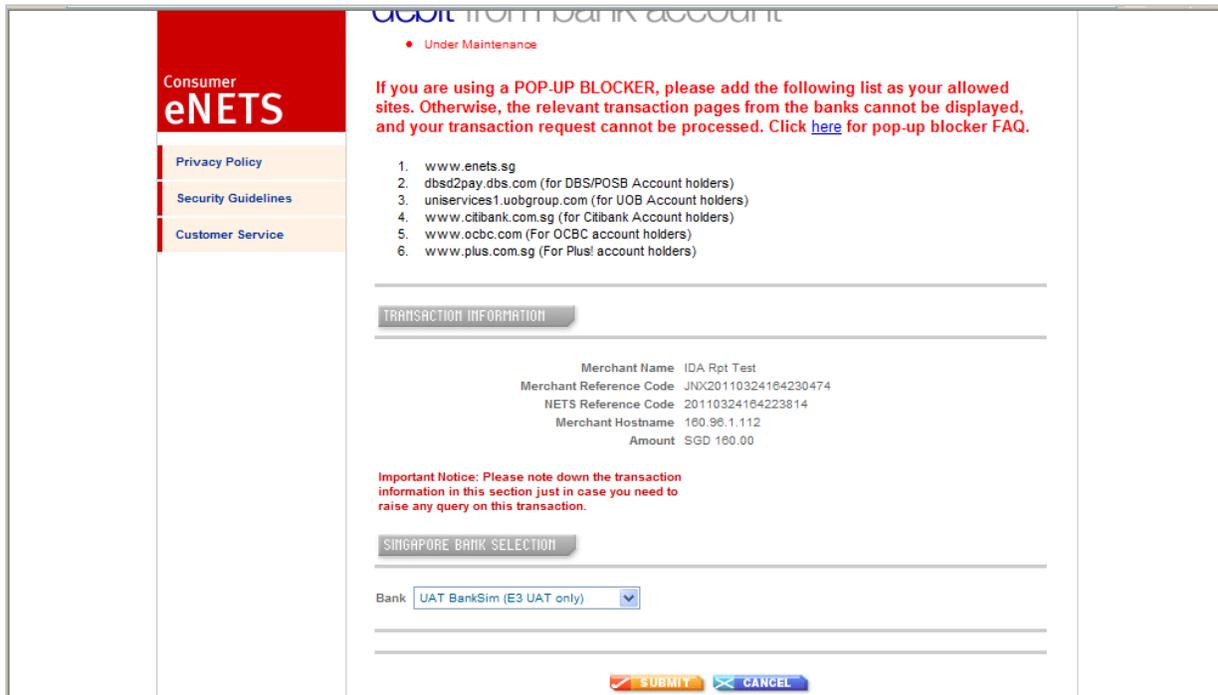
Please proceed to payment by clicking on the logo of your preferred payment mode:

Payment Mode	Description	Total Payable
	VISA/MasterCard payment mode Please have one of the following - VISA Credit Card, - MasterCard Credit Card, - MasterCard Debit Card or - Visa Electron Debit Card More	Amount: S\$ 160.00 Total payable: S\$ 160.00
	Internet Banking payment mode Please have the following - A valid Internet Banking account with Citibank, DBS, UOB, OCBC/ Plus! More	Amount: S\$ 160.00 Total payable: S\$ 160.00

IMPORTANT:

- Please make sure that all other opened browsers are closed before proceeding to make payment.
- DO NOT** close this browser while payment is in process. You may close this browser only after you receive the Official Receipt and an acknowledgement from the e-Service for successful payment.
- DO NOT** click on the browser buttons (example: Back, Reload/Refresh or Stop) while payment is in progress.
- For more information on each payment method, click on the "More" hyperlink of the respective payment mode.

Step 29: You will be redirected to a secured site for you to select your preferred bank, click on [**Submit**].



Step 30: After submitting, you should receive the 2 following acknowledgements:

- Transaction Notification from eNets, and
- Official invoice/receipt from OBLs. **(A SAMPLE COPY as below)**

Step 31: You advised to print the official invoice/receipt from OBLs for reference. After printing, you can click on [Close] both windows.

business.gov.sg - Receipt / Tax Invoice

Receipt Information			
Date / Time	: 22/12/2010 11:04:07 AM	Receipt No.	: MTI201012221028100
Name	: Load Tester	EP Ref No.	: CC10122211072946
Address	: 5 ANG MO KIO STREET 62 NCS HUB SINGAPORE 569141	Application ID	: C100051081

No.	Description	Amount (\$)	GST
Ministry of Manpower			
1	Employment Agency Licence - Licence Fee	350.00	0%
2	GST SubTotal	--	
Total Amount Payable Excluding GST		350.00	
Total GST		--	
Total Amount Payable		350.00	

Agency Information	
Ministry of Manpower	
Ministry of Manpower(Occupational Safety & Health Division) 18 Havelock Road Singapore(059764)	
Ministry of Manpower (Foreign Manpower Management Division-Employment Agency licensing branch) 120 Kim Seng Road (Blk H) Singapore 239436 GST No. :	

This is a computer-generated receipt. No signature is required. Please print a copy of the receipt for your reference.
Please note that your credit card statement would indicate "Govt. Online Payment" when a payment has been successfully made in OBLs.

Print Close

Step 32: You will be notified by OBLS via sms or email when there is a change in your application status

Step 33: After submitting, you will be shown the below page where you can click on [**Check Status**] to view the status of your application.

**Thank you for using the Online Business Licensing Service (OBLS).
Your application is successfully submitted.**

Your application ID is U110053189.

You will be informed of any updates or follow-up actions required via email/SMS.

You can click on "Check Status" button below to view your application status / details or return later via <https://qainternet.business.gov.sg/>.

We welcome all your feedback and suggestions. Click [here](#) to provide your feedback now.

Check Status

Step 34: Click on **[Logout]** to end the transaction.

You may wish to rename the description of your application by clicking on the "Edit" button. If you wish to withdraw any or all of the licences, click on the corresponding "Withdraw" or "Withdraw All" button respectively where applicable. For help, click on [online help](#).

NOTE!: Licences marked "Ready For Payment" requires payment. Click on the "Make Payment" button to do so.

Update Details	
Update ID	U110053189
Description	U110053189 Edit
Date	24/03/2011 04:40:21 PM
Remarks	
<ul style="list-style-type: none">■ Please note the Application ID for future references.	
Licence Details	
<input checked="" type="checkbox"/> MOM Employment Agency Licence - Registration/Deregistration of Employment Agency Personnel	Status: Pending Government Agency Actions
Remarks from Government Agency	

[Return](#) [Application Details](#) [Logout](#)

Section 2 – Guide to Getting Help

2.1 Who do I contact when I encounter problems?

For enquiries on licensing issues, please contact us at (65) 6438 5122 or email us at mom_fmmd@mom.gov.sg.

For enquiries on online applications and payments, please contact the OBLs IT helpdesk at (65) 6898 1595 or email to obls@spring.gov.sg.