Navigating the new Bizfile: Maintain corporate service provider (CSP) client list

To file transactions on behalf of clients in Bizfile, corporate service providers (CSPs) must first maintain the list of clients that they are servicing using the “Maintain corporate service provider client list” eService.

This transaction allows CSPs to add or remove their clients and can be filed by authorised officers of the CSP (directors, secretaries, partners or owners) or their Registered Qualified Individual(s).

Scenario	Navigation
Adding a new client to your client list	Select here
Withdrawing a client from your client list	Select here

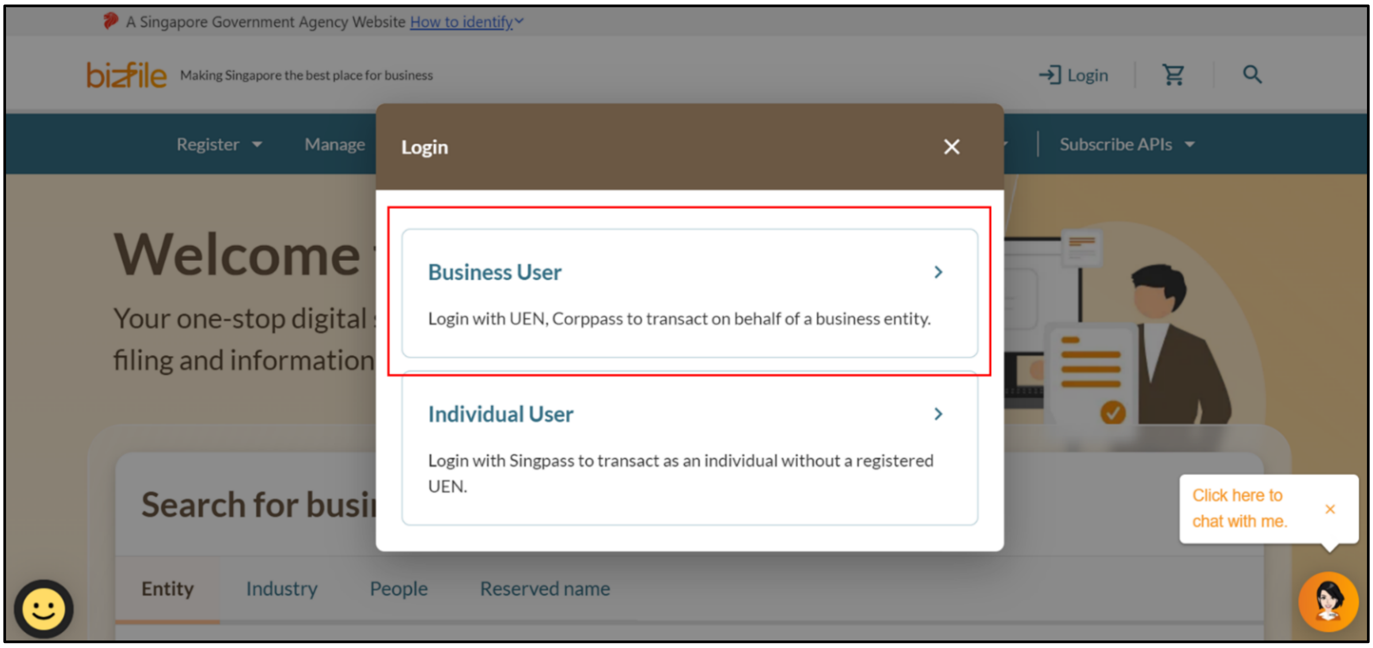
Ensure that you:

- ✓ Are an **authorised position holder** or **Registered Qualified Individual (RQI)** of the CSP. Only authorised position holders or RQI can access the Maintain CSP client list.
- ✓ Have an active Corppass account. If you do not have a Corppass account, apply for one via the Corppass website at www.corppass.gov.sg.
- ✓ Have access to Bizfile eService. The Corppass admin for your CSP firm must grant you access to ACRA Bizfile.

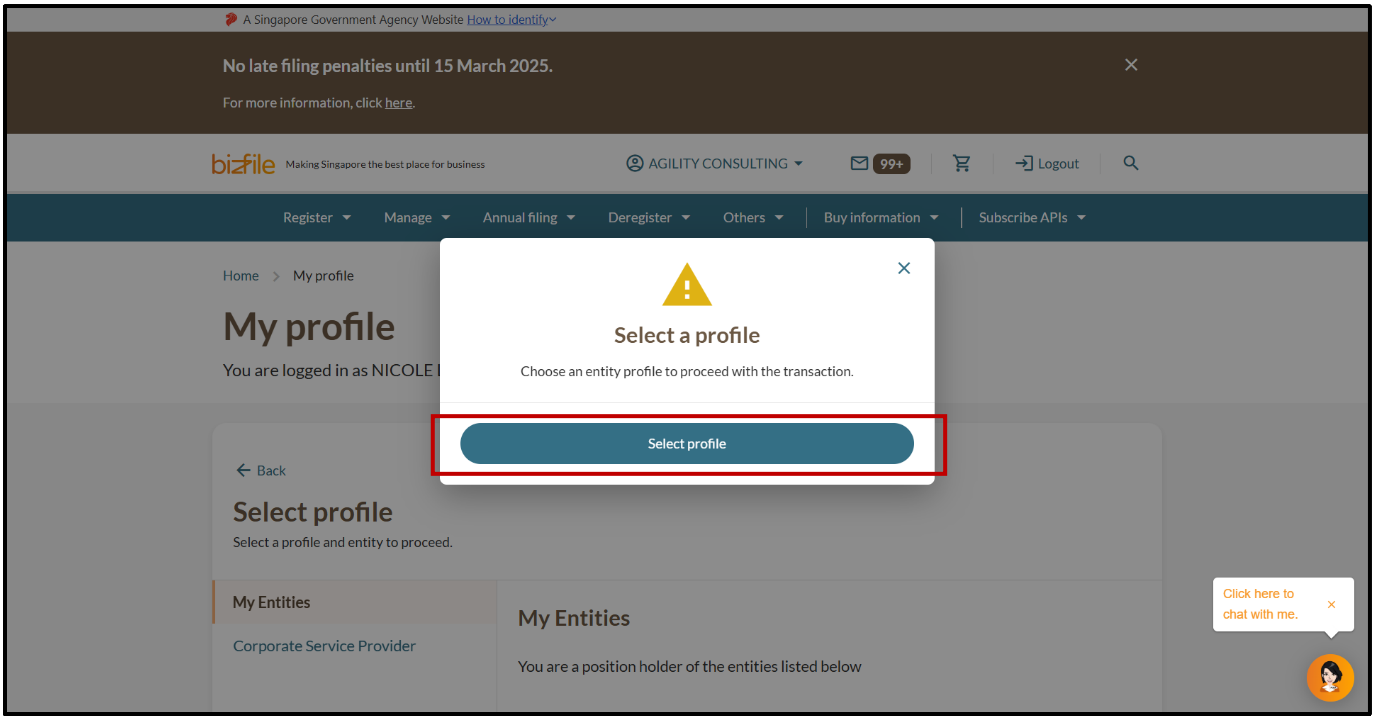
Updated as of 18 Mar 2025

Step-by-step instructions on adding a new client to your client list

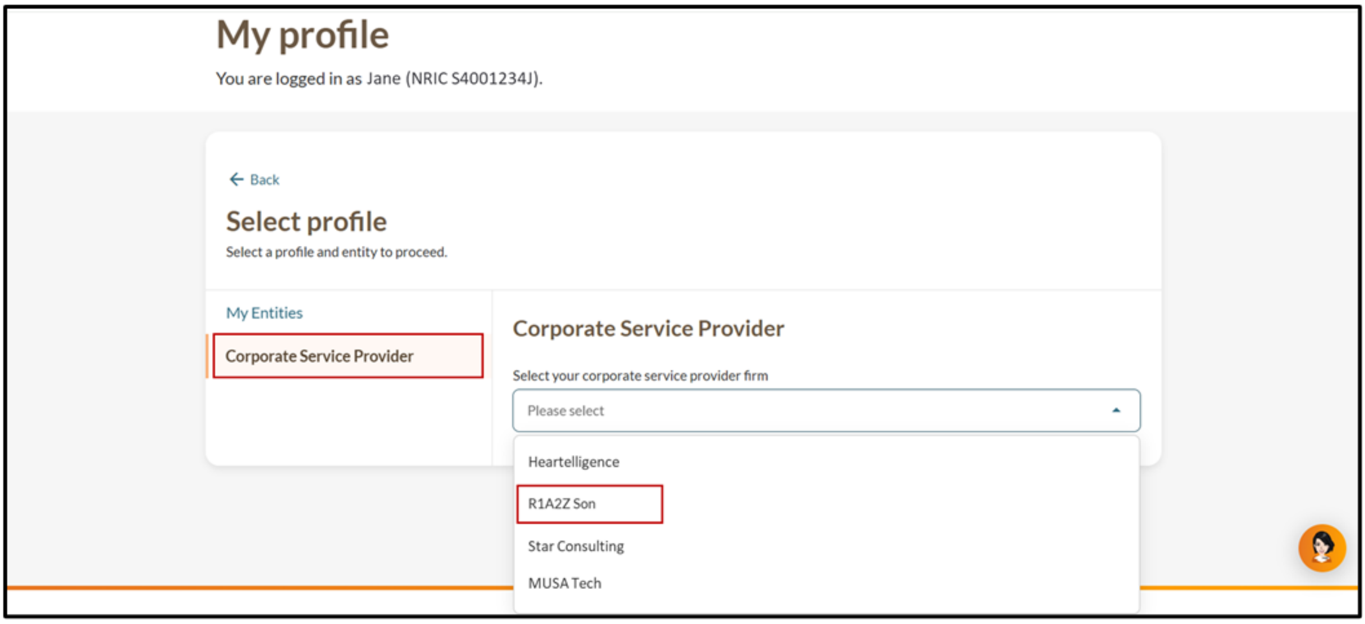
Step 1: Login to Bizfile as a "Business User" using Corppass credentials.



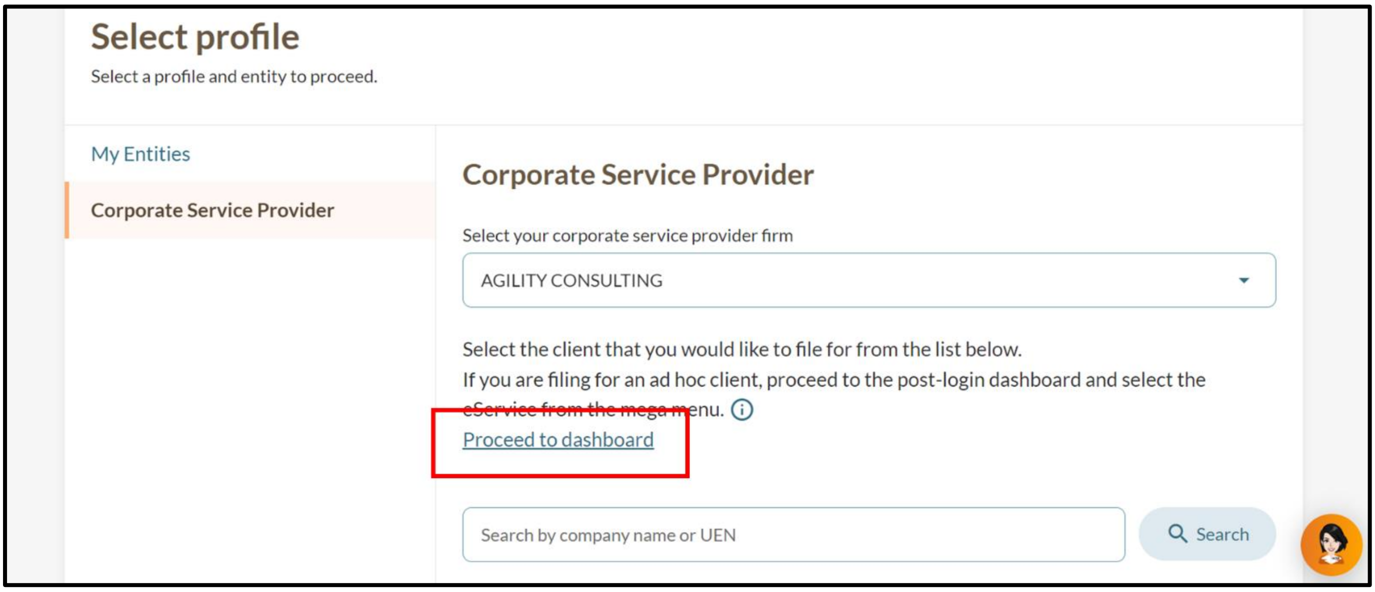
Step 2: When prompted, click **"Select profile"** to choose an entity profile.



Step 3: On the "**My Profile – Select profile"** page, **select** "**Corporate Service Provider**" and choose your CSP firm from the drop-down list if you represent multiple CSP firms.



Step 4: To file transactions on behalf of your own CSP firm, click **"Proceed to dashboard"**.



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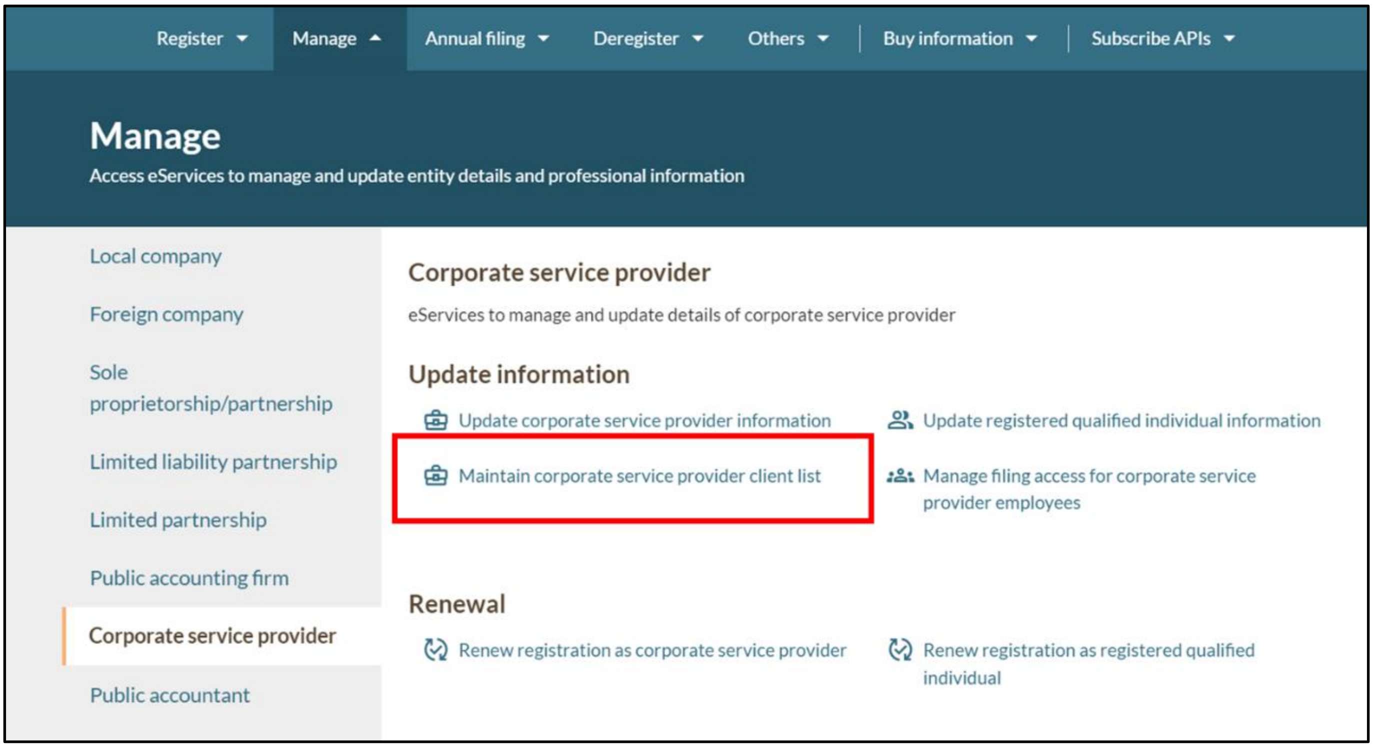
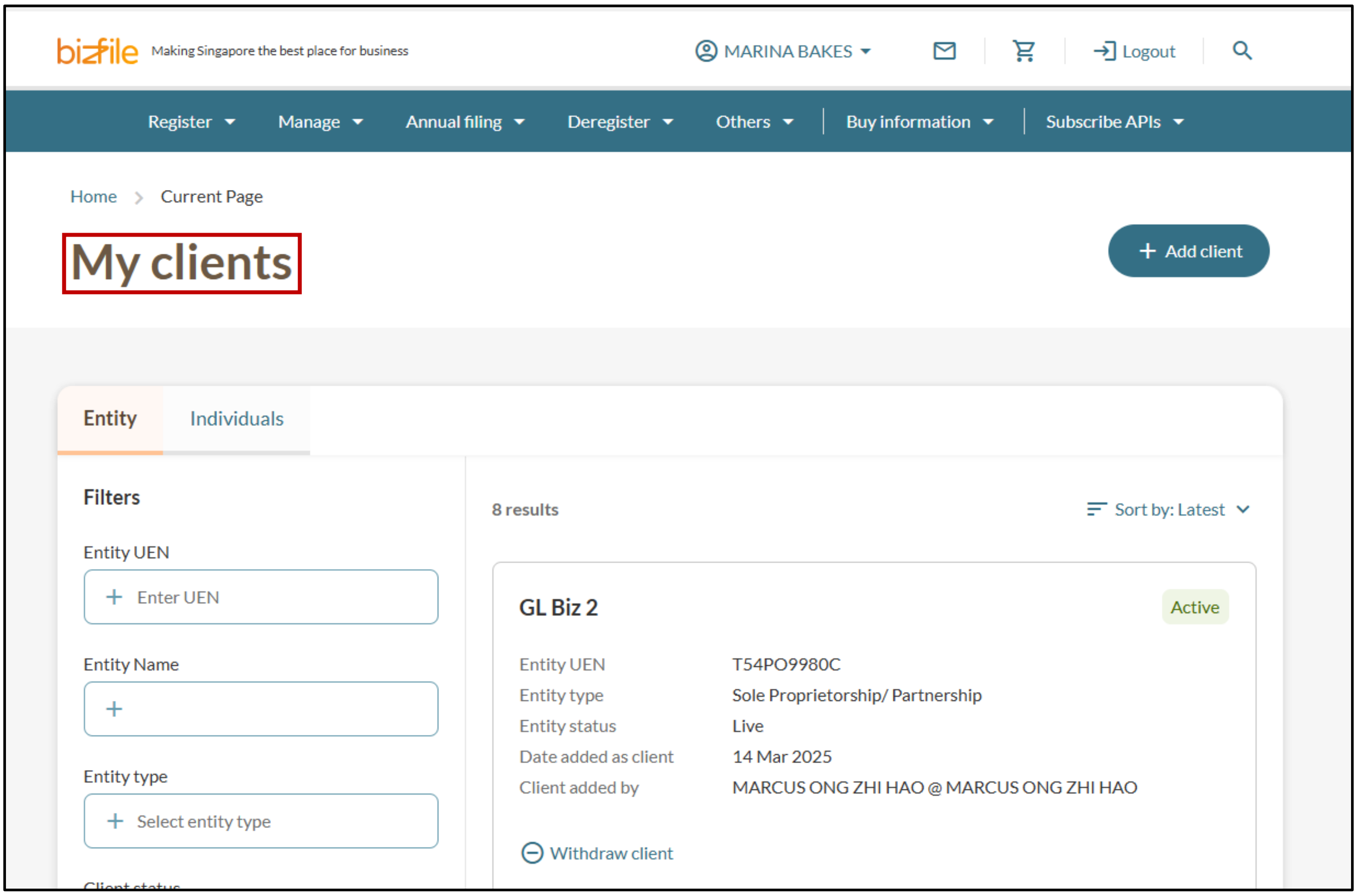
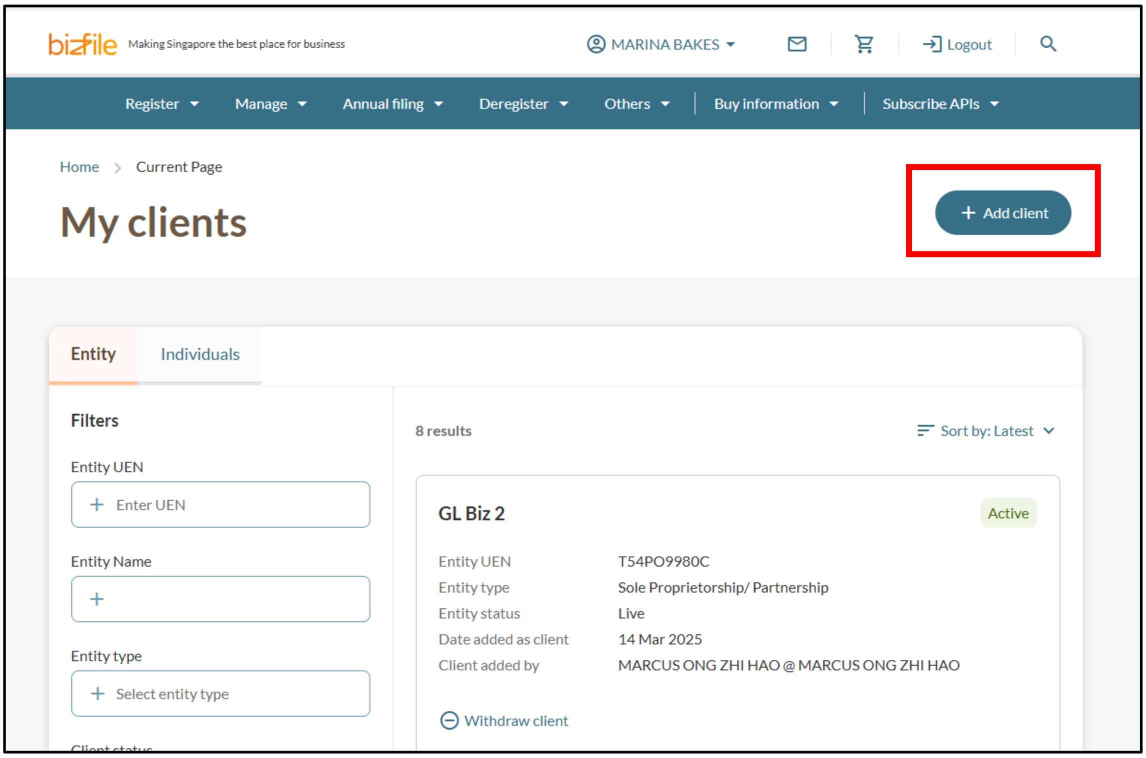
Step 5: From the mega menu, click on the **"Manage"** tab and select "**Maintain corporate service provider client list"**. This will take you to **"My clients"** page to view your complete client listing.

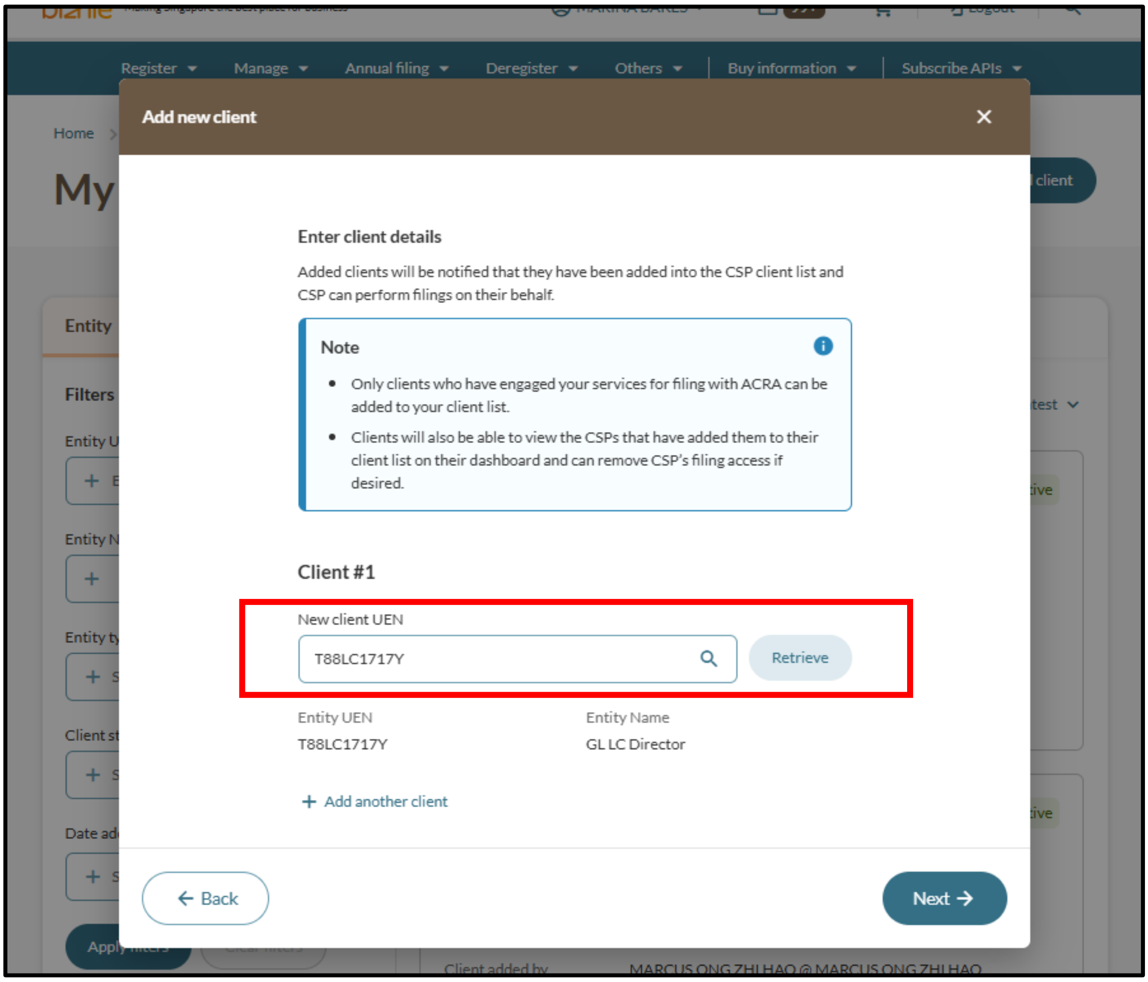




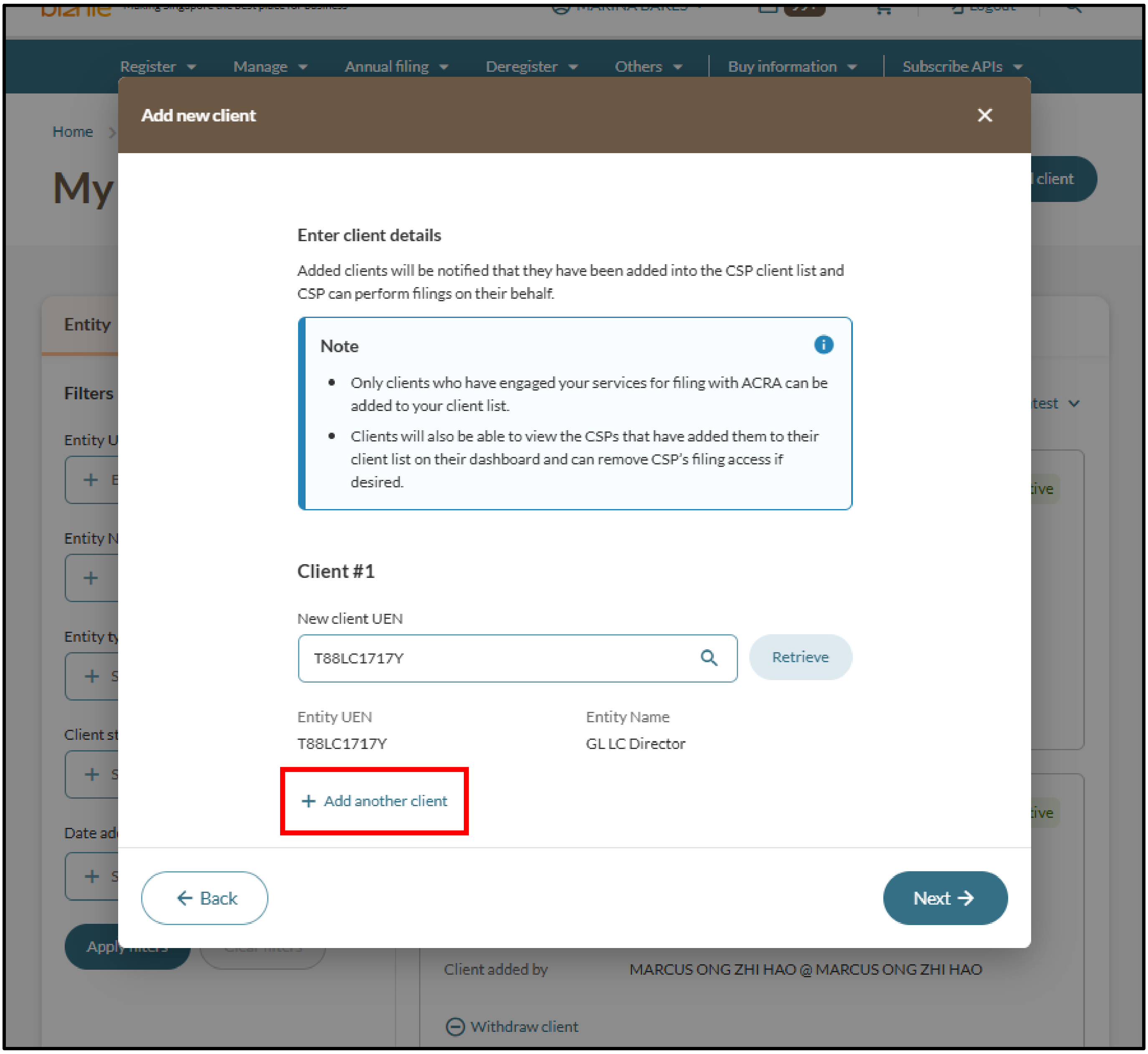
Step 6: To add a new client, click the **“Add client”** button.



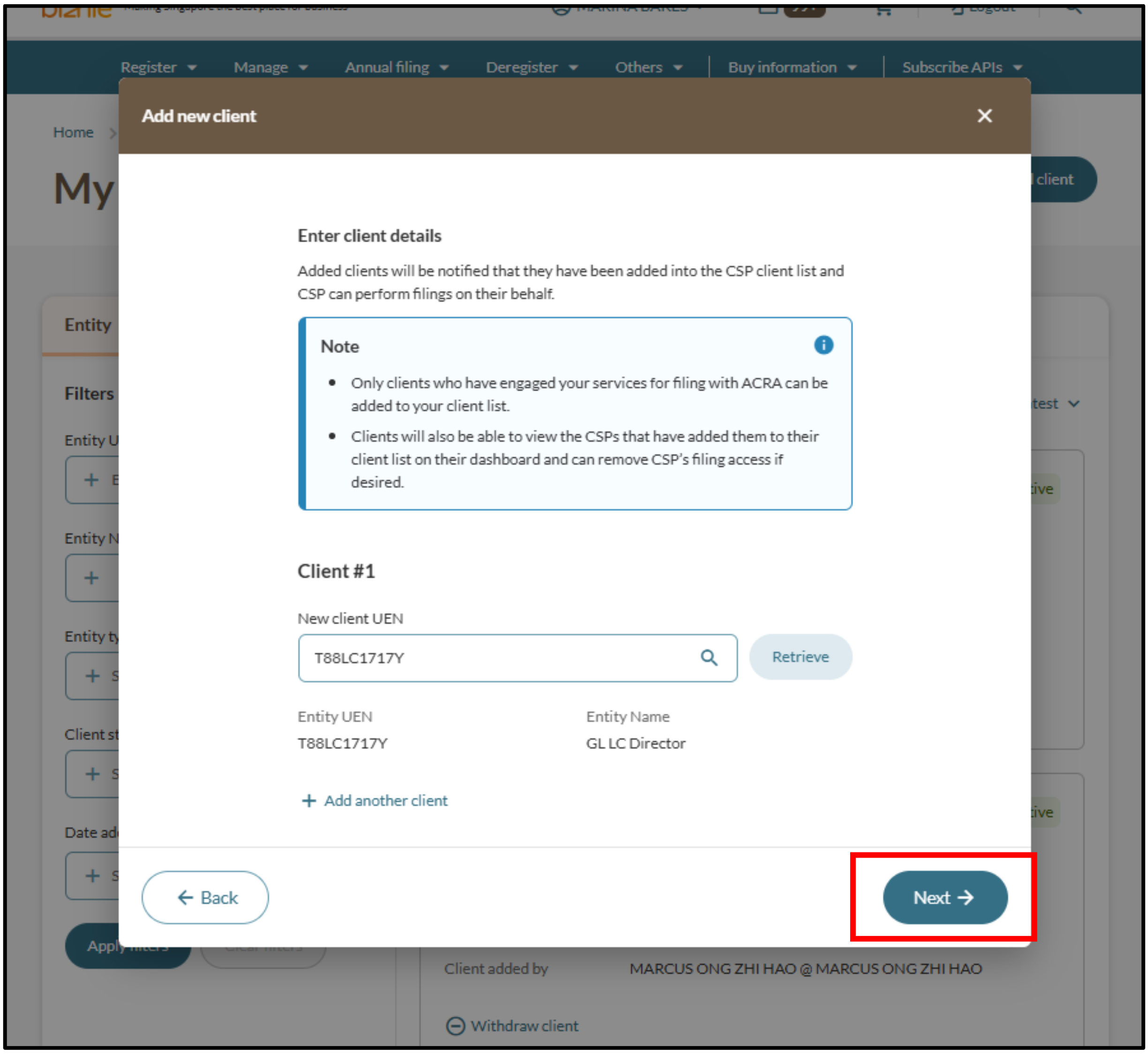
Step 7: Enter the client's UEN in the search bar and click **“Retrieve”** to retrieve their details.



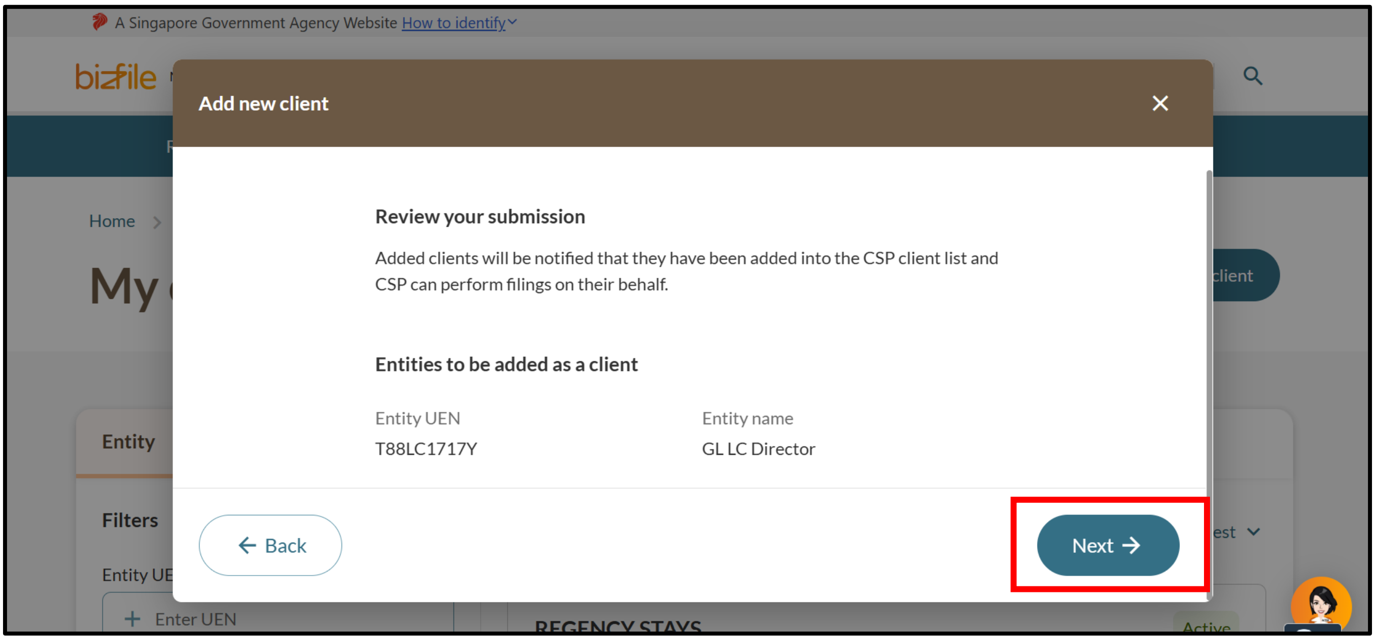
Step 8: You may add multiple clients by selecting **"Add another client"**.



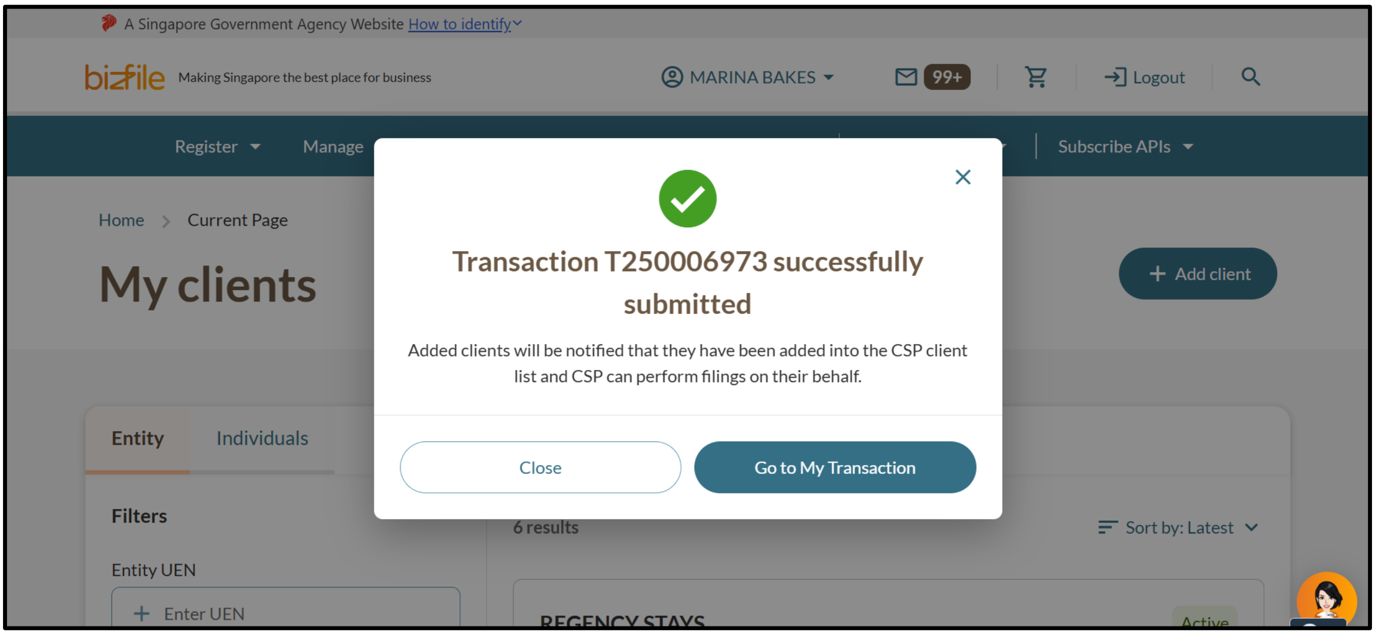
Step 9: After retrieving the client's information, select **"Next"** to proceed.



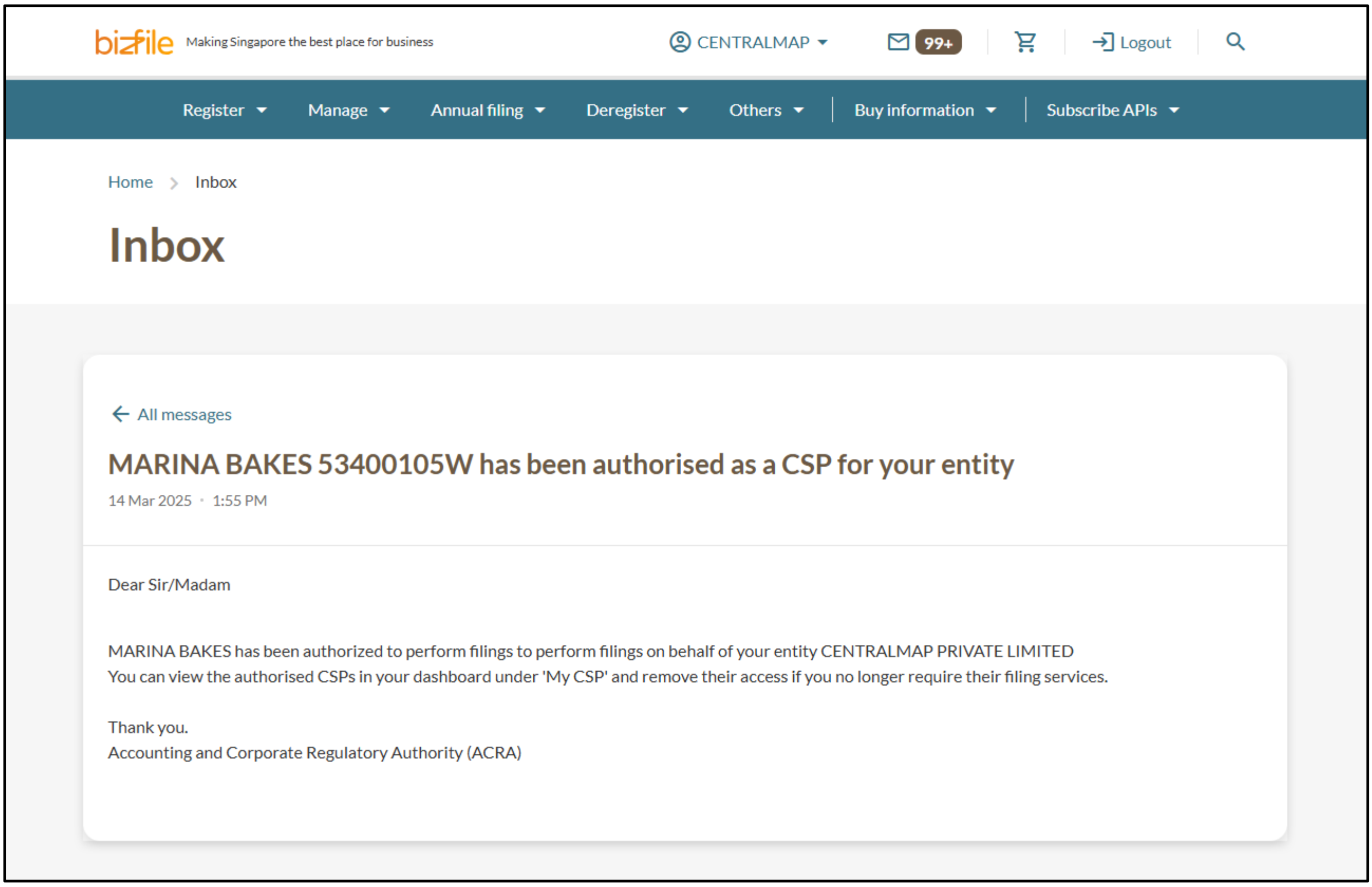
Step 10: Review the information carefully before submission. Click "**Next**" to confirm.



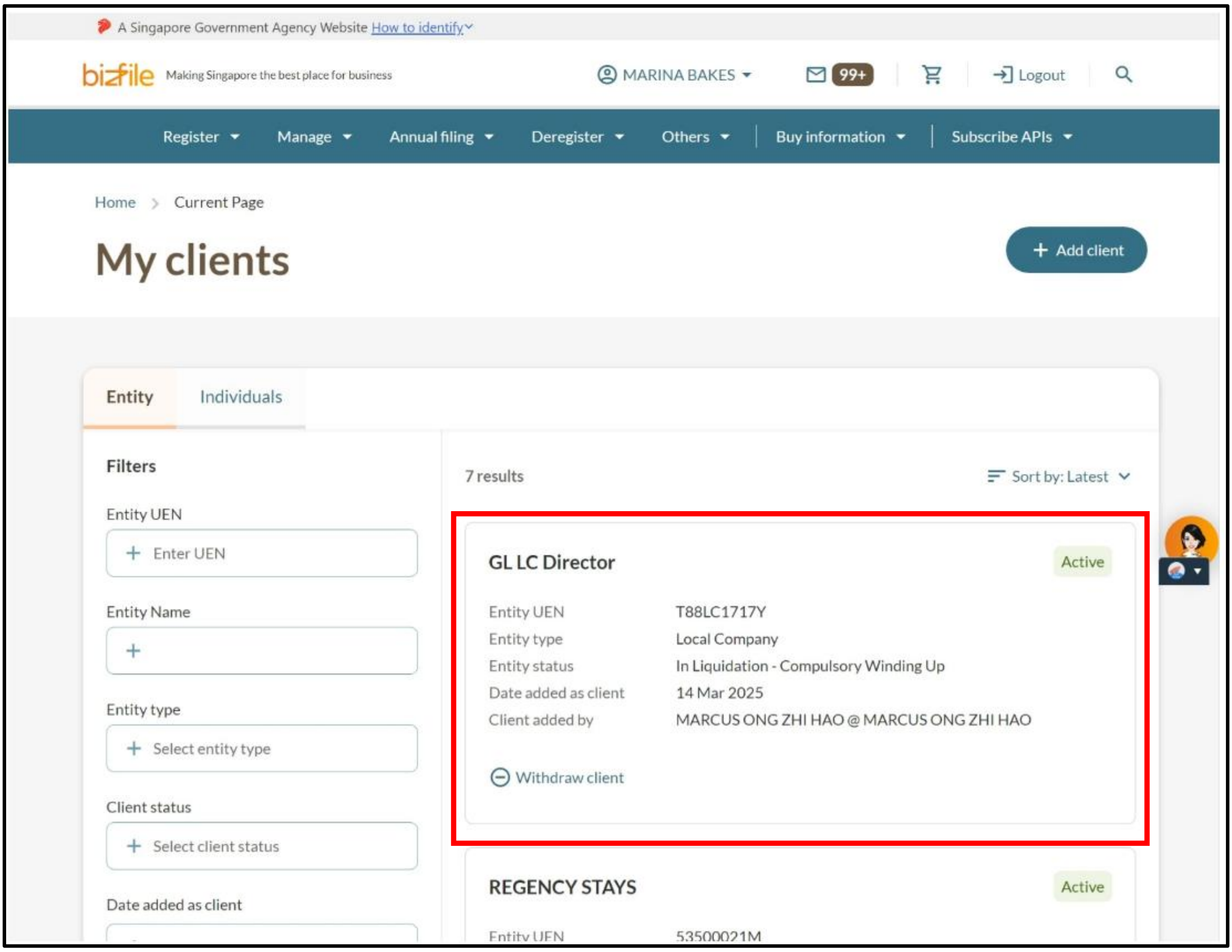
Step 11: You will see a confirmation message indicating that the transaction has been submitted successfully.



Step 12: The new client's authorised position holders (e.g. director, partner, owner) will receive a notification in their entity's Bizfile Inbox that your CSP can now file with ACRA on their behalf.



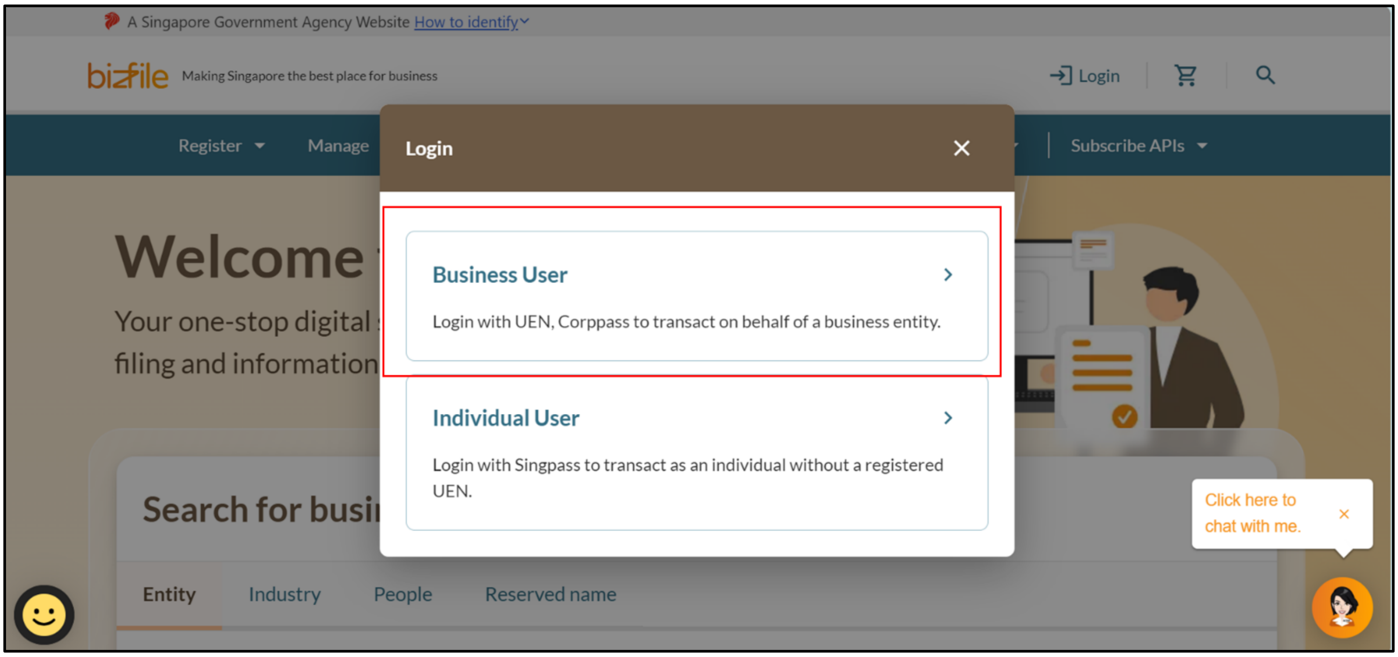
Step 13: You can verify the addition of the new clients by checking **"My clients"** listing on your dashboard.



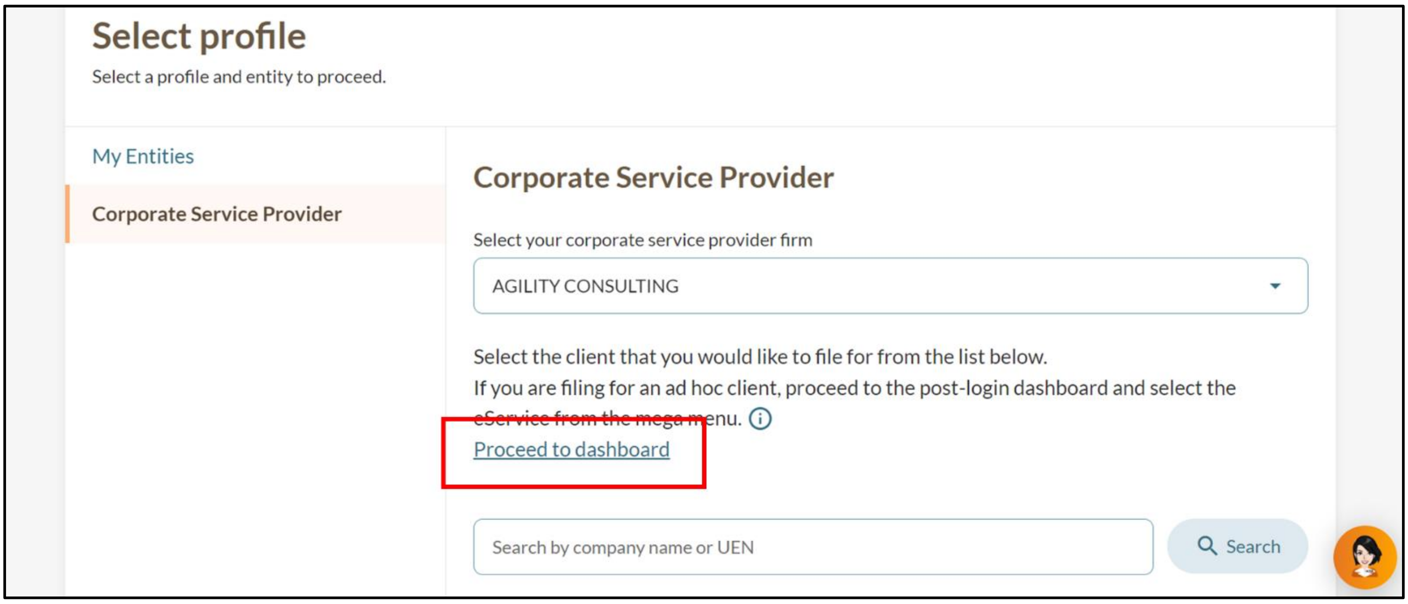
Updated as of 18 Mar 2025

Step-by-step instructions on withdrawing a client from your client list

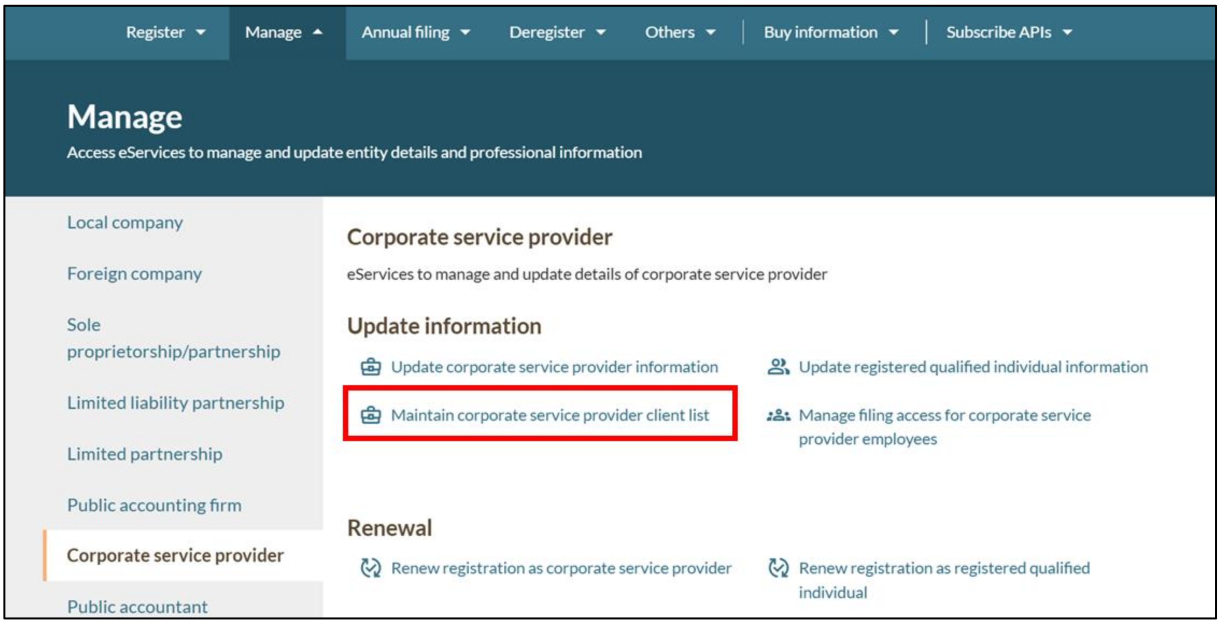
Step 1: Login to Bizfile as a “Business User” using Corppass credentials.

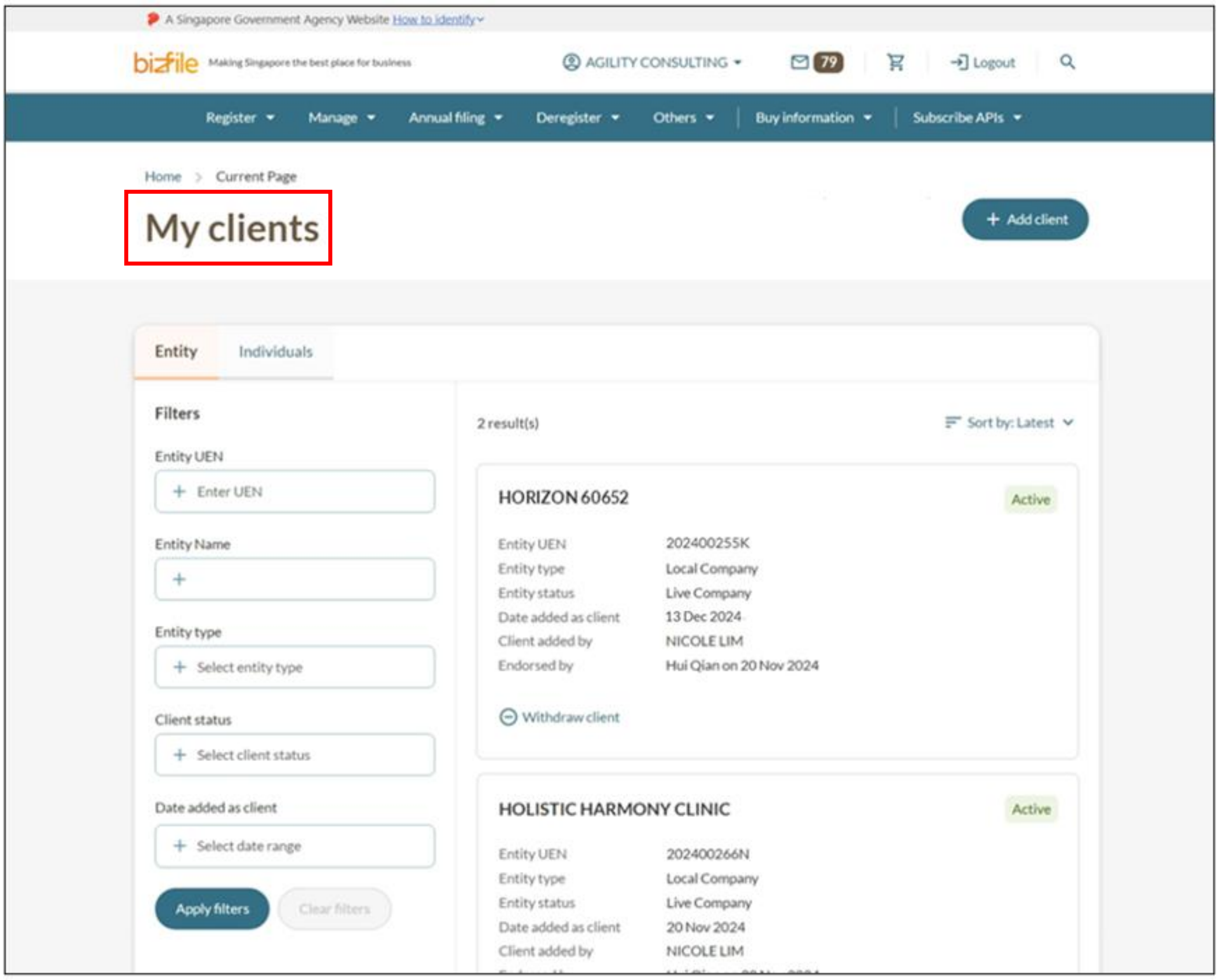


Step 2: On the “**My Profile – Select profile”** page, select the “**Corporate Service Provider**” link and choose the CSP firm from the drop-down list. To file transactions on behalf of your own CSP firm, click **“Proceed to dashboard”**.

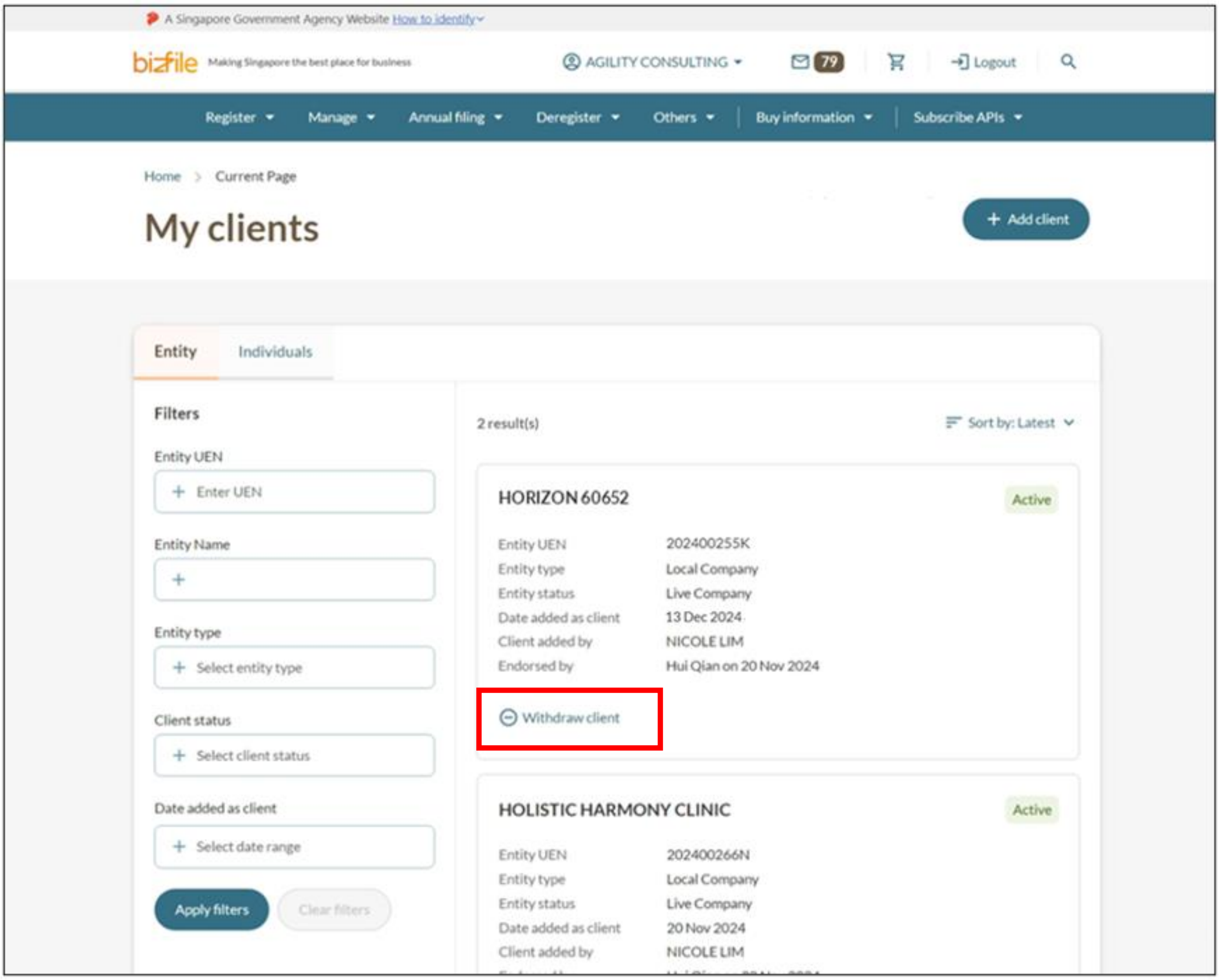


Step 3: From the mega menu, click on the **"Manage"** tab and select **"Maintain corporate service provider client list"**. This will take you to **"My clients"** page to view your complete client listing.

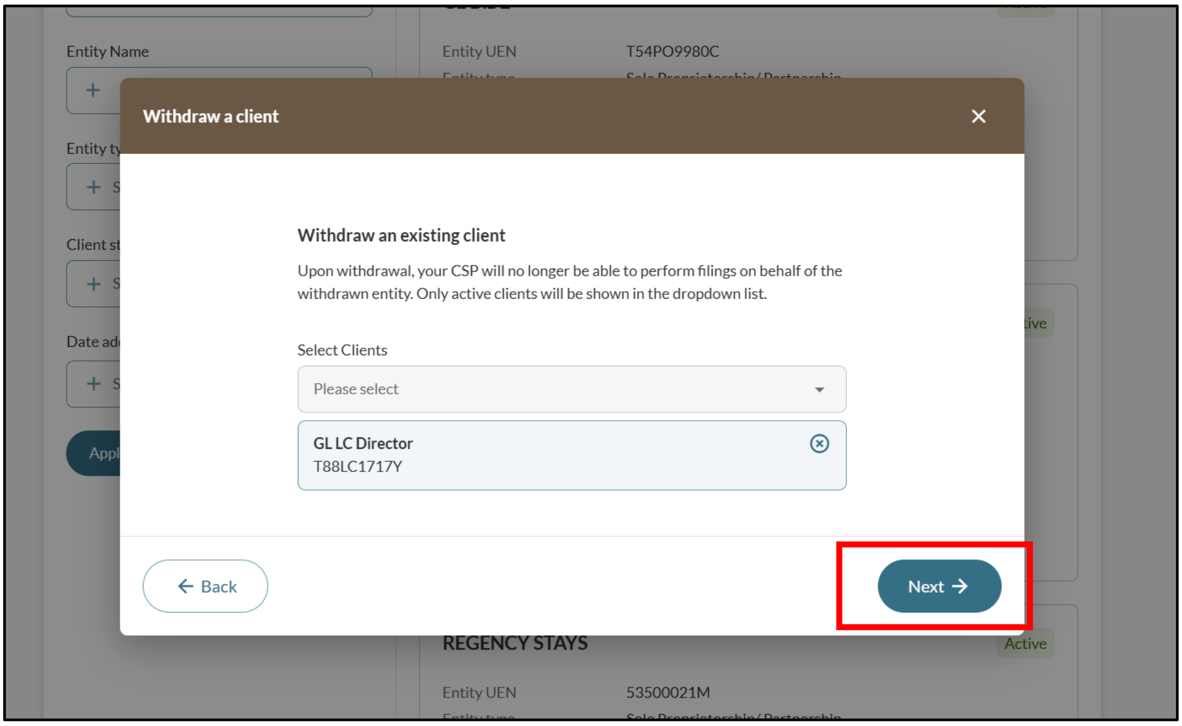




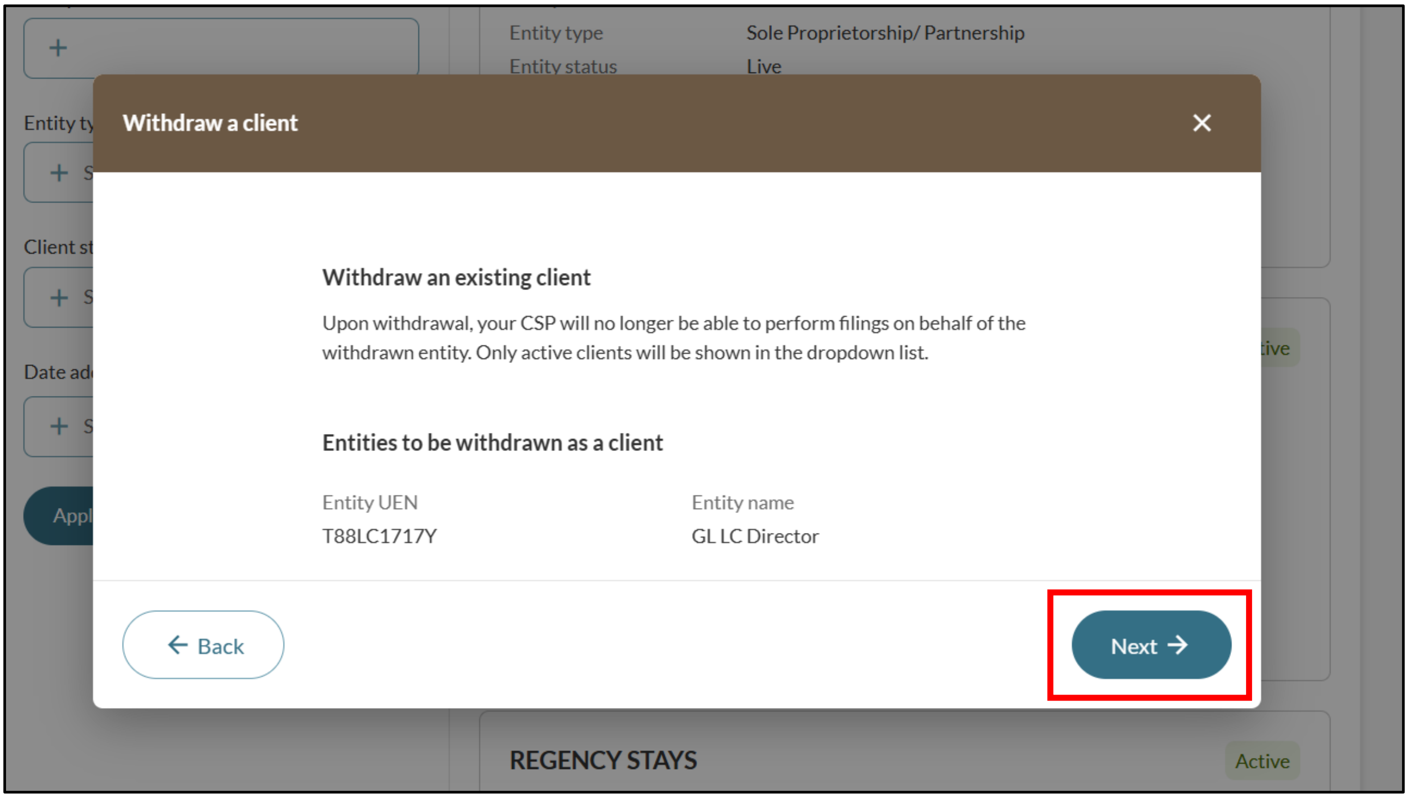
Step 4: To withdraw a client, locate the entity and click the **"Withdraw client"** option below their details.



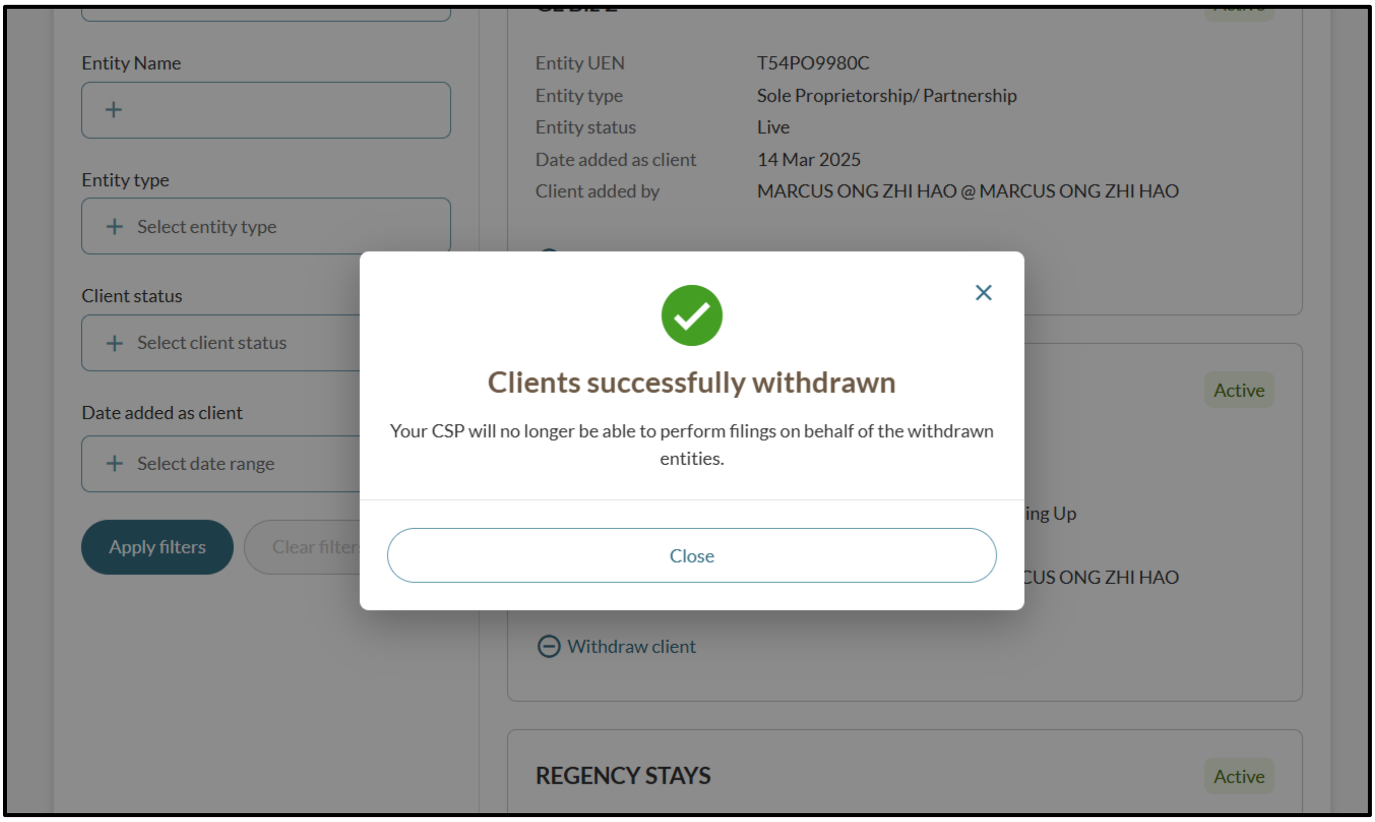
Step 5: Before proceeding with the withdrawal, verify the client's name to ensure you are withdrawing the correct entity. Click **"Next"** to proceed.



Step 6: Review your submission carefully before submitting. Click **"Next"** to submit.



Step 7: Upon successful submission, you will see a confirmation message indicating that the client has been successfully withdrawn.



Step 8: The client's status will be updated to **"Withdrawn"** in your client list.