

## **Frequently Asked Questions (FAQs) on BizFile+ System Migration from 4 to 9 December 2024**

### **1. What is the difference between BizFile+ and Bizfile?**

BizFile+, ACRA's online business filing and information portal, will be replaced with a new portal. Bizfile, the new portal, will be launched on 9 December 2024. It is designed to be more user-friendly with user-centric features to help improve the filing experience and provide more self-help assistance for customers.

### **2. As a BizFile+ user, how am I impacted?**

You will need to file or complete your applications or transactions by 8pm, 4 December 2024 (Wednesday), as you will not be able to access the BizFile+ portal or lodge any transactions during the system migration period.

### **3. What if I need to make an urgent filing or register a business during the system migration period?**

You will not be able to submit any online transactions during this period. You will need to lodge the filing or register the business via BizFile+ before 4 December 2024, or after the new Bizfile is launched on 9 December 2024.

### **4. What happens if I have pending or incomplete transactions in the system after 8pm, 4 December?**

Transactions not completed by 8pm, 4 December 2024 will require re-application on the new Bizfile portal on 9 December 2024. Please note that no refunds of fees for such transactions will be made.

### **5. Does this include transactions that are pending payment, endorsement and/or replying to ACRA's clarifications?**

Yes, such transactions not completed by 8pm, 4 December 2024 will require re-application on the new Bizfile portal on 9 December 2024. Please note that no refunds of fees for such transactions will be made.

### **6. I have filings with due dates that fall during the system migration period. What happens since I am unable to file during this period?**

We will not impose any late filing penalties or composition fees for annual returns and other types of filings (e.g. Change of particulars, appointments) that are due between 4 and 9 December 2024. The filing deadline will be extended to 16 December 2024.

**7. What other systems are affected by the Bizfile+ system migration?**

The Variable Capital Company (VCC) portal, ACRA iShop, API Marketplace and API Mall will not be available during the BizFile+ system migration period.

**8. Can I still purchase Information Products like Business Profile (BP) from ACRA during the system migration period?**

No, ACRA iShop will not be available from 4 to 9 December 2024. During this period, information products, such as Business Profiles, can still be purchased from our authorised Information Service Providers (ISPs). The list of ISPs can be found at [this link](#).

**9. Will I be able to download information products that I purchased before 4 December 2024 during the system migration period?**

Information products, such as business profiles that are purchased from ACRA iShop before 4 December 2024, can still be retrieved from the [BizFile+ Product Download page](#) using the product download code in the email delivery notification. Please download these products within the 7-day retrieval period from the date of purchase.

To ensure minimal disruption to your business activities, we encourage you to plan ahead and make your purchases of information products by 4 December 2024.