

Guide and Frequently Asked Questions (FAQs) for using the revised ACRA People Search Function

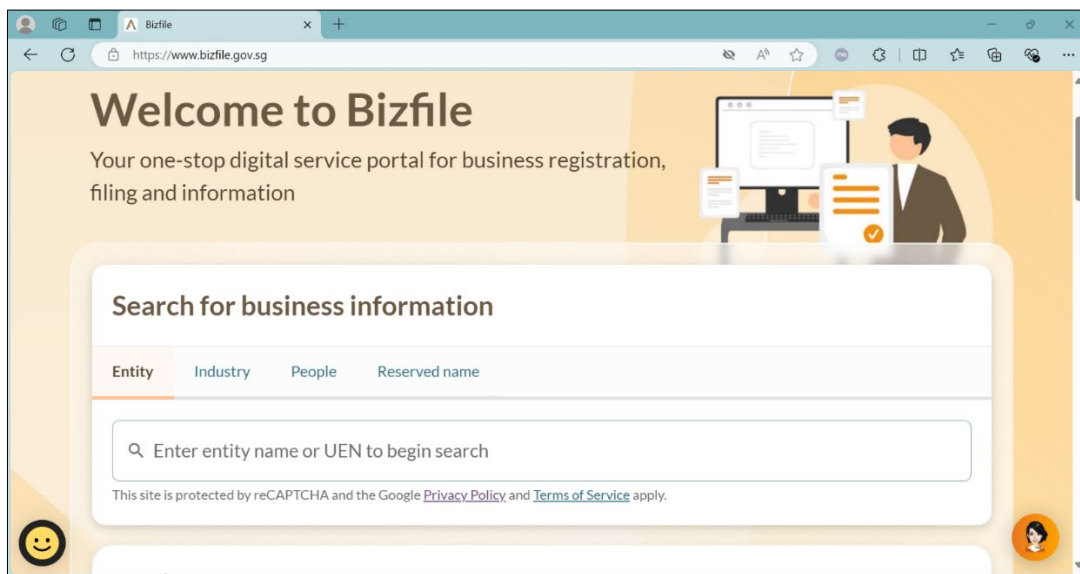
This document comprises of two sections:

- Step-by-step guide to perform person search and purchasing person profile, please refer to page **1** to **11**.
- FAQs relating to People Search Function, please refer to page **12** to **13**.

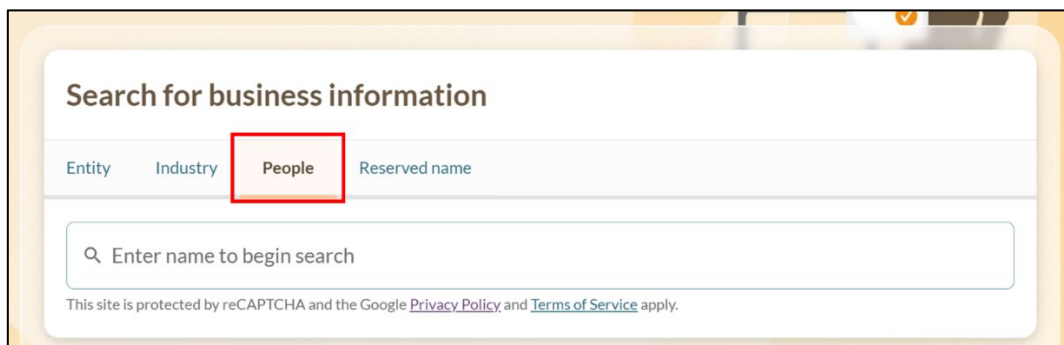
***Note:** All information shown in the images is for illustrative purposes only.

Step-by-step Guide

Step 1: Visit <https://www.bizfile.gov.sg/> and scroll to “Search for business information”.



Step 2: Select the “People” tab to conduct a search for individuals.



Step 3: Enter the person's name in the search field. For better search results, we recommend entering the person's exact full name and the "keyword match type" be set to "Name exact match".

Search for business information

Entity Industry **People** Reserved name

Tan Wei Yip

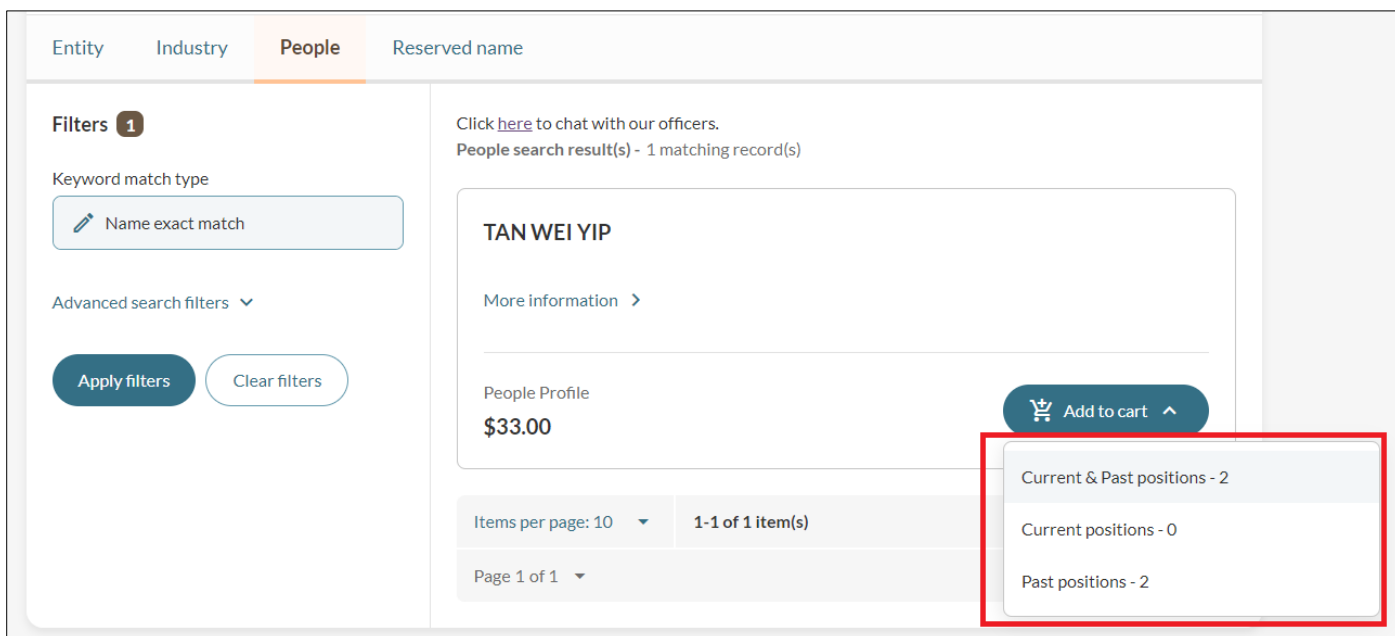
Keyword match type
✎ Name exact match

Public Accountant registration no. ⓘ
+ Enter Public Accountant registration no.

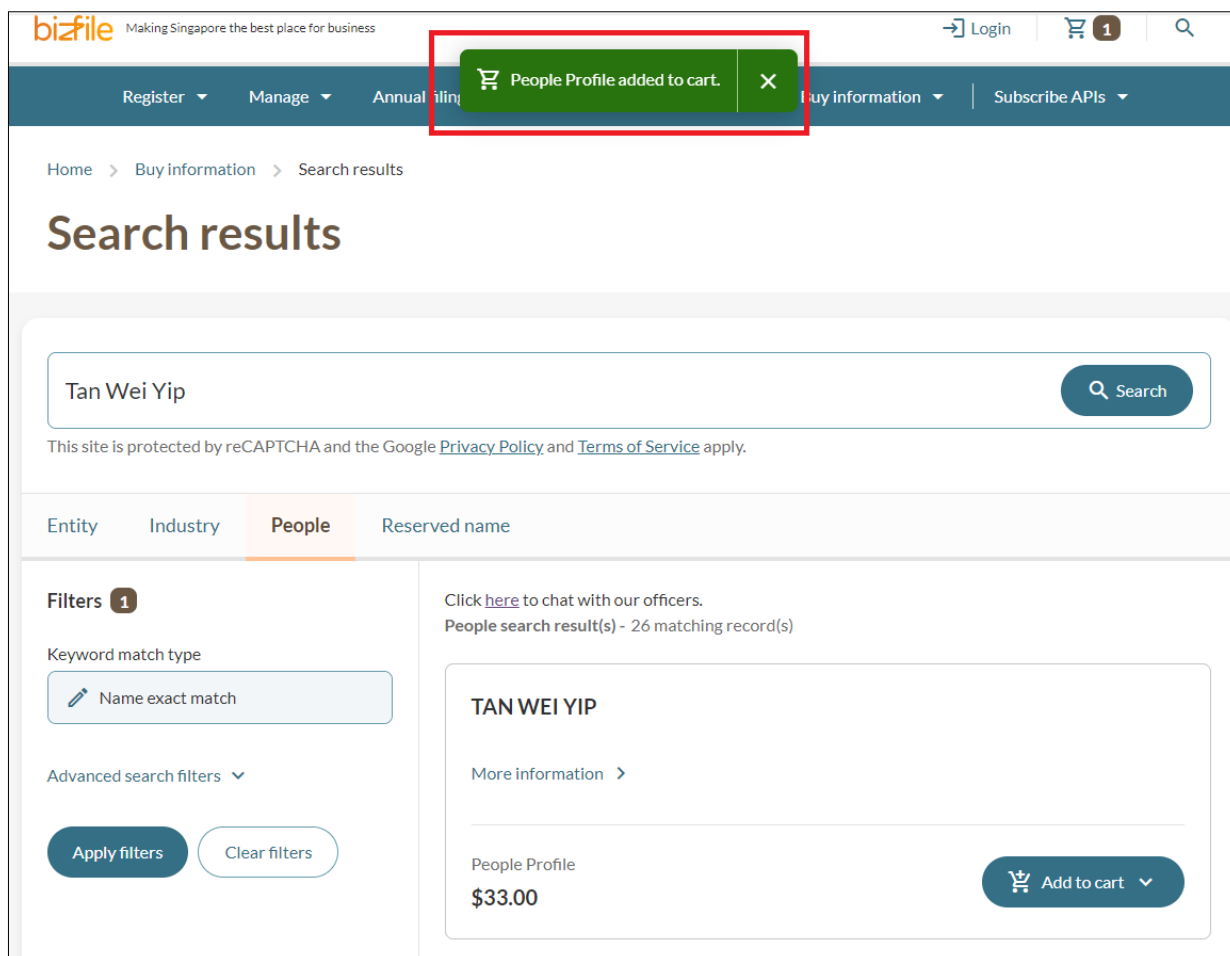
Public Accountant registration status
+ Select status

Cancel Clear filters Search

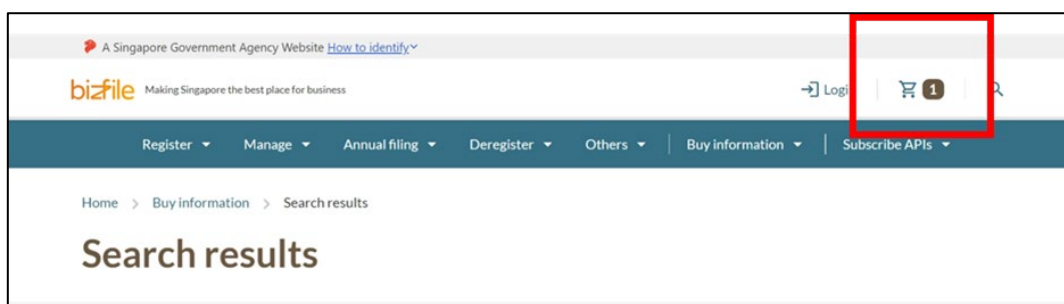
Step 4: When the search results are displayed, click “Add to cart” next to the search subject. There will be 3 options for selection: Current and Past positions; Current Positions; Past positions. They refer to the number of positions held by the search subject. Click on the option required. The People Profile product will be added to your cart.



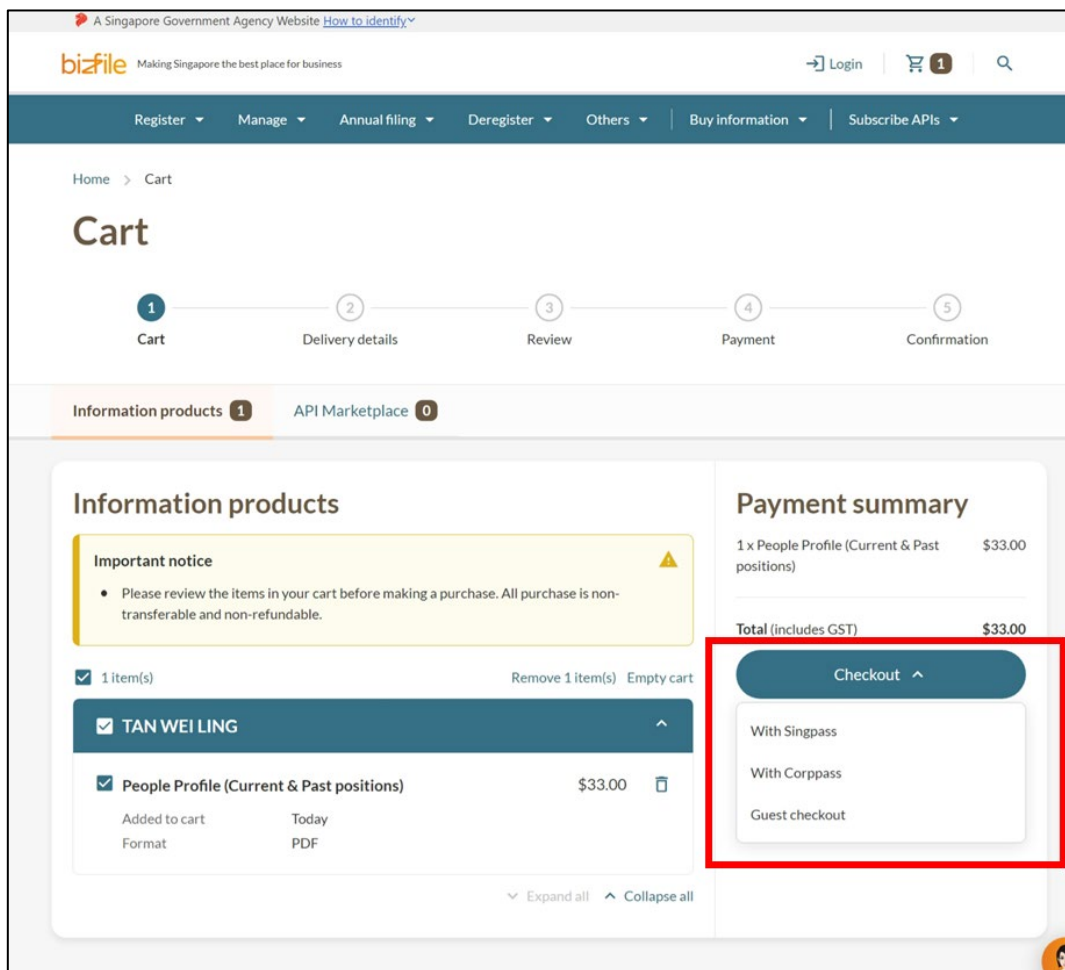
Step 5: Review your cart and choose to checkout or continue searching for other products.



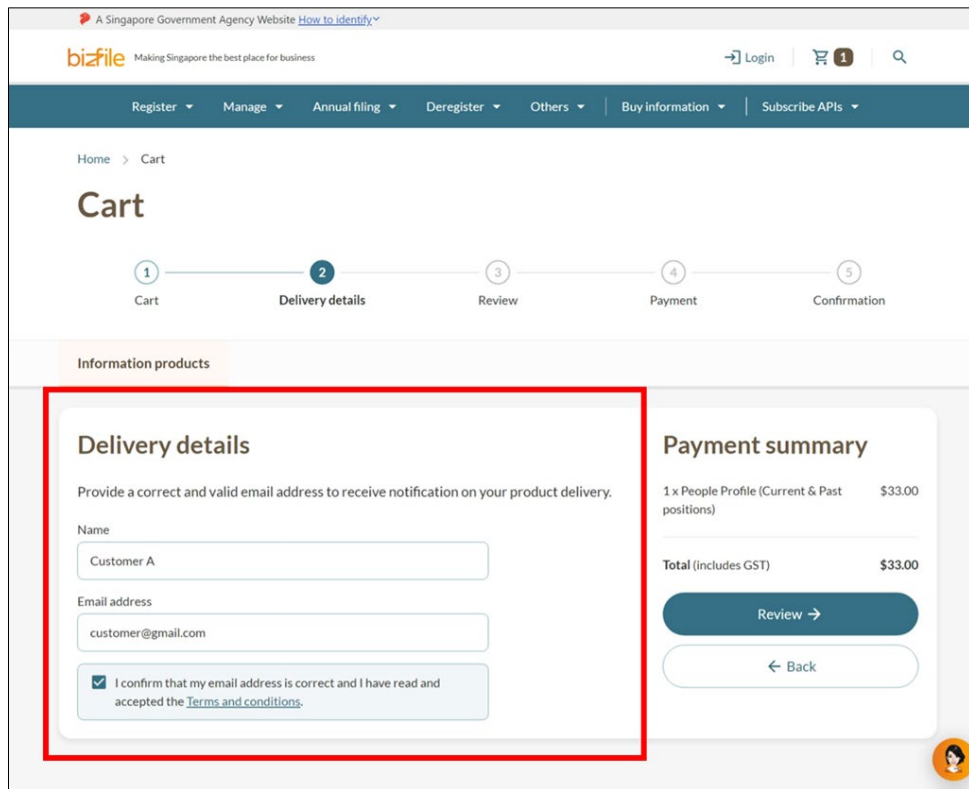
Step 6: To proceed with check out, click on the cart icon at the top right of the page.



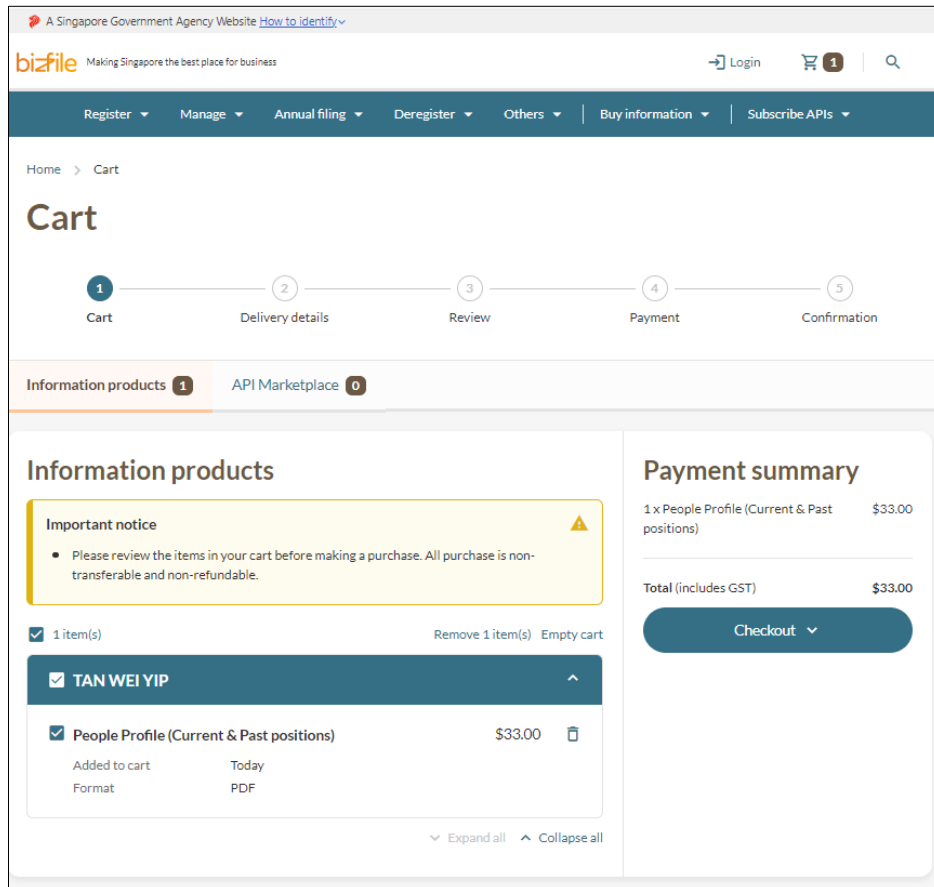
Step 7: Review your cart items before proceeding to check out. You may choose to log in via Singpass or Corppass or continue as a guest for checkout.



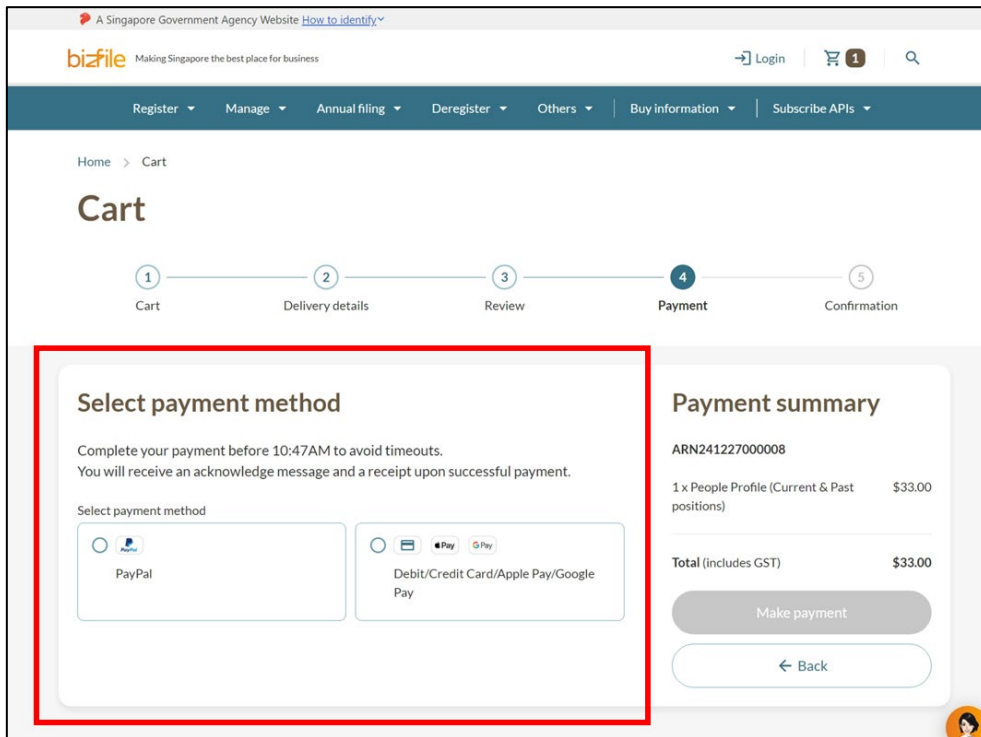
Step 8: Enter your name and email address in the delivery details section.



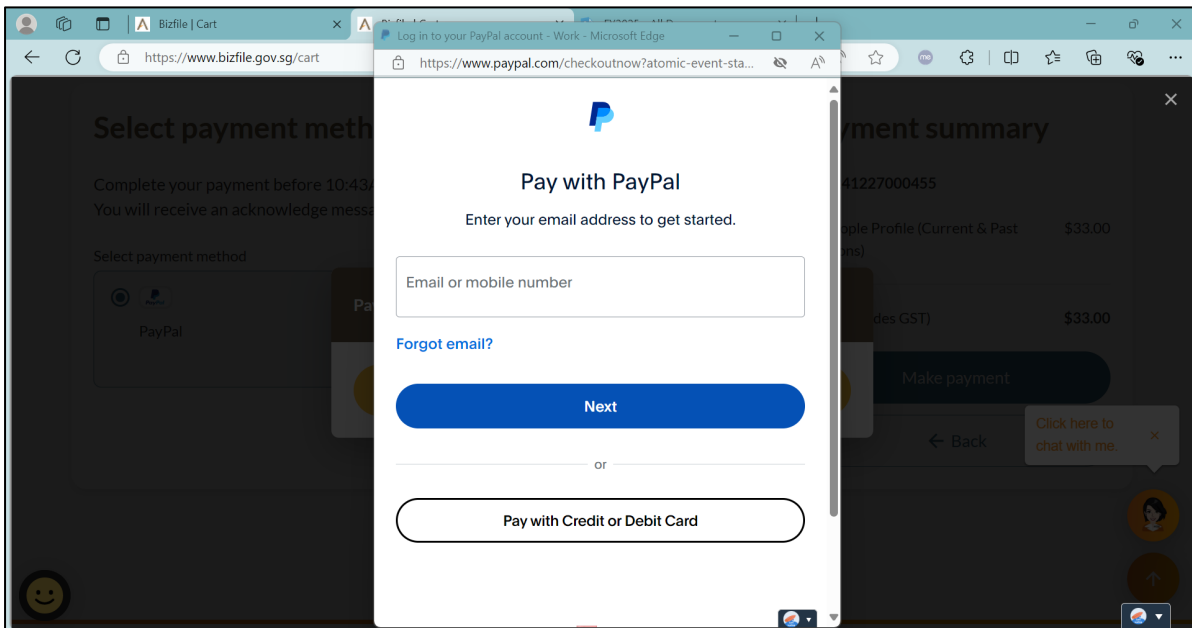
Step 9: Review your delivery details and cart items before proceeding to payment.



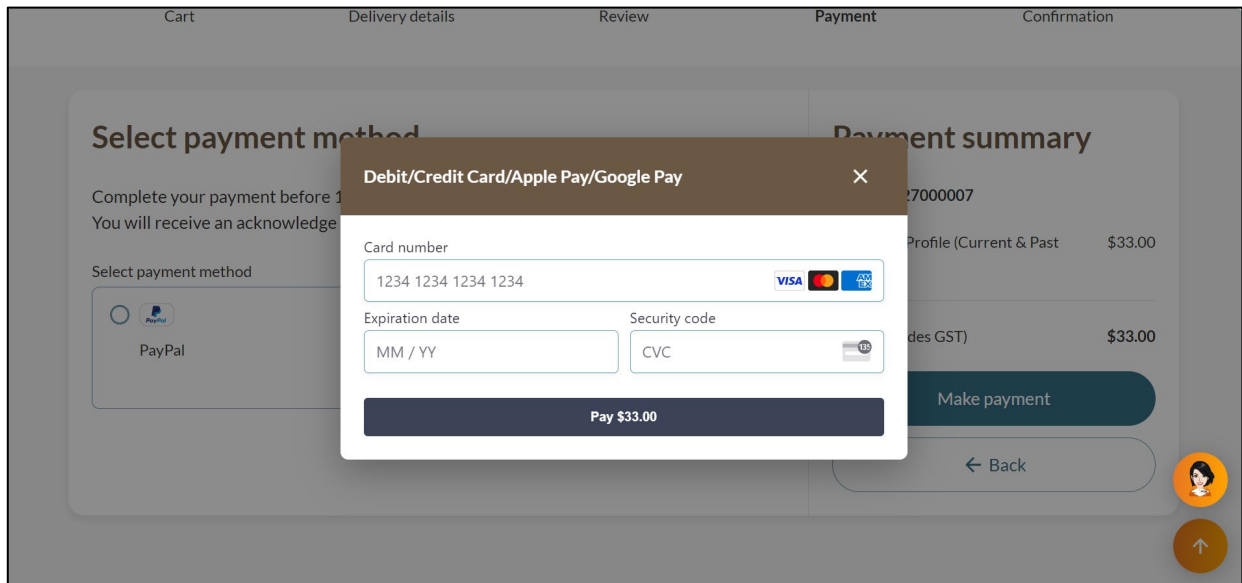
Step 10: Choose your payment method.



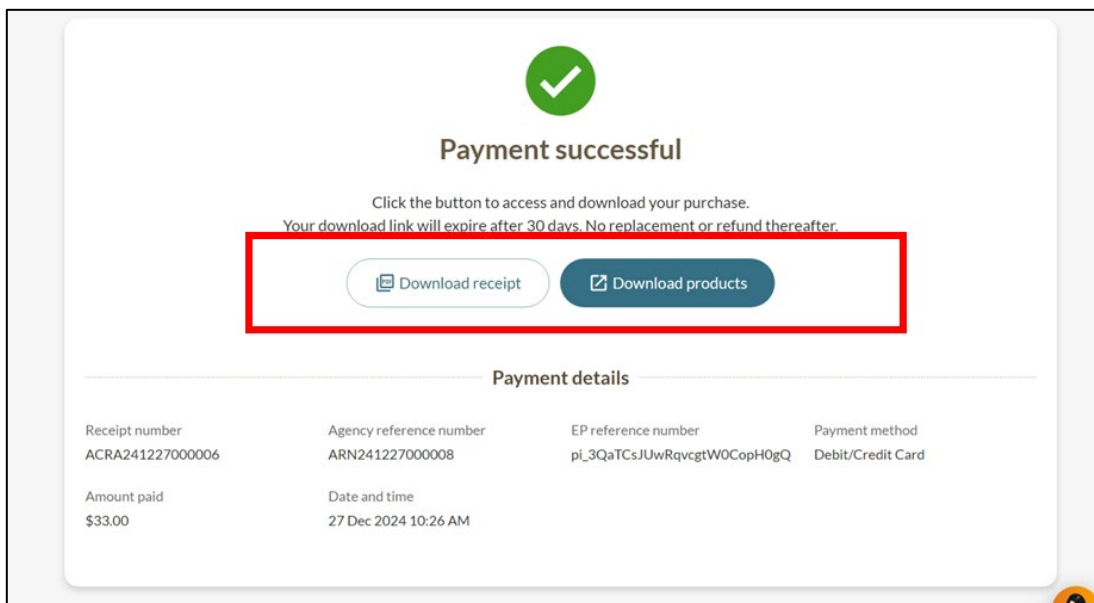
- **PayPal** : Sign in to your PayPal account



- **Debit/Credit Card/Apple Pay/Google Pay:** Enter your card details or sign in to Apple Pay / Google Pay to fill in your payment information.

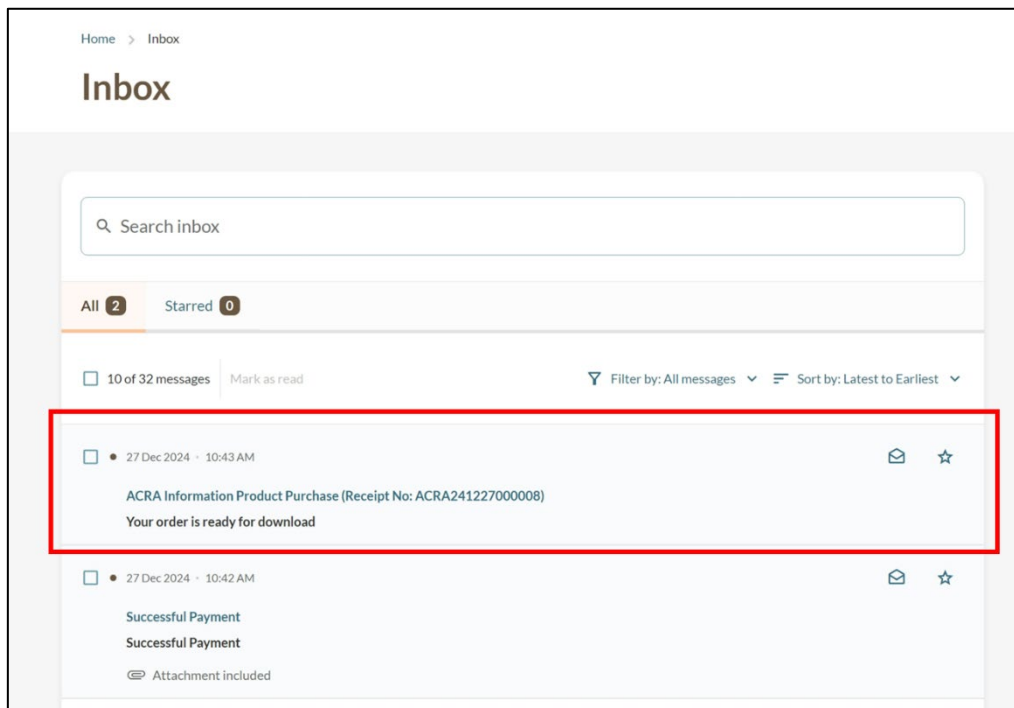
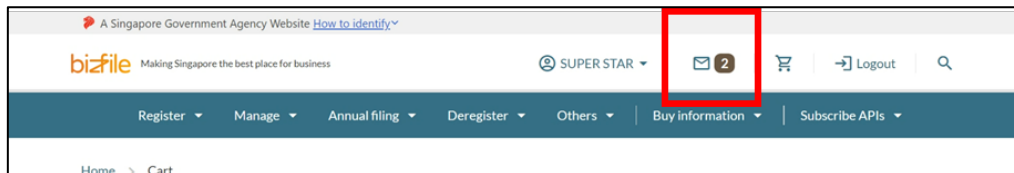


Step 11: Upon successful payment, you will see an acknowledgement page. From here, you can download your receipt and the products you have purchased.



Step 12: If you prefer to download the products later (Note: products must be downloaded within 30 days of purchase), you can retrieve the unique product code from:

- Your personal email inbox (for guest checkout users)
- Your personal Bizfile inbox (if you logged in with Singpass / Corppass before checkout)



The screenshot shows an email interface on the Bizfile website. The header includes the Bizfile logo and navigation links. The email subject is 'ACRA Information Product Purchase (Receipt No: ACRA241227000008)' and it is dated 27 Dec 2024 at 10:43 AM. The body of the email contains a thank you message, a unique product download code (ACRAYMMDD001234AAF), and instructions on how to download the product. It also includes an order summary for 'TAN WEI YIP - People Profile (Current & Past positions)' with details on UEN/ID, amount paid, and transaction number.

A Singapore Government Agency Website [How to identify](#)

bizfile Making Singapore the best place for business

SUPER STAR

Logout

Register Manage Annual filing Deregister Others Buy information Subscribe APIs

Home > Inbox

Inbox

← All messages

ACRA Information Product Purchase (Receipt No: ACRA241227000008)

27 Dec 2024 · 10:43 AM

Dear Sir/Madam,

Thank you for your recent purchase. Your order is now ready for download.

Please use this unique product download code, **ACRAYMMDD001234AAF** to download your product(s) by 26/01/2025 23:59:59 at Bizfile (<https://br2s-uat.bizfile.gov.sg/mfe2/buy-info/download/product/verify>).

Please note that no replacement or refund will be provided after the expiry date. We recommend downloading the product(s) promptly to avoid any inconvenience.

To download your product(s), please follow these steps:

1. Click "Buy Information"
2. Select "Download" and click "Product Download"
3. Enter the product download code

Note: Some products may take a longer time to generate. Please try again later if you encounter any issues.

Your order summary is as follows:

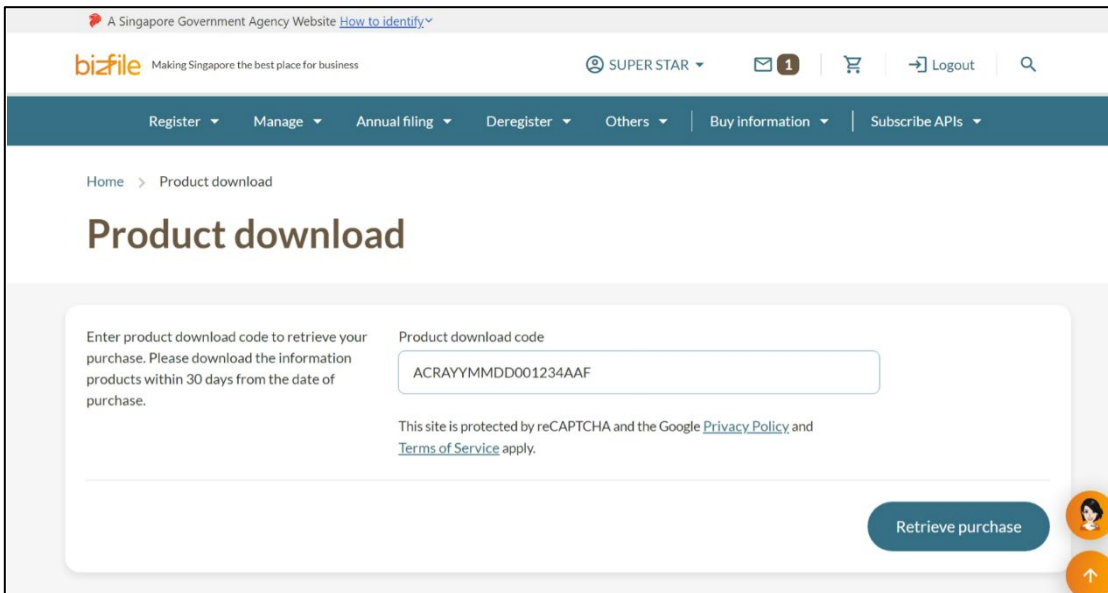
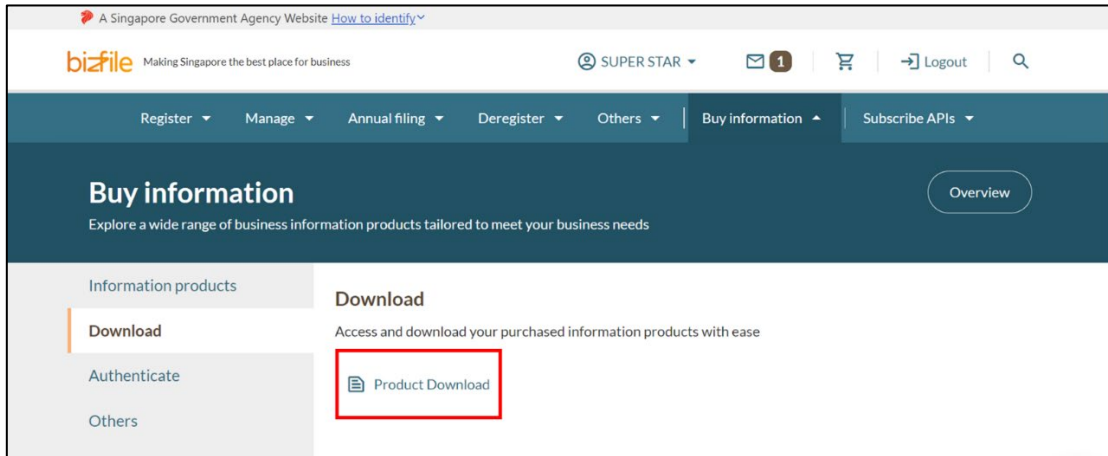
1. TAN WEI YIP - People Profile (Current & Past positions)

UEN/ID	: S1234567A
Amount paid (SGD)	: 33.00
Transaction no.	: I241227000006

Accounting and Corporate Regulatory Authority (ACRA)

Updated as at 28-Dec-2024

Step 13: Access the product download page via the mega menu and enter the unique product code to retrieve your product.

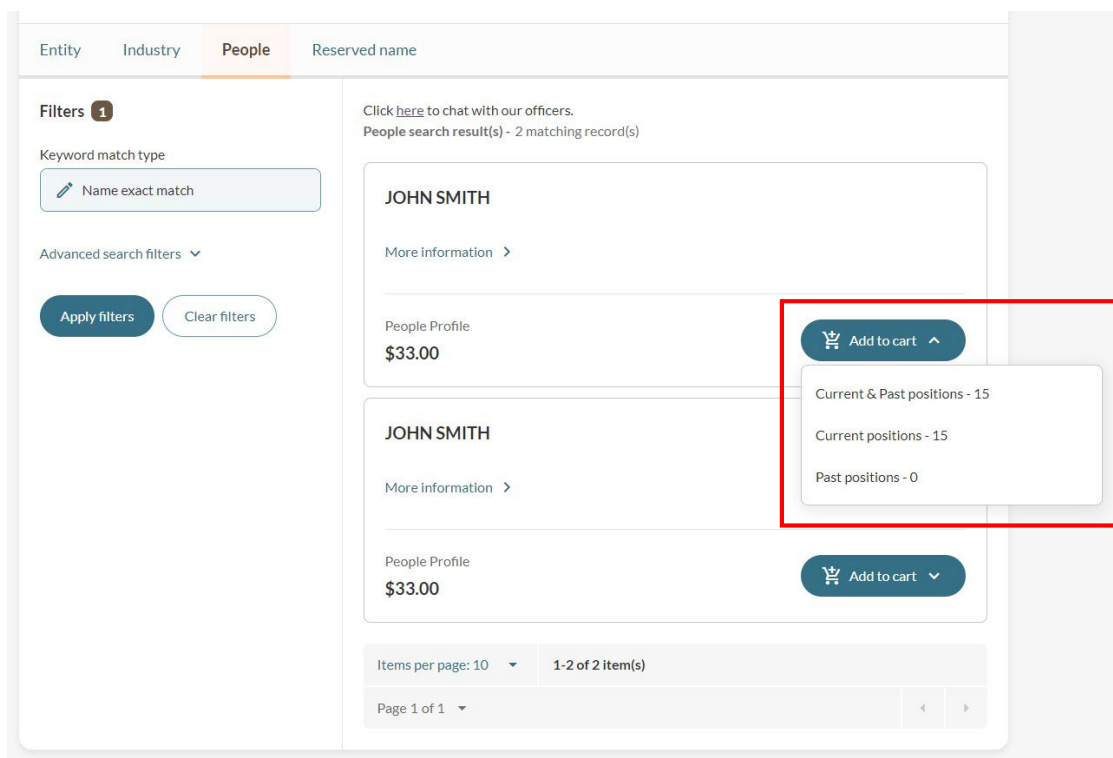


Frequently Asked Questions (FAQs) for ACRA Person Search Function

1. What should I do if multiple same records appear when searching for an exact name?

Option 1 – If you are searching for more information on the person in relation to a specific business/company (eg. company director or shareholder), you may wish to consider searching via “Entity Search” instead. You can then buy a Business Profile of the business entity which will include details of the company directors and shareholders such as name, ID number, contact address, date of appointment / cessation.

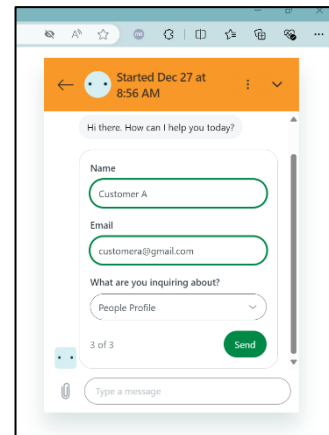
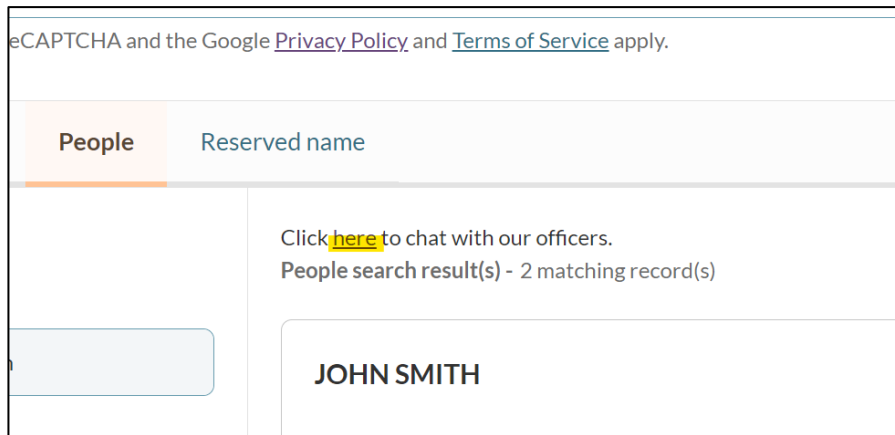
Option 2 - Click "Add to cart" to view position counts for each person (eg. if a person is currently a company director in 2 companies and formerly a shareholder in another company, the number of current positions would be 2 and past position would be 1). Purchase the person’s record if the position count matches your search subject.



2. How can I get assistance to purchase a specific profile if there is more than 1 name match?

If you need further help in purchasing a specific profile, click the live chat link (live chat operating hours are from 8.30am to 6pm, Mon to Fri) on the search result page. A separate browser tab will be launched.

You will need to provide (a) the search subject's full name and (b) his full ID number eg. NRIC / FIN number.



3. What can I do if I do not have the ID number (eg. NRIC/FIN) of the person?

Option 1: purchase all profiles shown in the search results.

Option 2: If you know the name of a business the person is associated with, you can search via “Entity Search” and then buy a Business Profile of the business entity which will include details of the company directors and shareholders including the ID number.

4. Why am I experiencing slower response time when using the Bizfile search function?

There are security measures to protect our system from automated attacks. These measures verify that you are a real person before allowing you to perform a search. You may therefore experience slight slowness when these checks are taking place.

5. I keep seeing the alert message “Suspicious attempt detected. Try to use the browser you frequently use or use a different device.” when I do a search. What is this about?

The alert message is triggered by our security measure. If you continue to encounter this message, please try using a different device or browser.