Summary of resolved Bizfile issues pertaining to the following transaction types:

1. **Apply for new business entity name**
2. **Register new business entity**

S/N	Transaction Type	Issue Encountered	Solution
1.	**Apply for new business entity name**	**"Identical name exists" message** You encountered an error message stating "Identical name exists" when applying for a business entity name.	This message appears when: • The business name you are applying for is already reserved, or • You have an incomplete earlier application for the same business name. To proceed, submit a new name application. If prompted about an identical name, you can request a name review.
2.	**Apply for new business entity name**	**Transaction status shows "Pending payment"** You started an application but did not complete the payment process. As a result, the transaction remains in a "Pending payment" status.	When a transaction is in "Pending payment" status, you will need to start fresh. To proceed, start a new application for your business entity name. Ensure you complete all required steps, including the payment process, before submitting your new application.
3.	**Register new business entity**	**Error message when registering new entity** You encounter one or more of the following error messages when applying to register a new entity: - "Document ID already exists" on the "Model Constitution" page	These issues have been resolved. You can now refile the registration for your new business entity by starting a new transaction.

		- "RegistrationPositionHolders[0].mobileNoAreaCode must match "[\d]{1,3}"" on the "Add position holder" page	
4.	**Register new business entity**	**Filing using Group of Companies profile** You are unable to file transactions when logged in with Group of Companies profile	This issue has been resolved. You can now proceed to file transactions in Bizfile with your Group of Companies profile.
5.	**Register new business entity**	**Error message when adding foreigner as position holder** You encounter the error message "You are not authorised to file this transaction" when attempting to add a foreigner as a position holder on the "Add position holder" page	If any position holder is a foreigner, or if you are registering a foreign company branch, you must engage a corporate service provider (CSP) to register the business entity. If you are a CSP, ensure you have logged in with your CSP profile. After logging in, click on "Proceed to Dashboard" before accessing the e-service to register a new business entity.
6.	**Register new business entity**	**"The lodger must hold the position of director/owner" message is displayed** You encountered the message stating "The lodger must hold the position of director/owner" when registering a new business entity.	The message appears when you attempt to register a new business entity without the required position. If you are applying for a business name for registering a new business entity and are not a Corporate Service Provider, you must intend to hold the following positions: • Owner of a sole proprietorship or partnership • Director of a local company • Partner of a limited liability partnership

			- General Partner or General Partner as a Nominee/Trustee of a limited partnership - Partner under S18(3)(c) of the Accountants Act or Public Accountant Employee for Public Accounting Firm - Director under S17(3)(d) of the Accountants Act or Public Accountant Employee for Public Accounting Corporation - Partner under S18A(3)(e) of the Accountants Act or Public Accountant Employee for Accounting Limited Liability Partnership If you are a CSP, ensure you have logged in with your CSP profile. After logging in, click on "Proceed to Dashboard" before accessing the e-service to register a new business entity.
7.	**Register new business entity**	**Error message when adding shareholders for EPC** You encountered the following error message when attempting to add a corporate shareholder to an Exempt Private Company (EPC) or Unlimited Exempt Private Company "Only a Limited Liability Partnership (LLP) or Accounting Limited Liability Partnership (APPL) can be designated as Shareholder in a Exempt Private Company or Unlimited Exempt Private Company"	An Exempt Private Company Limited by Shares cannot have corporate shareholders other than LLP or ALLP. The error message appears when you have applied for a business name for an EPC and attempt to add corporate shareholders that are not LLP or ALLP. To proceed, submit a new name application and select the correct entity type.

8.	**Register new business entity**	**Difficulty in endorsing position holder appointment** Newly appointed position holders are unsure of the process to endorse their appointment in Bizfile.	To endorse an appointment, follow these steps: 1. Log in to Bizfile using your SingPass (individual user) credentials. 2. Once logged in, locate the pending endorsement actions on your Bizfile dashboard. 3. Review each endorsement action carefully. If you hold multiple positions, you'll see separate endorsement actions for each position. 4. Complete each endorsement action as listed on your dashboard. 5. Verify that all endorsements have been completed, especially if you hold multiple positions.
9.	**Register new business entity**	**UEN for the new entity is not displayed on the receipt**	Following successful registration, you will receive notifications in your Bizfile Inbox including: • UEN for your newly registered entity • Notice of successful registration • Link to download the Business Profile for the newly registered entity The UEN is no longer displayed on the payment receipt. To access your Bizfile Inbox: • Individual users: Log in to Bizfile with Singpass • CSPs: Log in to Bizfile with Singpass (Business)

| 10. | Register new business entity | **Unable to download free business profile after successful registration**

After registering a new business entity, you cannot download the free business profile using the link provided in the successful registration notification. | If you are a CSP registering a new business entity on behalf of your clients:
1. Add the client to your Bizfile client list and obtain their endorsement.
2. Do not use the link in the successful registration notification.
3. After client endorsement, locate the new entity in your entity profile dropdown list (top right corner).
4. Switch to the correct entity profile if you hold multiple positions.

To download the free Business Profile:

1. Ensure that you are at the correct entity profile

2. Go to the 'Manage' section in the mega menu.

3. Select the entity type.

4. Click 'Update entity Information'.

5. Access 'Free business products' from the side menu. |
| 11. | Register new business entity | **Expired or invalid email verification link**
When you clicked the email verification link sent to your registered email address, you encountered an error message stating that the link has expired or is invalid. | To request for a new email verification link:

1. Log in to Bizfile using your Singpass (Individual User) credentials.

2. On your user dashboard, go to the 'Pending Actions' section.

3. Click the 'Resend' button to request a new email verification link. |

			4. Complete the email verification within 3 days of the request or lodgement date. Note: Do not use Corppass (Business User) for this process.