

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

- 1. Update position holder information**
- 2. Update shareholder information**
- 3. Appoint/Withdraw position holder**
- 4. Update list of members**

S/N	Transaction Type or User Interface	Issue Encountered	Summary and Solution
1.	<ul style="list-style-type: none"> • Update position holder/ shareholder information • Appoint/Withdraw position holder • Update entity information 	<p><u>Unauthorised access error</u></p> <p>You encountered an error message stating “Sorry, you are not authorised to view this page” after logging into Bizfile and attempting to:</p> <ul style="list-style-type: none"> • Select an entity for filing the transaction • Access the following transactions from the mega menu: <ul style="list-style-type: none"> ○ Update position holder/ shareholder information ○ Appoint Withdraw position holder ○ Update entity information 	<p>Corppass is required for filing updates related to entity, position holder and shareholder information. To file the transactions, follow these steps:</p> <ul style="list-style-type: none"> • Log in to Bizfile using your Corppass credentials, not Singpass. • If you are a Corporate Service Provider (CSP) or an individual with positions in multiple entities, ensure you have switched to the correct entity profile before accessing the transaction. For Corporate Service Providers, please select the “CSP Profile” (instead of “My Entities” profile) before filing the transactions on behalf of your client.

<p>2.</p>	<ul style="list-style-type: none"> • Update position holder/ shareholder information • Appoint/Withdraw position holder • Update list of members 	<p><u>Missing or incorrect fields</u></p> <p>The following fields were missing or incorrect on the webform or Business Profile:</p> <ul style="list-style-type: none"> • Local address • Mobile number 	<p>These issues have been resolved. You can proceed to re-file the transaction, if necessary.</p>
<p>3.</p>	<ul style="list-style-type: none"> • Update position holder/ shareholder information • Appoint/Withdraw position holder • Update list of members 	<p><u>“Unit” field error</u></p> <p>You were unable to enter special characters or multiple units in the “Unit” field for addresses.</p>	<p>When filling in the "Unit" field:</p> <ul style="list-style-type: none"> • Use only letters (A-Z) and numbers (0-9) • Enter up to 5 characters • Do not use special characters or symbols <p>For addresses with multiple units (e.g., 05-01/10), enter only the first unit (e.g., 05-01).</p>
<p>4.</p>	<ul style="list-style-type: none"> • Update position holder/ shareholder information • Appoint/Withdraw position holder • Update list of members • View user dashboard 	<p><u>Incorrect information on user dashboard</u></p> <p>The user dashboard displayed incorrect information for position holders or shareholders who are Singapore Citizens or Permanent Residents. The affected fields include:</p> <ul style="list-style-type: none"> • ID type • Nationality/Citizenship • Residential address • Date of birth 	<p>No action is required. The information is obtained monthly from other government agencies and updated in Bizfile. The correct details will appear in information products (e.g., Business Profile) after the update.</p>

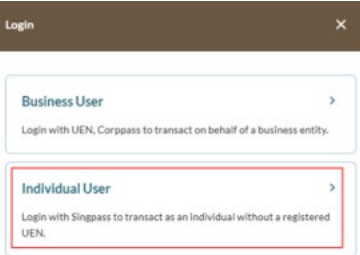
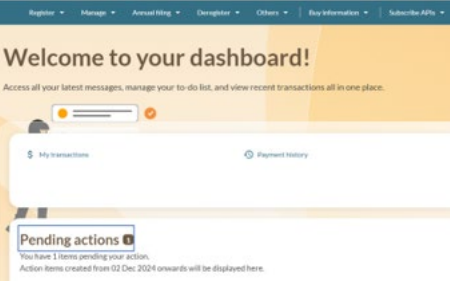
5.	Appoint/Withdraw position holder	<p><u>Appointment of auditor</u> You encountered any of the following error messages when attempting to appoint an auditor:</p> <ul style="list-style-type: none"> • “Entity is not found” • “You are not authorised to file this transaction”. 	This issue has been resolved. You can proceed to re-file the transaction, if required.
6.	Appoint/Withdraw position holder	<p><u>Endorsement by company officers/auditors</u> You received email notification requiring endorsement by company officers/auditors when they file the following transactions:</p> <ul style="list-style-type: none"> • Cessation of position holder – for company officers who are deceased or foreign individuals • Appointment of auditors 	This issue has been resolved. Endorsement is no longer required when appointing auditors or filing cessation of company position holders who are deceased or who are foreign individuals. You can proceed to re-file the transaction, if necessary.
7.	<ul style="list-style-type: none"> • Update position holder/ shareholder information • Appoint/Withdraw position holder • Update list of members 	<p><u>Email verification error</u> You encountered an error message stating “Your email address has not been verified. Verify your email to continue with the transaction.” when filing any of the following transactions:</p> <ul style="list-style-type: none"> - Update shareholder information - Appoint/Withdraw position holder Update list of members 	<p>Check your registered email address's inbox and junk mail folder for an email from ACRA to verify your email address in Bizfile.</p> <p>Once verification is complete, you can proceed to file the transaction.</p>

<p>8.</p>	<ul style="list-style-type: none"> • Update position holder/shareholder information • Appoint/Withdraw position holder • Update list of members 	<p><u>Expired or invalid email verification link</u></p> <p>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.</p>	<p>To request for a new email verification link:</p> <ol style="list-style-type: none"> 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. <p>Note: Do not use Corppass (Business User) for this process.</p>
<p>9.</p>	<ul style="list-style-type: none"> • Update position holder/shareholder information • Appoint/Withdraw position holder • Update list of members 	<p><u>Error messages when submitting transactions</u></p> <p>You encountered one or more of the following error messages when submitting the relevant transactions:</p> <ul style="list-style-type: none"> • “Please review and correct the highlighted fields” • “Sorry, the server encountered an unexpected error” • “Sorry, something went wrong. Please try again.” 	<p>These issues have been resolved. You can proceed to re-file the transaction, if necessary.</p>

<p>10.</p>	<p>Update shareholder information</p>	<p><u>Incomplete list of shareholders</u> The "Update Shareholder Information" page did not display the complete list of shareholders for the entity.</p>	<p>The "Update Shareholder Information" page excludes the following from the list of shareholders:</p> <ul style="list-style-type: none"> • Individual shareholders who are position holders (such as directors, secretaries) in other entities • Corporate shareholders <p>To view the complete list of shareholders in the entity, follow these steps:</p> <ol style="list-style-type: none"> 1. Log in to Bizfile using your Business User (Corppass) credentials. 2. At the entity dashboard, click on the entity name on the top menu bar and select "View entity details". 3. On the "Entity Information" page, click "Share capital and Shareholders" on the left navigation bar.
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11.	<ul style="list-style-type: none"> • Update shareholder information 	<p><u>Error message when updating shareholder's information</u></p> <p>You encountered the following message when attempting to update shareholder's information:</p> <ul style="list-style-type: none"> • "All shareholders currently hold a position in the entity. Please proceed to Update Position Holder page to update their information." 	<p>To update the information of shareholders who are position holders in other entities, you will need to use the "Update Position Holder" eService to modify their details.</p> <p>Any changes to corporate shareholder information must be made through the "Update Entity Information" eService.</p>
12.	<ul style="list-style-type: none"> • Withdraw position holder 	<p><u>Error message when withdrawing appointment of a position holder</u></p> <p>You encountered the following error message when withdrawing the appointment of a position holder:</p> <ul style="list-style-type: none"> • "Individual is not eligible to be withdrawn". 	<p>This issue has been resolved. You can proceed to re-file the transaction, if necessary.</p>
13.	<ul style="list-style-type: none"> • Update position holder/shareholder information 	<p><u>Residential address displayed as contact address</u></p> <p>The individual's residential address continued to be displayed as the contact address, after the contact address was updated.</p>	<p>This issue has been resolved. The updated contact address is correctly displayed in Bizfile.</p>

14.	<ul style="list-style-type: none"> • Update shareholder information 	<p><u>Updating Foreign Business Registration Number (FBRN)</u></p> <p>You encountered an error message stating that “FBRN cannot have special characters” when you attempt to enter special characters in the “Foreign Business Registration Number” field.</p>	<p>The "Foreign Business Registration Number " field only accepts alphanumeric characters. When entering the FBRN:</p> <ul style="list-style-type: none"> • Use only letters (A-Z) and numbers (0-9) <p>Do not include special characters or symbols such as “-”, “/”, and “,”. Example: Enter ‘B123456’ instead of ‘B-1-23456’.</p>
15.	<ul style="list-style-type: none"> • Update shareholder information 	<p><u>Unable to edit Foreign Business Registration Number</u></p> <p>After submitting your entity's FBRN in Bizfile on or after 9 December 2024, you were unable to edit the FBRN as the field is non-editable.</p>	<p>The FBRN field cannot be modified directly after submission. Should you need to make changes:</p> <ul style="list-style-type: none"> • For submission of wrong FBRN, please file a Notice of Error. • For legitimate updates (such as changes to FBRN in the country of origin), please submit a general lodgement under "General Lodgement – Others".

<p>16.</p>	<ul style="list-style-type: none"> • Appoint/Withdraw position holder 	<p>Difficulty in locating the endorsement link</p> <p>You were unable to locate the endorsement link for your appointment/withdrawal as a position holder in Bizfile.</p>	<p>To endorse your appointment/withdrawal as an officer, follow these steps:</p> <ol style="list-style-type: none"> 1. Log into Bizfile using Singpass (Individual User) credentials.  <p>The screenshot shows a 'Login' window with two options: 'Business User' and 'Individual User'. The 'Individual User' option is highlighted with a red box. Below it, the text reads: 'Login with Singpass to transact as an individual without a registered UEN.'</p> <ol style="list-style-type: none"> 2. Once logged in, you will find your pending endorsement under the "Pending Actions" section of your Bizfile dashboard.  <p>The screenshot shows the Bizfile dashboard with a 'Welcome to your dashboard!' message. Below the message, there are sections for 'My transactions' and 'Payment history'. At the bottom, there is a 'Pending actions' section with a notification: 'You have 1 items pending your action. Action items created from 02 Dec 2024 onwards will be displayed here.'</p> <ol style="list-style-type: none"> 3. Click the "Endorse" button next to the relevant appointment or withdrawal notification.
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