

Frequently Asked Questions (FAQs)

Information about Alternate Address and Contact Address

Q: Is there any difference between Alternate Address and Contact Address?

A: Alternate Address and Contact Address are similar, with the following distinctions:

- It is mandatory that a Contact Address is provided.
- There is no additional fee to provide a Contact Address.

Q: Is it compulsory to provide an Alternate Address?

A: Providing an Alternate Address is optional. If you do not have any address in mind to register as an Alternate Address now, you can always do so later.

Q: Who can register for an Alternate Address?

A: Please refer to the table below for details.

Entity Type / Professional	Who can provide Alternate Address	Services to provide Alternate Address
Local Company	<ul style="list-style-type: none">• Director• Alternate Director• Managing Director• CEO• Public Accountant Employee• Director under S17(3)(d) of Accountants Act ("AA")• Secretary	<ul style="list-style-type: none">• Application for New Company Name• Incorporation of Local Company• Registration of Amalgamation• Transfer of Registration (Re-Domiciliation)• Change in Company Information including Appointment/Cessation of Company Officers/Auditors• Change in Personal Particulars of Company Officers
Foreign Company	<ul style="list-style-type: none">• Authorised Representative• Director	<ul style="list-style-type: none">• Application for New Foreign Company Name• Registration of Branch of Foreign Company• Change in Foreign Company Information including Appointment / Cessation of Directors / Authorised

		<p>Representatives</p> <ul style="list-style-type: none"> • Change in Personal Particulars of Authorised Representative or Directors
Business	<ul style="list-style-type: none"> • Owner • Nominee / Trustee • Authorised Representative 	<ul style="list-style-type: none"> • Application for a New Business Name • Application to Register Person(s) and Business Name • Change in Business Information including Appointment / Cessation of Business Owner / Authorised Representative • Change in Personal Particulars of Business Owners or Authorised Representatives • Notice of Death
Limited Liability Partnership	<ul style="list-style-type: none"> • Partner • Manager • Public Accountant Employee • Partner under AA S18A(3)(e) 	<ul style="list-style-type: none"> • Application for a New LLP Name • Application to Register a New LLP • Change in LLP Information including Appointment / Cessation of Partners / Manager • Change in Personal Particulars of Partners or Managers • Conversion from LLP to ALLP • Conversion from PAC to ALLP • Conversion from PAF to ALLP • Conversion of Business to LLP • Conversion of Company to LLP
Limited Partnership	<ul style="list-style-type: none"> • General Partner • General Partner as Nominee/Trustee • Limited Partner • Manager 	<ul style="list-style-type: none"> • Application for a New LP Name • Application to Register a New LP • Change in LP Information including Appointment / Cessation of Partners / Manager • Changes in Personal Particulars of Partners or Managers
Public Accounting Firm	<ul style="list-style-type: none"> • Partner • Public Accountant Employee • Partner under AA 	<ul style="list-style-type: none"> • Name Application for Public Accounting Firm • Application for Approval of Public Accounting Firm

	S18A(3)(c)	<ul style="list-style-type: none"> • Change in Particulars of Officer in a Public Accounting Firm • Change of Public Accounting Firm Details
Public Accountant / Approved Liquidator	Public Accountant	<ul style="list-style-type: none"> • Application for Registration as a Public Accountant • Change in Particulars of a Public Accountant • Change in Particulars of Approved Liquidator

Q: When can I apply for an Alternate Address without a fee?

A: You can apply for an Alternate Address without a fee **from 23 August 2024 onwards.**

Q: Will ACRA issue refunds for fees paid for Alternate Address applications lodged before 23 August 2024?

A: No, Alternate Address application fees are final and non-refundable for applications submitted before 23 August 2024.

Shareholder Address Information

Q: Can individual shareholders provide Alternate Address currently? What address will be used as the Contact Address in the Contact Address regime?

A: Currently, individual shareholders who hold no other position in an entity cannot provide an Alternate Address. However, as their current addresses will be automatically converted to Contact Addresses upon the commencement of the Contact Address regime by end 2024, shareholders who wish to update their current addresses in ACRA's public records can engage their company secretaries or Corporate Service Provider to do so via the eService "**Change in Particulars of Shareholders**" from 23 August 2024.

Q: How can I submit a different location to prevent my residential address from becoming the Contact Address, considering that I cannot modify my shareholder's address, which is automatically prefilled with my residential address?

A: If you are both a position holder and a shareholder, you can register or update an Alternate Address via the eServices intended for position holders. If you are solely a shareholder, please engage your company secretaries or Corporate Service Providers (“CSP”) to access the eService “**Change in Particulars of Shareholders**” and review the address under the section, “**Current address displayed in ACRA’s public records**”.

If the address can be used as the Contact Address, no action is required. If you wish to provide a new address, your company secretaries or CSP can file a new address by following the instructions on the web form. The new address will be publicly displayed upon successful submission and will automatically convert to the Contact Address upon the commencement of the Contact Address regime.

Please refer to the screenshot below:

Current address displayed in ACRA's public records

Current address displayed in ACRA's public records
26 SPRINGLEAF WALK
SPRINGLEAF GARDEN
SINGAPORE 787878

Do you want the address continued to be displayed in ACRA's public records?*

If you provide a new address, it will automatically convert to the Contact Address when we transition to the new Contact Address regime at the end of 2024. Otherwise, the existing displayed address in ACRA's public records will be automatically converted to the Contact Address.

Yes No

Update Cancel

Contact Address Information

Q: What is a Contact Address?

A: A Contact Address is a location within the same jurisdiction as your residence where you can be contacted (e.g. your office, your corporate service provider's office, etc.), and it cannot be a P.O. Box address. You are free to use your residential address as your Contact Address if you prefer.

Q: Is it compulsory to provide a Contact Address?

A: Yes, providing a Contact Address is mandatory for all position holders, public accountants and shareholders.

Q: When do I need to provide a Contact Address?

A: You are required to provide a Contact Address when the Contact Address regime commences at the end of 2024.

Q: Will ACRA send official correspondences to the Contact Address or the residential address?

A: ACRA will continue sending official correspondences to the residential address, not the Contact Address.