

Guide for General Exemption Appeals

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Section A: Accessing the System

1. Click on the “Find Out More” button in the “Application for Amendment” section (shown in the orange BOX) from the main page at <https://www.gobusiness.gov.sg/covid/>.

The screenshot displays the 'gobusiness SINGAPORE' website. The top navigation bar includes links for 'START A BUSINESS', 'RUN AND GROW A BUSINESS', 'COVID-19', 'E-SERVICES', and 'WHO WE ARE'. The breadcrumb trail shows 'HOME / COVID 19 / OVERVIEW'. The main heading is 'Overview'. A sidebar on the left lists categories like 'Permitted Services', 'Safe Management Requirements', 'Sector-Specific Requirements', 'Digital Solutions for Safe Management', 'Guides', 'Financial Support', 'Manpower Support', 'Digital Support', 'Sector-Specific Support', and 'FAQ'. The main content area, titled 'Overview', explains that COVID-19 has caused economic disruptions and provides resources for business owners. It features several boxes: 'Permissions and Manpower Declaration', 'Exemption Application', 'Permitted Services', 'Safe Management Requirements', 'Application for Additional Manpower', 'Time-Limited Exemption', and 'General Exemption Appeal'. The 'General Exemption Appeal' box is highlighted with an orange border and contains the text: 'Appeal your rejected or partially approved General Exemption applications. Find Out More.' Social media icons for WhatsApp, Facebook, and LinkedIn are on the right.

Overview

COVID-19 has caused severe economic disruptions and impacted business activity across various sectors. The Government will continue to work closely with our businesses, workers and industry partners to bolster our economic resilience and seek new opportunities amid the adversity. Together, we will overcome this crisis and emerge stronger.

Here are some helpful resources for business owners to find the assistance you need and to ensure that business activities resume safely:

Permissions and Manpower Declaration

For businesses operating or resuming in Phase 2 (Heightened Alert). Check your exemption application/business resumption status, and submit your manpower details here.

[Find Out More](#)

Exemption Application

For businesses which are providing services which are not in the list of permitted services, please apply here for your business to resume operating.

[Find Out More](#)

Permitted Services

List of permitted services allowed to operate in Phase 2 (Heightened Alert).

[Find Out More](#)

Safe Management Requirements

List of measures to ensure safety at the workplace.

[Find Out More](#)

Application for Additional Manpower

Apply for additional manpower for your business. (Only for businesses that have received approval for exemption)

[Find Out More](#)

Time-Limited Exemption

Apply for your workplace to be allowed to have temporary operations. Your application will only take effect on the following day after your submission. You are allowed to submit applications only twice every week (each week starting from Sunday 12:00am to Saturday 11:59pm)

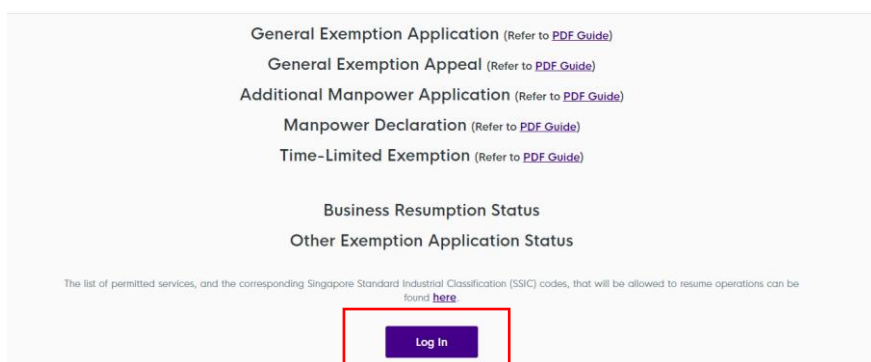
[Find Out More](#)

General Exemption Appeal

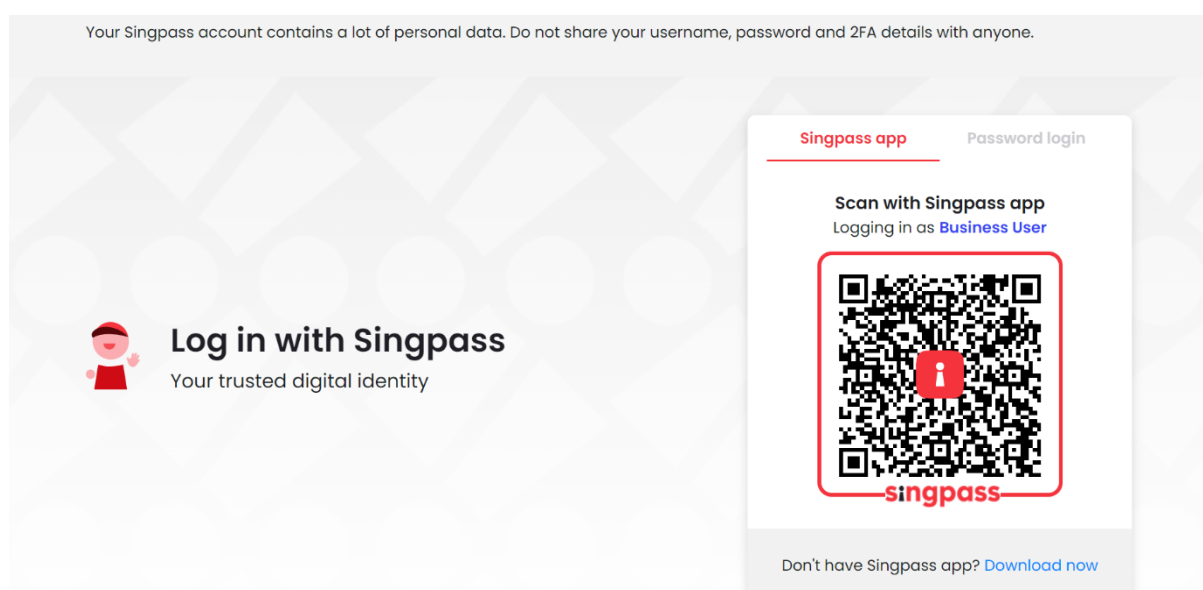
Appeal your rejected or partially approved General Exemption applications.

[Find Out More](#)

2. Click on the “Log In” button.

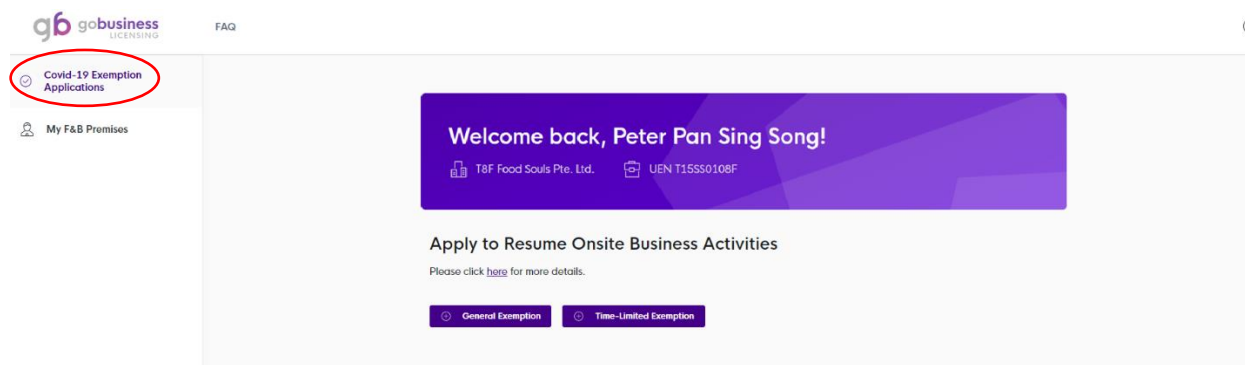


3. Log in with your Singpass credentials by scanning the QR code shown on the webpage using the Singpass app or password login.



Section B: Submission Of Appeal Details

1. Once you have successfully logged in, you will reach the main page. Do ensure that you are at the “Covid-19 Exemption Applications” tab and scroll down to view your applications.



2. Make sure that you are under the “General/Resumption” tab, as shown in the **BLUE BOX**. Further below, you will see the status of your General Exemption/Business Resumption, as shown in the **ORANGE BOX**.

If your “General/Resumption” status is shown as “**Rejected**” or “**Partially Approved**”:

Click on the “Appeal Exemption/Resumption” button to appeal your general exemption application, as shown in the **RED BOX**.

abc123@example.com

My Applications

Please provide a valid email address before you submit your manpower details. This is so that an email notification can be sent to you.
Please click [here](#) for enquiries.

Time-Limited **General/Resumption**

REFERENCE NO.	EMAIL	STATUS	NO. OF MANPOWER ON-SITE	MANPOWER DETAILS SUBMISSION
T15SS0108FGE52 BLX	molb.secondary@gmail.com	Partially Approved	N/A	<div>Submit Manpower</div> <div>Request for Additional Manpower</div> <div>Appeal Exemption / Resumption</div>
T15SS0108FGE52 BLU	molb.secondary@gmail.com	Rejected	N/A	<div>Appeal Exemption / Resumption</div>

Appeals are only valid for “Rejected” or “Partially Approved” status.

3. Upon clicking on the “Appeal Exemption/Resumption” button, you will see a pop-up box as below. Click on the “Next” button, as shown in the **RED BOX**.

General Exemption Appeal Application

This application is for entities who are submitting an appeal for a rejected General Exemption application.

🕒 Estimated 15 mins to complete

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REFERENCE NO.	EMAIL	STATUS	NO. OF MANPOWER ON-SITE	MANPOWER DETAILS SUBMISSION
T15SS0108FGPEOU	molb.secondary@g mail.com	Rejected	N/A	Appeal / Resumption
T15SS0108FGEPOR	molb.secondary@g mail.com	Permitted	N/A	Submit Manpower

4. Upon clicking on the “Next” button, you will see a summary of your general exemption application as below.

Step 1: Take note of your contact details, as shown in the **BLUE BOX**. Your contact details will be pre-populated. If you wish to amend your contact details, please fill in your updated contact details in the fields accordingly.

Step 2: Click on the “Next” button to proceed your application, as shown in the **RED BOX**.

Company Details
Here are your previously submitted details.

Company name
Testing 123 Pte. Ltd.

Unique Entity No. (UEN)
T15SS0108F

Total No. of Employees
100

Brief Description of Key Business Activities
Test

Contact Details

Name
Peter Pan Sing Song

Contact No.
12345678

Email
abc123@example.com

Basis for Application

Key Basis for Application
A2

For A2, state:
(i) names of firms which provide essential services supported,

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5. You will see your rejected premises & business function details as below.

Step 1: Select the premises that you are requesting to appeal. If you are requesting to appeal for all premises, click on “Select All”.

Step 2: Take note of the rejection reason, as shown in the **BLUE BOX**. Next, select the rejected business functions that you are requesting to appeal. You may choose to unselect functions that you do not wish to appeal for by unchecking the various business functions as well.

Step 3: Provide additional information and appeal reasons to support your application in the text box provided, as shown in the **PINK BOX**. Once completed, click on the “Next” button as shown in the **RED BOX**.

Premises & Business Function Details

Here are your previously rejected business functions. Select the premises and functions you would like to appeal for and provide appeal details.

☒ Select all

☒ 123 ABC Road, #01-012, Singapore 123456

REJECTION REASON Please provide more information about your business function.

Rejected Business Functions

☒ Function 6

☒ Function 7

Additional information to justify request ⓘ

Please provide appeal details

4/500

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6. Further below, you will see your previously submitted documents. You may upload additional supporting documents to support your appeal, as shown in the **BLUE BOX**.


Submitted Documents

Here are your previously submitted documents.

FILE NAME	DOWNLOAD
No Document Submitted	

Other Supporting Documents

Drag and drop or click to upload a file. Multiple files can be uploaded as a single .zip file. Other supported file formats: pdf, jpeg, png, xls, xlsx. Each file must not exceed 7 MB.



Attachments in support of your submission
(Optional)

Declarations

☒ I declare that the above information submitted is true. I am aware that any submission will be voided should there be false or misleading information submitted.

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7. After you have finished uploading your supporting documents, take note of the “Declarations”, and proceed to click on the “Next” button in the **RED BOX**.

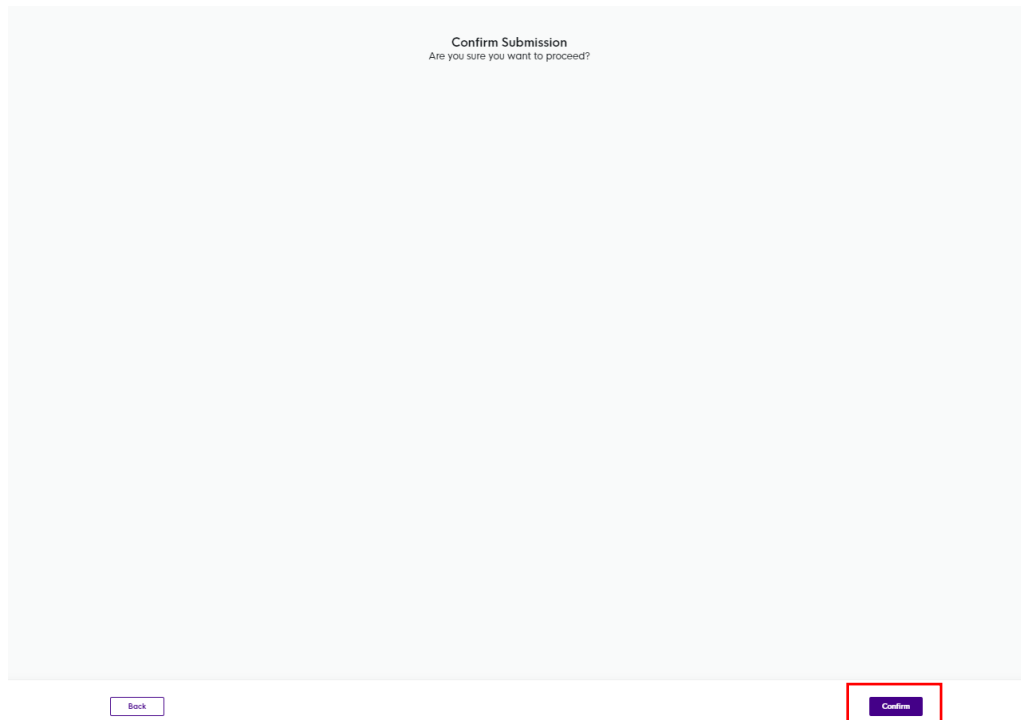
Declarations

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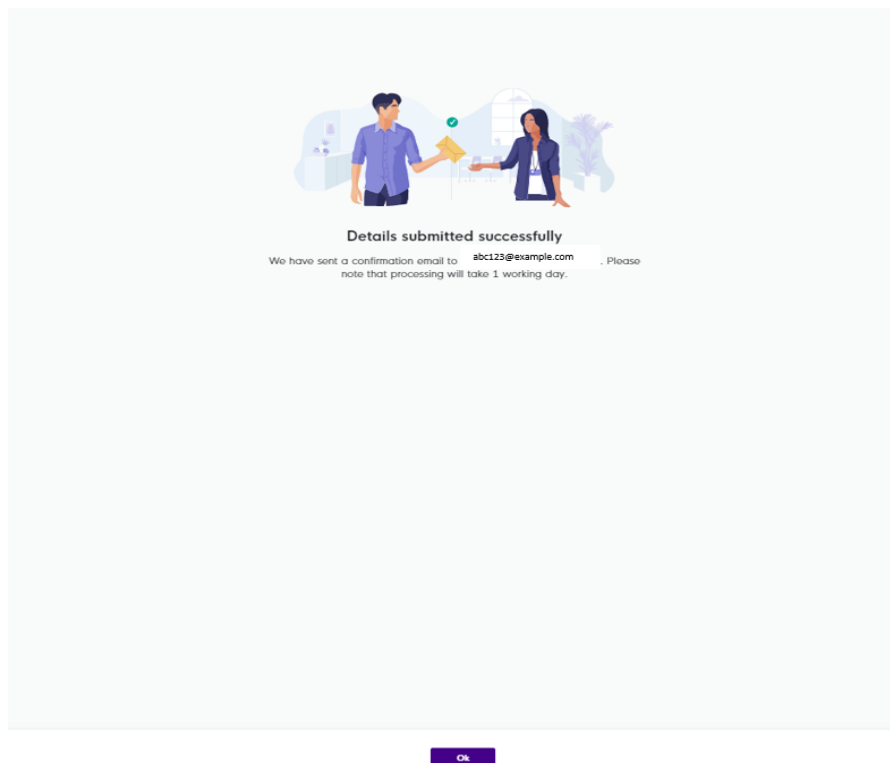
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Next

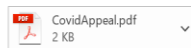
8. Upon clicking on the “Submit” button, you will be asked to confirm your submission. Click on “Confirm” button at the bottom of the screen, as shown in the **RED BOX**.



9. You will see a screen that confirms your General Exemption Appeal.



10. You will receive an email acknowledgement and details of your application (similar to the **sample** below) to acknowledge your General Exemption Appeal request. This acknowledgement will be sent to the email address that you had provided.



Dear Sir/Madam

Thank you for your submission. Please retain a copy of this email for your records. We aim to communicate to you the outcome of your application in 5 working days.

Please note that one of the conditions for resumption of business operations is the implementation of the SafeEntry system at your business premises, in accordance with the prevailing requirements at [safeentry.gov.sg](https://www.safeentry.gov.sg). In particular, this include the requirement to deploy the use of the TraceTogether mobile application or TraceTogether token scanning to log the SafeEntry check-in of all employees, associates, vendors, customers and other visitors entering your workplace premises. Supermarkets and large retail outlets that are fully within malls and buildings covered by TraceTogether-only SafeEntry and have the same operating hours, will no longer be required to implement SafeEntry nor TraceTogether-only SafeEntry. You can refer to www.safeentry.gov.sg/deployment for more information.

We appreciate your contributions in the national fight against COVID-19. Should you have further questions, please refer to <https://www.gobusiness.gov.sg/covid/>.

Thank you.

This is a system generated email. Please do not reply to this email.

NOTE: You will not be allowed to request for additional manpower if you have an ongoing Appeal request. The “Request for Additional Manpower” button will be disabled until your appeal has finished processing.

Time-Limited			General/Resumption	
REFERENCE NO.	EMAIL	STATUS	NO. OF MANPOWER ON-SITE	MANPOWER DETAILS SUBMISSION
	molb.secondary@gmail.com	Partially Approved	N/A	<div>Submit Manpower</div> <div>Request for Additional Manpower</div>
Application Status Your request for appeal is currently being processed.				

11. You will receive an email notification with the results for your appeal after it has been processed. You may also refer to the GoBusiness portal to look at your history of Appeals and Requests for Additional Manpower.

Dear Sir / Madam

1. We refer to your appeal submitted on 18 May 2021 (reference no. 180000001WAPPF), relating to your earlier application on 18 May 2021 (original reference no. 180000001WGE5Q4RL).

2. We have considered the additional information provided and are pleased to inform you that your company, **Testing Pte. Ltd. (180000001W)**, may continue with the **approved functions at the premises listed below**, subject to sector-specific limitations and guidelines, and all Conditions of Approval stated below. Please note that rejected functions should not be performed onsite.

Premises 1 : Testing Building, 888 Testing Road, Blk: 888 #8-8,

Approved Functions: Others (Testing)

Condition of Approval: NA

Rejected Functions: NA

Rejection Reasons: NA

Premises 2 : Testing Building, 88 Testing Road, Blk: 88 #88-88,

Approved Functions: NA

Condition of Approval: NA

Rejected Functions: Others (Testing)

Rejection Reasons: Test

Enter the reference number specific to each appeal request in your email account to look for the full results of your appeal request.

Appeals and Additional Manpower History

Please refer to the email notification sent to you for your past appeal or additional manpower request results.

Appeals

REFERENCE NUMBER	Transaction Time
C12345678APP3I	08 Jan 2021, 4:09 pm
C12345678APP3F	08 Jan 2021, 3:24 pm

Additional Manpower Requests

REFERENCE NUMBER	Transaction Time
C12345678FAMR90	13 Jan 2021, 5:12 pm
C12345678FAMR8X	13 Jan 2021, 4:59 pm
C12345678FAMR8U	13 Jan 2021, 4:58 pm
C12345678FAMR8R	13 Jan 2021, 4:57 pm
C12345678FAMR8O	13 Jan 2021, 4:57 pm

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C12345678FAMR8R	13 Jan 2021, 4:57 pm
C12345678FAMR8O	13 Jan 2021, 4:57 pm

Your appeal results will also overwrite your previous General Exemption results after the appeal has finished processing on the GoBusiness Portal.

T15SS1209FGEPQ3

Partially Approved

N/A

Submit Manpower

Request for Additional Manpower

Appeal Exemption / Resumption

Application Status

Your application for Exemption/Resumption has been Partially Approved

Premise 1

ADDRESS	15-1 JALAN 19 RIANG, SERANGOON PARK 19, 02-110, 160051
APPROVED MANPOWER	100
APPROVED FUNCTIONS	Function 2
CONDITIONS OF APPROVAL	Limited to half the shop space
REJECTED FUNCTIONS	Function 3
REJECTION REASONS	High chances of transmission