

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/>.

A Singapore Government Agency Website

gobusiness SINGAPORE

START A BUSINESS ▾ RUN AND GROW A BUSINESS ▾ COVID-19 ▾ E-SERVICES WHO WE ARE ▾ Log In Q

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Overview

Overview

- Permitted Services
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- Digital Solutions for Safe Management
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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.

Since exiting the Circuit Breaker, businesses have been allowed to resume activities in a phased manner. 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 3. Check your exemption application/business resumption status, and submit your manpower details here.

[Find Out More](#) ⓘ

Exemption Application

Apply for your business to resume operating in Phase 3.

[Find Out More](#) ⓘ

Permitted Services

List of permitted services allowed to resume operations in Phase 3.

[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](#) ⓘ

Application for Amendment

Amend your submitted General Exemption applications.

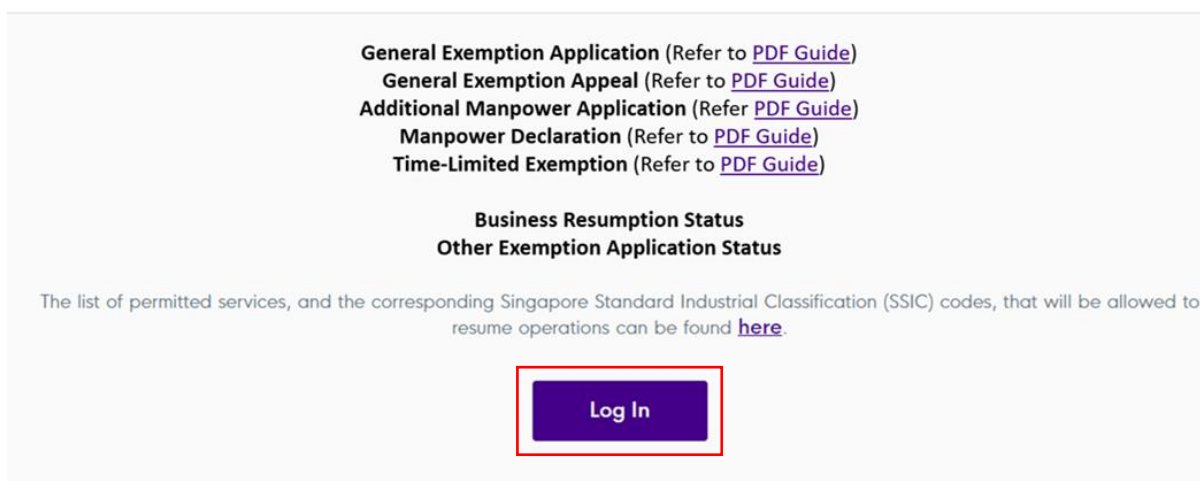
[Find Out More](#) ⓘ

General Exemption Appeal

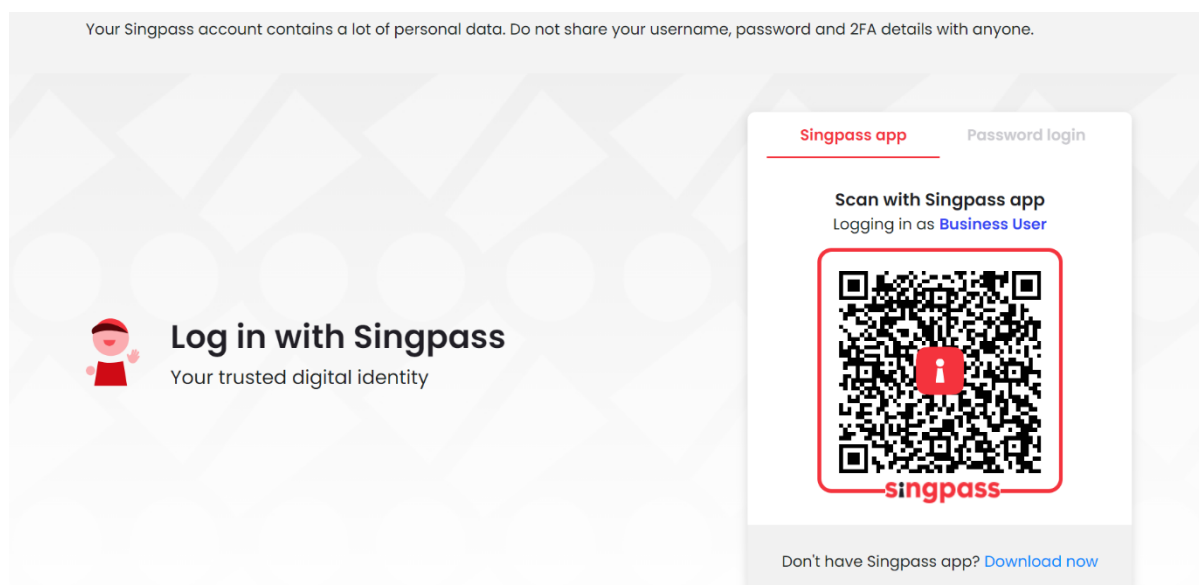
Appeal your rejected or partially approved General Exemption applications.

[Find Out More](#) ⓘ

2. Click on the “LOGIN WITH SINGPASS” button.

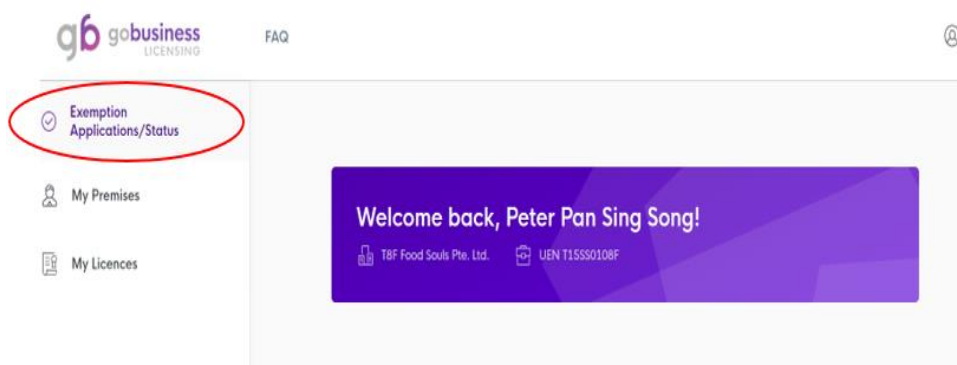


3. Log in with your Singpass credentials by scanning the QR code shown on the webpage using the Singpass app or password login.



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 “Exemption Applications/Status” page.



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

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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
Sample_of_floor_plan.pdf	
Sample_of_location_Plan.pdf	
Sample_of_floor_plan.pdf	

Appeal Details

Fill in the following details

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

Scroll to read and acknowledge the following clauses below.

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

Declarations

Scroll to read and acknowledge the following clauses below.

General Declaration

I declare that I have implemented the Requirements for Safe Management at the Workplace, at <https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures>.

I / my company is aware of the safe distancing measures and will implement these measures for employees which are required to work at the business premises and/or other designated locations.

I declare that the above information submitted is true and correct to the best of my knowledge.

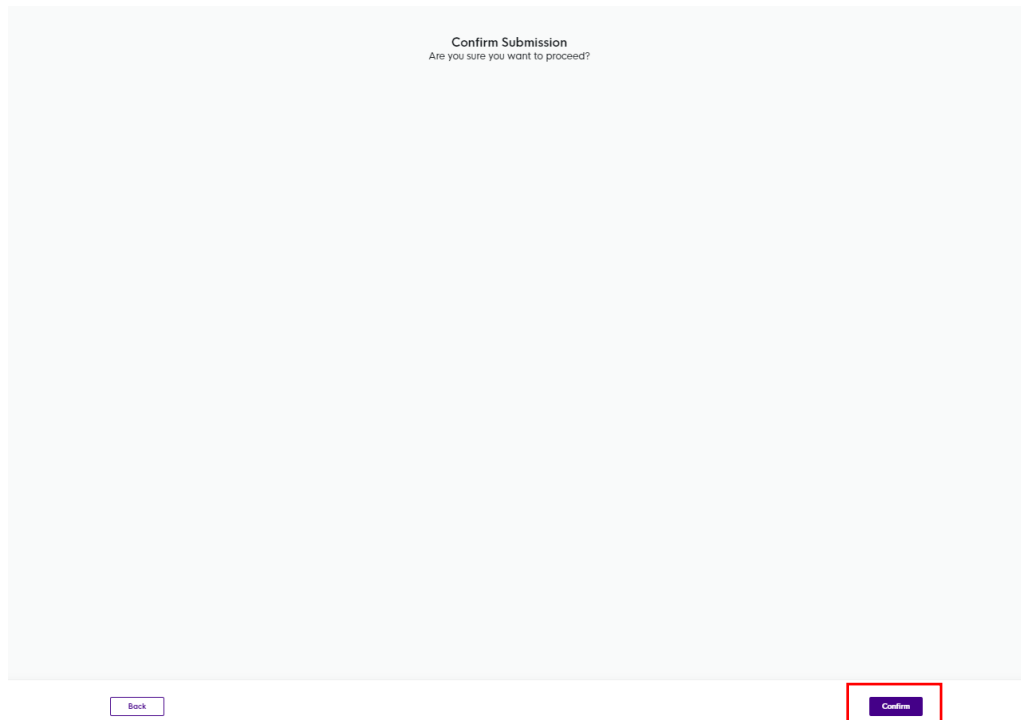
I am aware that my submission will be voided should there be false or misleading information submitted.

☒ I hereby declare that all of the above is true.

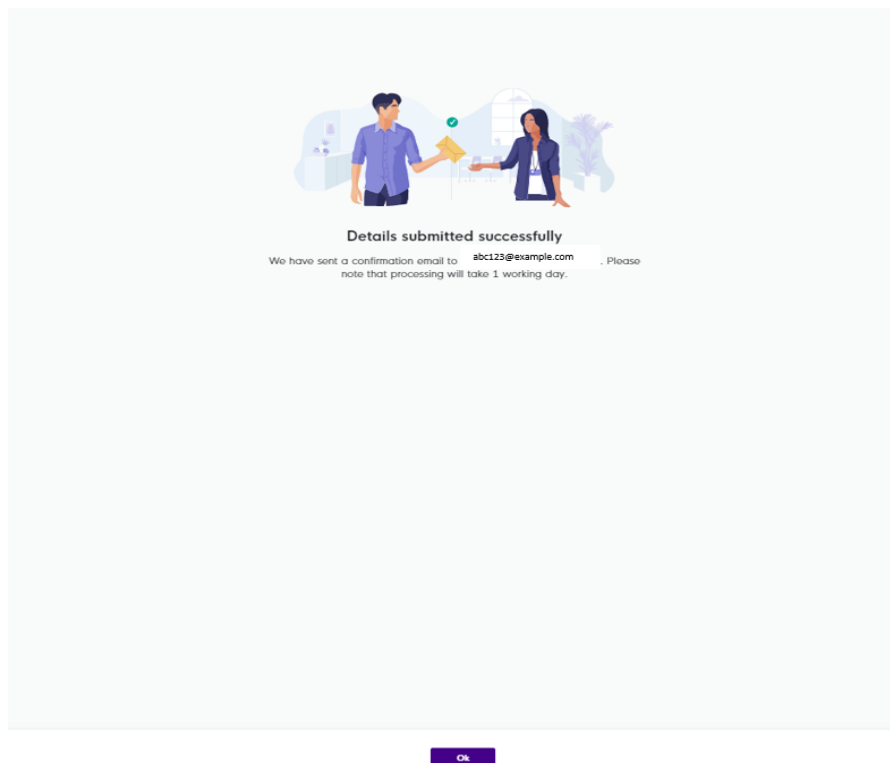
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8. Upon clicking on the “Submit” button, you will be asked to confirm your submission. Click on “Confirm” button at the bottom of the screen, as shown in the **RED BOX**.



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.

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).

All business are highly encouraged to have their employees use the [TraceTogether](#) app for the duration that he/she is commuting/will be at the work premises.

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.

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
C12345678FAPP3I	08 Jan 2021, 4:09 pm
C12345678FAPP3F	08 Jan 2021, 3:24 pm
Additional Manpower Requests	
REFERENCE NUMBER	Transaction Time
C12345678FAMR9G	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

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

molb.secondary@gmail.com

ail.com

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

Premise 2

ADDRESS

15-1 JALAN 10 RIANG, SERANGOON PARK 10, 08-009, 160051

APPROVED MANPOWER

50

APPROVED FUNCTIONS

Function 2, Function 3

CONDITIONS OF APPROVAL

With restriction to less than 15pax

REJECTED FUNCTIONS

REJECTION REASONS