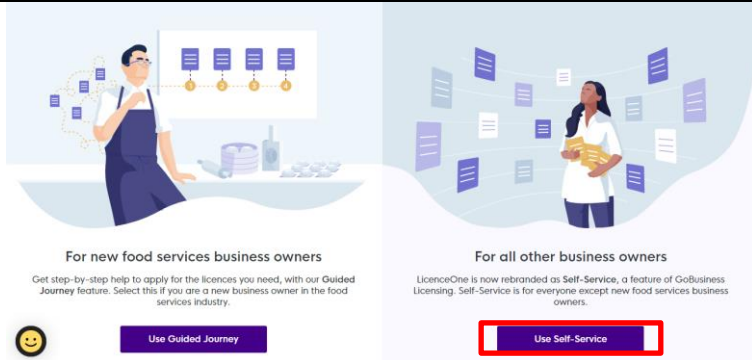


## **Step-by-Step Guide for Amendment of Certificate of Registration and Hotel-keeper's Licence**

The authorised CorpPass user<sup>1</sup> may submit an amendment application to amend the Certificate of Registration and Hotel-keeper's Licence. The five different types of amendment profiles are:-

<b>Amendment Profile<sup>2</sup></b>	<b>Purpose</b>
Change of Hotel Name	Change the name of the hotel
Change of Hotel-keeper	Appoint a new Hotel-keeper for the hotel
Update of Hotel Ownership	Update the Hotel's owner details
Update of Existing Hotel and /or Hotel-keeper's Information	Update the existing hotel and/or hotel-keeper's information
Update of Room Information	Update the Hotel rooms' information

### **Accessing GoBusiness Licensing**

<b>S/N</b>	<b>Step</b>	<b>Screenshot</b>
1	Go to GoBusiness Licensing website <a href="https://gobusiness.gov.sg/licences">https://gobusiness.gov.sg/licences</a> and click on "Use Self-Service" under "For all other business owners"	 <p>The screenshot shows the GoBusiness Licensing website interface. On the left, there's a section for 'For new food services business owners' with a 'Use Guided Journey' button. On the right, there's a section for 'For all other business owners' with a 'Use Self-Service' button, which is highlighted with a red rectangular box. The text below the 'Use Self-Service' button states: 'LicenceOne is now rebranded as Self-Service, a feature of GoBusiness Licensing. Self-Service is for everyone except new food services business owners.'</p>

<sup>1</sup> "Singapore Corporate Access" (or CorpPass) is a corporate digital identity for businesses and other entities to transact with Government agencies online. With the introduction of CorpPass, business entities will use a single digital account to transact with the whole-of government. With effect 1 September 2018, CorpPass will be the only login method for all online business transactions with the Government, including via GoBusiness Licensing. Only authorised CorpPass users of the company can use CorpPass to access GoBusiness Licensing and submit amendments to the Certificate of Registration and Hotel-keeper's Licence. Should the Hotel-Keeper or Company Director wish to submit the amendment application, they must also be appointed as the authorised CorpPass user of the company.

For information on the registration & set up of CorpPass for your business entity, please visit [www.corppass.gov.sg](http://www.corppass.gov.sg). For information on how to activate CorpPass in GoBusiness Licensing, please visit <https://licence1.business.gov.sg/licence1/cms/showHelp.action?pageName=corppass-in-licenceone>.

<sup>2</sup>You can select multiple options to amend the details relating to the Certificate of Registration and/or Hotel-keeper. However, a new licence application is required if you select Change of Hotel Name, Hotel-keeper and Hotel Ownership in one application.

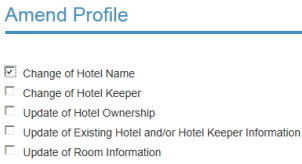
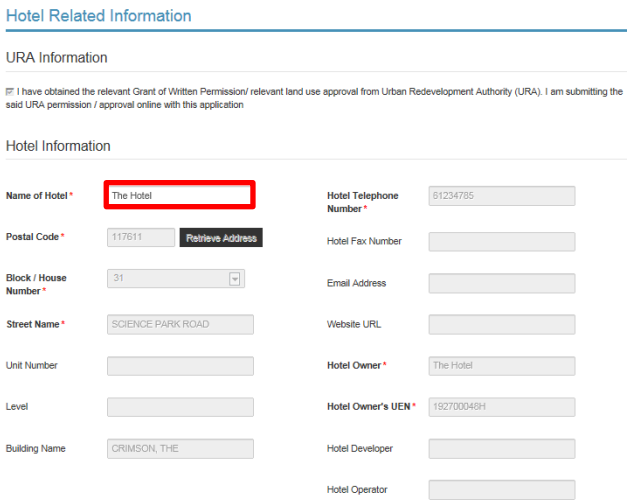
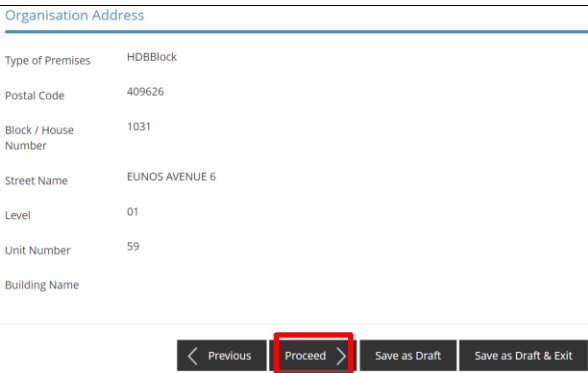
S/N	Step	Screenshot														
1a	Next, click on “Login”															
2	Log in to GoBusiness Licensing using CorpPass															
2a	Enter the UEN/Entity No, CorpPass ID and Password and click on “Login”															
3	Click on “My Portfolio > Licence”  Enter the Licence Number and Click on “Search”	<table><thead><tr><th>Licence Number</th><th>Licence Name</th><th>Licence Status</th><th>Issue Date</th><th>Expiry Date</th><th>Agency</th><th>Action</th></tr></thead><tbody><tr><td>50866</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Active</td><td>13 Feb 2020</td><td>31 Dec 2020</td><td>Police</td><td><div>Click Action &gt;&gt; Amend</div><div>Amend</div></td></tr></tbody></table>	Licence Number	Licence Name	Licence Status	Issue Date	Expiry Date	Agency	Action	50866	Certificate of Registration and Hotel-keeper's Licence	Active	13 Feb 2020	31 Dec 2020	Police	<div>Click Action &gt;&gt; Amend</div> <div>Amend</div>
Licence Number	Licence Name	Licence Status	Issue Date	Expiry Date	Agency	Action										
50866	Certificate of Registration and Hotel-keeper's Licence	Active	13 Feb 2020	31 Dec 2020	Police	<div>Click Action &gt;&gt; Amend</div> <div>Amend</div>										

S/N	Step	Screenshot
	Click on “Action” > “Amend”	
4	Ensure that the Licence no. is correct. Select “Amendment of details in the Certificate of Registration and Hotel-keeper’s Licence” and Click on “Next”	
5	Select the checkbox to agree to the Terms of Use  Click on “Next”	
6	Select the relevant “Amendment Profile” <sup>3</sup>	

<sup>3</sup> Based on the selected amendment profile, only the respective fields will be available for editing and the remaining fields will be greyed off.


## Change of Hotel Name

Pursuant to Hotels Licensing Regulations R(14)(2), the owner or licensee of a hotel shall not change the name of the hotel without the prior written approval of the Board.

S/N	Step	Screenshot
1	Select “Change of Hotel Name” under the Amend Profile section	
2	Enter the new Hotel Name by over-riding the existing name of the hotel.	
3	Scroll to the bottom of the page and Click on “Proceed”	

S/N	Step	Screenshot
4	<p>Upload the e-notice<sup>4</sup> according to the Notice template in PDF format. Do ensure that you have accurately entered the Name of Hotel.</p> <p>Further, please make sure that the Name of Hotel is the same as the Name of Hotel as per your application and on your hotel signage. The e-notice will typically be published on the HLB Website within 3 working days from when the e-notice is successfully uploaded.</p> <p>Next, upload other supporting documents (if any) and click “Next”.</p>	<p><b>Amend Existing Licence</b></p> <p>Certificate of Registration and Hotel-keeper's Licence</p> <p>Document Name Type Attachment Action</p> <p>Curriculum Vitae (CV) of Hotel-keeper Attached when Amendment Profile selected is "Change of Hotel-keeper" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</p> <p>Advertisements Attached when Amendment Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 6 MB</p> <p>ACRA Business Profile Attached when Amendment Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</p> <p>Other Supporting Documents Multiple Files can be attached to this field if you have more than one file to include Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum: 2 MB</p> <p>Click Next</p> <p>Previous Next Save as Draft Save as Draft &amp; Exit</p>
5	<p>You may preview and print the application form at this screen.</p> <p>Tick the check box under “General Declaration” and “Certificate of Registration and Hotel-keeper’s Licence” and click “Submit”.</p>	<p><b>Amend Existing Licence</b></p> <p>Information Review</p> <p>Change of Hotel Name</p> <p>Hotel Related Information</p> <p>URA Information</p> <p>I have obtained the relevant Grant of Written Permission/ relevant land use approval from Urban Redevelopment Authority (URA). I am submitting the said URA permission / approval online with this application.</p> <p>Declaration</p> <p>General Declaration</p> <p>1. I declare that all the information given in this application form is true and correct. I am aware that legal action may be taken against me if I had knowingly provided false information. I agree that in any legal proceedings, I shall not dispute the authenticity or accuracy of any statements, confirmations, records, acknowledgements, information recorded in or produced in this application.</p> <p>Certificate of Registration and Hotel-keeper's Licence</p> <p>1. I declare that I am authorised to act for the intended operator of the Hotel for the purposes of this application.</p> <p>2. I further declare that the documents submitted, if any, in support of this application are true and correct.</p> <p>3. I understand that the Hotels Licensing Board reserves the right not to grant the Certificate of Registration and/or the Hotel-keeper's licence if there is any declaration or statement made that is false or inaccurate in any material particular or misleading by reason of a material omission.</p> <p>Click Submit</p> <p>Previous Submit</p>

<sup>4</sup> Any notice of objection lodged with HLB within two weeks of the advertisement will be taken into account in the assessment of the application for a Certificate of Registration.

S/N	Step	Screenshot																
6	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “U” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application).</p> <p>You may choose to print or close the acknowledgement page.</p>	<div><h3>Amend Existing Licence</h3><div><div></div><div><div>Submitted successfully: 1 application(s)</div><div>You will be notified of the approval of your application via SMS/Email.</div></div></div><div><div>Hotels Licensing Board</div><div>Certificate of Registration and Hotel-keeper's Licence</div><table><tr><td>Application Number</td><td>U2020033453</td><td>Application Status</td><td>Submitted (No Upfront Payment Required)</td></tr><tr><td>Submission Number</td><td>B2020267112</td><td>Payment Status</td><td>STAGE1 : N.A STAGE2 : PENDING</td></tr><tr><td>Submission Date</td><td>18/02/2020 10:41:07</td><td></td><td></td></tr><tr><td>Submission Name</td><td>B2020267112</td><td></td><td></td></tr></table></div><div><div>View your Applications and Status</div><div><div>NOTE</div><div>Application has been submitted successfully. You will be notified of the approval of your application by email/sms. Processing status will also be updated under the Application Status Column.</div><div>Please note that the "Submission Name" is for your personal reference only.</div><div>You may retrieve your submission and application details by clicking on the "Applications" tab in the "My Portfolio" menu.</div></div></div><div><div>Click Print</div><div>PRINT</div><div>CLOSE</div><div>Click Close</div></div></div>	Application Number	U2020033453	Application Status	Submitted (No Upfront Payment Required)	Submission Number	B2020267112	Payment Status	STAGE1 : N.A STAGE2 : PENDING	Submission Date	18/02/2020 10:41:07			Submission Name	B2020267112		
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The Secretariat may request for additional information or outstanding documents (if any) via the “Request for Action”<sup>5</sup> feature. Upon receiving all the required documents and placement of the advertisements<sup>6</sup>, the Secretariat will process the application which will take an average of two weeks.

S/N	Step	Screenshot
7	<p>Once the application has been approved by the Board, you will receive an email notification on the approval. A copy of the correspondence can also be found under the “Correspondence” tab in GoBusiness Licensing</p> <p><i>Note: Licence fees related to new, amendment, and renewal applications that are payable from 1 Jan 2021 to 31 Dec 2021 will be waived to help mitigate the impact of COVID-19.</i></p>	
8	For printing of licences, please refer to the Guide for Printing of Licences.	

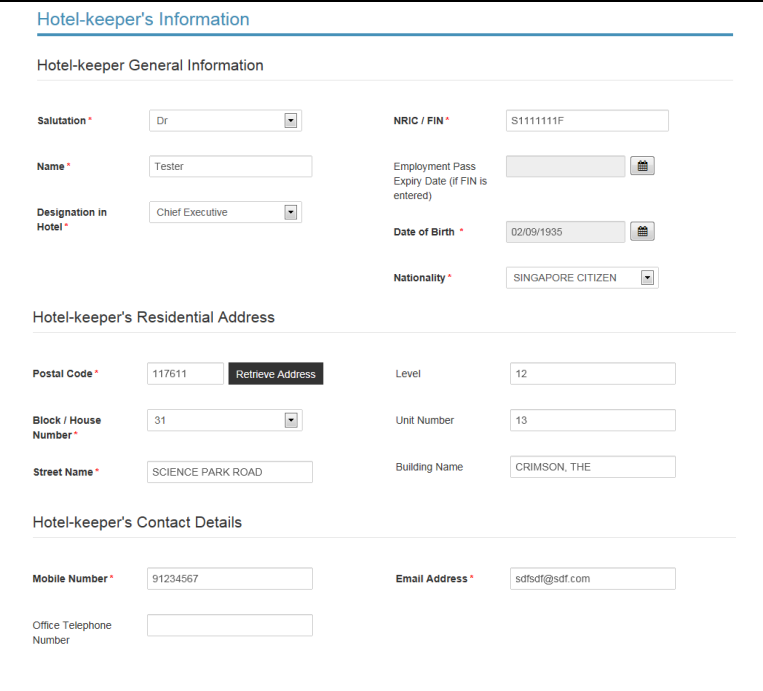
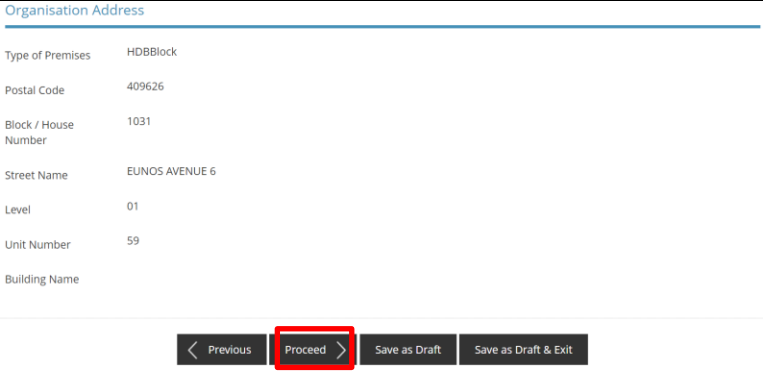
### Change of Hotel-Keeper

Pursuant to Hotels Licensing Regulations R(14)(1), where any change is effected in the hotel-keeper of a hotel, the hotel owner shall notify the secretary in writing all the particulars of the change within 10 days of the effective date of such change.

S/N	Step	Screenshot
1	Select “Change of Hotel Keeper” under the Amend Profile section.	

<sup>5</sup> Please refer to the step-by-step guide on “Request for Action”

<sup>6</sup> Please note that the Board will only be able to process the application if there are no objections from the public within 14 days from the advertisement date

S/N	Step	Screenshot
2	Enter the new Hotel-keeper information such as Hotel-keeper General Information, Residential Address and Contact Details by over-riding the existing hotel-keeper's information.	
3	Scroll to the bottom of the page and Click on "Proceed".	



S/N	Step	Screenshot
4	Upload the supporting documents (e.g. Resume of proposed Hotel-keeper and/or copy of Employment Pass) and Click “Next”.	
5	<p>You may preview and print the application form at this screen.</p> <p>Tick the check box under “General Declaration” and “Certificate of Registration and Hotel-keeper’s Licence” and click “Submit”.</p>	

S/N	Step	Screenshot																
6	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “U” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application).</p> <p>You may choose to print or close the acknowledgement page.</p>	<div><h3>Amend Existing Licence</h3><div><div></div><div><div>Submitted successfully: 1 application(s)</div><div>You will be notified of the approval of your application via SMS/Email.</div></div></div><div><div>Hotels Licensing Board</div><div>Certificate of Registration and Hotel-keeper's Licence</div><table><tr><td>Application Number</td><td>U2020033453</td><td>Application Status</td><td>Submitted (No Upfront Payment Required)</td></tr><tr><td>Submission Number</td><td>B2020267112</td><td>Payment Status</td><td>STAGE1 : N.A STAGE2 : PENDING</td></tr><tr><td>Submission Date</td><td>18/02/2020 10:41:07</td><td></td><td></td></tr><tr><td>Submission Name</td><td>B2020267112</td><td></td><td></td></tr></table></div><div><div>View your <a href="#">Applications and Status</a></div><div><div>NOTE</div><div>Application has been submitted successfully. You will be notified of the approval of your application by email/sms. Processing status will also be updated under the Application Status Column.</div><div>Please note that the "Submission Name" is for your personal reference only.</div><div>You may retrieve your submission and application details by clicking on the "Applications" tab in the "My Portfolio" menu.</div></div><div><div>Click Print</div><div>PRINT</div><div>Click Close</div><div>CLOSE</div></div></div></div>	Application Number	U2020033453	Application Status	Submitted (No Upfront Payment Required)	Submission Number	B2020267112	Payment Status	STAGE1 : N.A STAGE2 : PENDING	Submission Date	18/02/2020 10:41:07			Submission Name	B2020267112		
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Submission Name	B2020267112																	

The Secretariat may request for additional information or outstanding documents (if any) via the “Request for Action”<sup>7</sup> feature. Upon receiving all the required documents, the Secretariat will process the application which will take an average of two weeks.


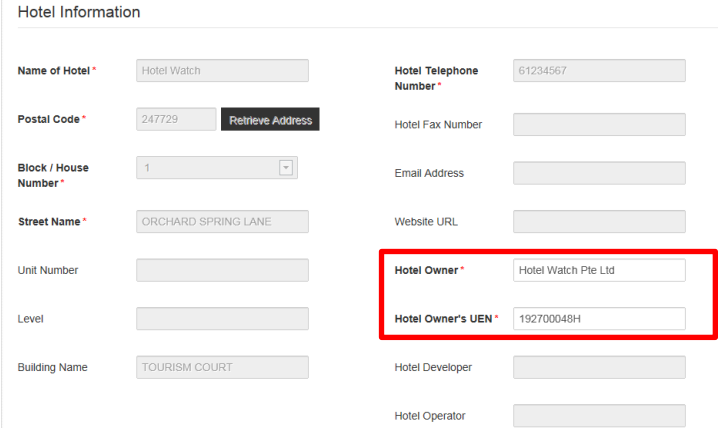
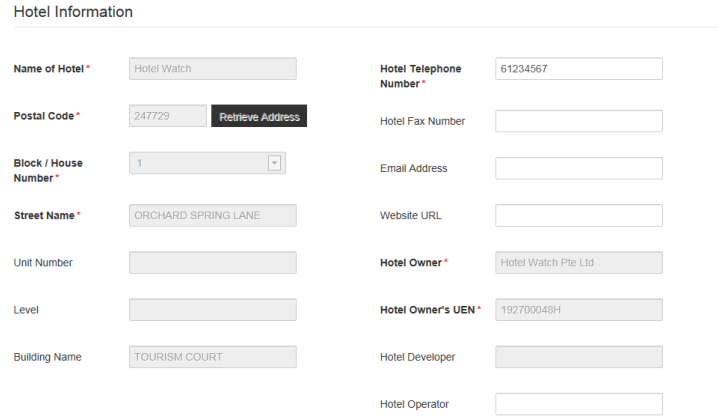
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7	<p>Once the application has been approved by the Board, you will receive an email notification on the approval. A copy of the correspondence can also be found under the “Correspondence” tab in GoBusiness Licensing</p> <p><i>Note: Licence fees related to new, amendment, and renewal applications that are payable from 1 Jan 2021 to 31 Dec 2021 will be waived to help mitigate the impact of COVID-19.</i></p>	<p><b>Correspondences</b></p> <p>1 Click MY PORTFOLIO &gt;&gt; Correspondence</p> <p>2 Search for required correspondence.</p> <p>SEARCH</p> <p>Advanced Search</p> <table><tr><th>Name</th><th>Application/Licence Number/RRN</th><th>Licence Name</th><th>Application Type</th><th>Delivery Channel</th><th>Agency</th><th>Sent Date</th></tr><tr><td>HLB - Amendment Application Print Notification-Change of Hotel Name</td><td>U1920029757</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>08/03/2019 10:59:11</td></tr><tr><td>Licence Application Status Update Notification (to Applicant)</td><td>U1920029757</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>08/03/2019 10:59:09</td></tr></table> <p>3 Click to view details</p>	Name	Application/Licence Number/RRN	Licence Name	Application Type	Delivery Channel	Agency	Sent Date	HLB - Amendment Application Print Notification-Change of Hotel Name	U1920029757	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	08/03/2019 10:59:11	Licence Application Status Update Notification (to Applicant)	U1920029757	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	08/03/2019 10:59:09
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8	For printing of licences, please refer to the Guide for Printing of Licences.																						

<sup>7</sup> Please refer to the step-by-step guide on “Request for Action”

## Update of Hotel Ownership

## Update of Existing Hotel and/or Hotel Keeper Information

For update of Hotel Ownership<sup>8</sup> or existing hotel and/or hotel-keeper information, these applications do not require approvals from the Board and will be auto-approved upon submission of the application.

S/N	Step	Screenshot
1	Select “Update of Hotel Ownership” or “Update of Existing Hotel and/or Hotel Keeper information” under the Amend Profile section.	 <p>Amend Profile</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Change of Hotel Name</li> <li><input type="checkbox"/> Change of Hotel Keeper</li> <li><input checked="" type="checkbox"/> Update of Hotel Ownership</li> <li><input checked="" type="checkbox"/> Update of Existing Hotel and/or Hotel Keeper Information</li> <li><input type="checkbox"/> Update of Room Information</li> </ul>
2a	For Update of Hotel Ownership, input the new Hotel Owner information by over-riding the existing data.	 <p>Hotel Information</p> <p>Name of Hotel * Hotel Watch Hotel Telephone Number * 61234567</p> <p>Postal Code * 247729 Retrieve Address Hotel Fax Number</p> <p>Block / House Number * 1 Email Address</p> <p>Street Name * ORCHARD SPRING LANE Website URL</p> <p>Unit Number Hotel Owner * Hotel Watch Pte Ltd</p> <p>Level Hotel Owner's UEN * 192700048H</p> <p>Building Name TOURISM COURT Hotel Developer</p> <p>Hotel Operator</p>
2b	For Update of existing Hotel information, only the Hotel Tel Number, Hotel Fax Number, Email Address, Website URL can be updated.	 <p>Hotel Information</p> <p>Name of Hotel * Hotel Watch Hotel Telephone Number * 61234567</p> <p>Postal Code * 247729 Retrieve Address Hotel Fax Number</p> <p>Block / House Number * 1 Email Address</p> <p>Street Name * ORCHARD SPRING LANE Website URL</p> <p>Unit Number Hotel Owner * Hotel Watch Pte Ltd</p> <p>Level Hotel Owner's UEN * 192700048H</p> <p>Building Name TOURISM COURT Hotel Developer</p> <p>Hotel Operator</p>

<sup>8</sup> Hotel Ownership means the company that owns the hotel or owns the business that operates the hotel. For e.g. Hotel XYZ is owned by Company A but Company B operates the hotel and applies for the hotel licence (i.e. Company B is the hotel licensee). Should Company A sells the Hotel XYZ to Company C, but Company B continues to operate the hotel, only an update of the Hotel Ownership is required. However, should Company C wish to take over the operations of the hotel from Company B, a new application for a Certification of Registration and Hotel Keeper's Licence is required as licenses are not transferable.

S/N	Step	Screenshot
	For Update of existing Hotel-keeper information, only the Hotel-keeper's Residential Address and Contact details can be updated.	
3	Scroll to the bottom of the page and Click on "Proceed".	
4	Upload the supporting documents (if any) and Click "Next".	

S/N	Step	Screenshot
5	<p>You may preview and print the application form at this screen.</p> <p>Tick the check box under “General Declaration” and “Certificate of Registration and Hotel-keeper’s Licence” and Click “Submit”.</p>	
6	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “U” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application). The application status will be reflected as “Approved”.</p> <p>You may choose to print or close the acknowledgement page.</p> <p>No payment is required for “Update of Hotel Ownership, Update of Existing Hotel and/or Hotel-keeper Information”.</p>	

## Update of Room Information

Should there be any changes to the hotel room information, please update the changes via GoBusiness Licensing.

S/N	Step	Screenshot
1	Select “Update of Room Information” under the Amend Profile section.	
2	Update the Room Information either by editing the existing data or adding new room category.  The total number of rooms & beds will be updated automatically.	
3	Scroll to the bottom of the page and Click on “Proceed”.	
4	Upload the supporting documents (if any) and Click “Next”.	

S/N	Step	Screenshot
5	<p>You may preview and print the application form at this screen.</p> <p>Tick the check box under “General Declaration” and “Certificate of Registration and Hotel-keeper’s Licence” and Click “Submit”.</p>	
6	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “U” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application).</p> <p>You may choose to print or close the acknowledgement page.</p>	



The Secretariat may request for additional information or outstanding documents (if any) via the “Request for Action”<sup>9</sup> feature. Upon receiving all the required documents, the Secretariat may request for an inspection and the application will take an average of two weeks for processing.

S/N	Step	Screenshot																												
7	<p>Once the application has been approved, you will receive an email notification on the approval. A copy of the correspondence can also be found under the “Correspondence” tab in GoBusiness Licensing.</p> <p>No payment is required for “Update of Room Information”.</p>	<table><thead><tr><th>Name</th><th>Application/Licence Number/RRN</th><th>Licence Name</th><th>Application Type</th><th>Delivery Channel</th><th>Agency</th><th>Sent Date</th></tr></thead><tbody><tr><td>HLB - Approval to Amendment Application (Update of Room Information)</td><td>U1920029663</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>28/02/2019 17:15:28</td></tr><tr><td>Licence Application Status Update Notification (to Applicant)</td><td>U1920029663</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>28/02/2019 17:11:00</td></tr></tbody></table>	Name	Application/Licence Number/RRN	Licence Name	Application Type	Delivery Channel	Agency	Sent Date	HLB - Approval to Amendment Application (Update of Room Information)	U1920029663	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	28/02/2019 17:15:28	Licence Application Status Update Notification (to Applicant)	U1920029663	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	28/02/2019 17:11:00							
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7a	<p>If a change in number of rooms result in a change in the size of hotel, you will need to print both the Certificate of Registration and Hotel-Keeper’s Licence.</p> <p>For printing of licences, you may refer to the Guide for Printing of Licences.</p>	<table><thead><tr><th>Name</th><th>Application/Licence Number/RRN</th><th>Licence Name</th><th>Application Type</th><th>Delivery Channel</th><th>Agency</th><th>Sent Date</th></tr></thead><tbody><tr><td>Printing of Certificate of Registration and Hotel-Keeper's Licence (Update of Room Information)</td><td>U2020033745</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>03/03/2020 17:52:38</td></tr><tr><td>HLB - Application for update of Hotel Room Information</td><td>U2020033745</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>03/03/2020 17:52:29</td></tr><tr><td>Licence Application Status Update Notification (to Applicant)</td><td>U2020033745</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>Amend</td><td>Email</td><td>Hotels Licensing Board</td><td>03/03/2020 17:48:46</td></tr></tbody></table>	Name	Application/Licence Number/RRN	Licence Name	Application Type	Delivery Channel	Agency	Sent Date	Printing of Certificate of Registration and Hotel-Keeper's Licence (Update of Room Information)	U2020033745	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	03/03/2020 17:52:38	HLB - Application for update of Hotel Room Information	U2020033745	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	03/03/2020 17:52:29	Licence Application Status Update Notification (to Applicant)	U2020033745	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	03/03/2020 17:48:46
Name	Application/Licence Number/RRN	Licence Name	Application Type	Delivery Channel	Agency	Sent Date																								
Printing of Certificate of Registration and Hotel-Keeper's Licence (Update of Room Information)	U2020033745	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	03/03/2020 17:52:38																								
HLB - Application for update of Hotel Room Information	U2020033745	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	03/03/2020 17:52:29																								
Licence Application Status Update Notification (to Applicant)	U2020033745	Certificate of Registration and Hotel-keeper's Licence	Amend	Email	Hotels Licensing Board	03/03/2020 17:48:46																								

STB provides the Applicant with a platform to report any wrong-doings, unlawful conduct or malpractices of STB staff that are against the public interest. The details of STB's whistleblowing framework is set out [here](#).

<sup>9</sup> Please refer to the step-by-step guide on “Request for Action”