

Welcome to iShop@ACRA!

The following is a list of information services available for your purchase.

a) **Business Profile**

This is an electronic document that provides information such as registration number, entity name, business activities, registration date, owners and charges of the entity*.

b) **Business Profile with Certificate of Production**

This consists of a hardcopy of the business profile and a Certificate of Production that will be endorsed by the Assistant Registrar of ACRA. It can be produced in court and to other authorities for evidential purpose.

c) **Certificate of Good Standing**

This is an electronic document that proves the existence of a company registered in Singapore and that it is still live on our corporate register. It bears the electronic signature of our Assistant Registrar and is available for companies only. It is recommended that purchasers of this document print it in colour.

d) **Certificate of Compliance**

The Certificate of Compliance is awarded to companies based on their compliance status for the last financial year and it is only valid until the next annual filing due date or such time when the company's compliance status has changed.

e) **People Profile**

This is an electronic document that provides information on the business entities* that a person is/was involved in.

f) **Register of Business / Company Document**

This electronic document provides a list of lodgments made by a business / company. It is useful for customers who need to know all documents filed by an entity* with ACRA and the filing dates.

g) **Extracts (Forms Lodged)**

Extracts and lodgments refer to copies of forms filed by business entities* with ACRA. Examples include incorporation papers such as Memorandum & Articles of Association, Annual Returns or audited accounts. Forms filed manually before 13 January 2003 are available as non-electronic extracts while forms filed thereafter, are electronic extracts that can be downloaded upon payment.

h) **Microfilm**

Microfilms / Microfiche of an entity* contain historical records of forms manually filed with the registry prior to 13 January 2003. Each jacket of microfiche contains about 60 images. This service is available for companies only.

i) **Package Information**

Package information is information in our database that is packaged according to your specific needs. There are 2 types of Package Information, namely Standard Package and Non Standard Package.

Standard Package consists of reports with predetermined criteria as follows:

- List of Entities By Principal Place of Business/Registered Office Address Of Business
- Entities By Industries
- List of Live Companies With Financial Highlights in Specified Location
- List of Live Or Non-Live Entities
- List of Live Companies By Type
- List of Public Accounting Firm / Public Accounting Corporation That Has Changed Name By Date
- List of Companies Under A Specific Audit Firm
- List of Businesses In A Specified Industry and Location

Non standard package information allows you to specify requirements for extraction of information, catered to your specific needs.

j) **Statistics**

This option provides standard statistical reports on companies, businesses and LLPs by industry (SSIC Code), by status (live or defunct), and by company type.

*** Business entities include Companies, Businesses, Limited Liability Partnerships, Limited Partnerships and Public Accounting Firms**

Fees and Processing Time

Information Service	Fees Payable	Processing Time (Upon successful payment) & Other Details
Business Profile	\$5.50 per report	<p>An email with a URL will be sent to requestor within 30 minutes.</p> <p>Customers who used a SingPass account to make the purchase, may login to BizFile to retrieve the purchased information from their Inbox.</p> <p>Customers may also go to 'Check Status' and provide the requestor's I/C number and transaction receipt number to retrieve their purchase.</p> <p><i>(Please download and save the purchased information as the URL to retrieve the documents will expire after 48 hours.)</i></p>
Certificate of Good Standing	\$11 per report	
People Profile	\$33 per report	
Electronic Extract (Excluding Annual Return)	Business - \$11 per form Company/LLP/LP - \$11 per form and \$26* per form with attachments	
Statistics	\$33 per report	
Register of Business/Company Documents	\$11 per report	
Certificate of Compliance	\$15 per report	
Annual Return (After 13 Jan 2003)	\$26* per report (with or without Accounts) (Additional \$2* per page for certification)	
Electronic Extract with Certification	Business - \$16.50 per form Company/LLP/LP - \$11 per form and \$26* per form with attachments, plus \$2* per page for certification.	
Non-Electronic Extract	Business- \$5* per certified document Company - \$2* per page, \$4* per certified page	
Business Profile with Certification	\$16.50 per report	<p>Email(s) stating fee payable will be sent within 1 working day. Your request will be ready for collection 24 hours after successful payment, on the next working day at our ACRA reception.</p> <p>You may also request, during the purchase of information, to have the information posted to you.</p>
Microfilm	\$16.50 per company	
Standard Package Information	<p>For Standard Package, initial amount payable (usually \$132 depending on type of listing) is <u>only partial payment of actual cost</u>.</p> <p><i>The following is a guideline on cost estimation:</i></p> <p>\$99 development cost \$132 per man-hour \$55 per megabyte</p> <p><i>(Development cost for subsequent request is waived for regular</i></p>	<p>Upon successful payment of initial amount, an email stating balance amount payable will be sent within 5 working days. Listing will be ready for collection 24 hours after successful payment of balance amount, on the next working day.</p>

Information Service	Fees Payable	Processing Time (Upon successful payment) & Other Details
	<i>subscribers.)</i>	
Non-Standard Package Information	<p>For Non-Standard Package, initial amount payable is 50% of estimated cost.</p> <p><i>The following is a guideline on cost estimation:</i></p> <p><i>\$990 per manday (development cost)</i> <i>\$132 per man-hour</i> <i>\$55 per megabyte</i> <i>\$3.30 per record in Excel spreadsheet</i></p>	<p>Upon successful payment of initial amount, email stating balance amount payable will be sent within 14 days. Information will be ready upon successful payment of balance amount.</p>

Important Notes:

- **For prices marked with asterisk, they have been further updated on 28 Dec 2011.**
- **All the fees payable will take effect from 1 Jan 2012.**

Payment Modes

- Credit Card (Visa / Mastercard)
- eNets Debit (Internet Banking)
- Cashcard
- ACRA Deposit Service

Frequently Asked Questions

Do I need a SingPass Account to purchase information?

A SingPass Account is not required unless you are using your ACRA Deposit Service Account to make payment for your purchase. Foreign customers have to choose 'Customers without SingPass Account' before proceeding to make payment.

How do I know if my request is successful?

Successful requests would include a Receipt Number on the Payment Acknowledgement page. Receipt numbers will not be issued for non-electronic extracts as payment is not required at the point of request submission.

The hyperlink for my business profile has expired. Can I ask for another copy?

You can request to extend the viewing period by providing your receipt number and requestor's Identity Card number at 'Check Status for Paid Transaction' at BizFile website. This service is available within 5 days from payment date and time.

Are contact numbers and email addresses of companies/businesses available?

No, as business entities are not required by law to supply us with information such as contact numbers/email addresses/fax numbers/employee size and the products they carry.

Can I make a search on any companies/businesses?

Yes. All information lodged with us is public information.

Revision of Fees For Information Products and Services

There will be a fee adjustment for the information products and subscription services provided by ACRA, with effect from 1 Jan 2012.

With escalating operating costs, the current fee adjustment is necessary for the purposes of cost recovery, and streamlining of processes to be pro-business. ACRA has avoided increasing the fees for its information products and services since 1984, despite the various rounds of adjustments to the Goods and Services Tax (GST).

SERVICE PROVIDERS

ACRA has entered into alliance with the following 3 private agencies to provide value-added corporate information services:

CrimsonLogic Pte Ltd

Address: 31 Science Park Road, The Crimson, Singapore 117611

Enquiry Line: (65) 6887 7888

Website: www.crimsonlogic.com

URL to view services: www.biznet-global.com

DP Information Group (DP Info)

Address: 10 Anson Road, #05-17, International Plaza, Singapore 079903

Enquiry Line: (65) 6829 9800

Website: www.dpbureau.sg

URL to view services: www.questnet.sg

Dun & Bradstreet (Singapore) Pte Ltd (D&B)

Address: 20 Harbour Drive, PSA Vista, #06-02, Singapore 117612

Enquiry Line: (65) 6565 6262

Website: www.dnb.com.sg

URL to view services: www.sccb.sg

ACRA has also entered into licence agreement with the following 2 private agencies to provide financial related information services:

EIS One Pty Ltd

Level 15

309 Kent Street Sydney

New South West,

Australia 2000

Website: www.whkhorwath.com.au

URL to view services: www.openanalytics.com.sg

DP Information Group (DP Info)

Address: 10 Anson Road, #05-17, International Plaza, Singapore 079903

Enquiry Line: (65) 6829 9800

Website: www.dpbureau.sg

URL to view services: www.dpgroup.com.sg/AboutDP/SFD.aspx