



FREQUENTLY ASKED QUESTIONS

Migration of TrustDocs to FileSG for the Issuance of Verifiable Electronic Documents

Launch date – 25 March 2026

1. What is happening?

From 25 March 2026, the Audit and Licensing Division of HSA (ALD/HSA) will use FileSG instead of TrustDocs to issue verifiable electronic documents. TrustDocs, which HSA has used for issuing verifiable electronic documents to industry stakeholders since 1 June 2025, will cease operations and be migrated to FileSG from 31 March 2026.

Examples of verifiable electronic documents issued to HSA stakeholders since 1 June 2025:

- Certificate of a Pharmaceutical Product
- Free Sale Certificate
- Licence to Import/Export Controlled Drugs
- Approval to Import/Export Therapeutic Products containing Psychotropic Substances
- Import Authorisation for Psychotropic Substances
- Certificate of Approval for Import of a Therapeutic Product
- Certified True Copy of Dealer's Licences
- Regulatory letters

2. What is FileSG?

[FileSG](#) is a secure digital document management platform developed by GovTech that allows Singapore government agencies to issue verifiable electronic documents. Similar to TrustDocs, documents issued through FileSG are digitally trustworthy and can be verified independently without having to contact the issuing agency.

3. Why is there a need to migrate from TrustDocs to FileSG documents?

From 31 March 2026, GovTech is replacing TrustDocs with FileSG for whole-of-government alignment on issuance of verifiable electronic documents. Previously issued TrustDocs documents remain verifiable on FileSG. For more information on the migration of TrustDocs to FileSG, please see GovTech's [FAQs on TrustDocs migration](#).

4. Are there any changes to the application process, regulatory requirements or application fees accompanying the migration of TrustDocs to FileSG?

There are no changes to the application process, regulatory requirements or application fees with the migration of TrustDocs to FileSG.

5. How will I receive new FileSG documents from ALD/HSA?

FileSG documents issued by ALD/HSA will either be uploaded in the respective HSA e-services application portals (e.g., PRISM or SHARE) or sent to the requester via email.

The documents will not be issued separately to your company's FileSG account.

- For applications submitted on PRISM, applicants will be notified via email to download the document(s) via Track@PRISM, under the 'Supporting Documents' section of the corresponding application.
- For applications submitted on SHARE, applicants will be notified via email to download the document(s) under the "Application Publication" section of the corresponding application.
- For all other requests for FileSG documents, requesters will receive the document(s) from ALD/HSA via email.

6. I have not received the approval notification email although my application status is reflected as "Approved" in the application portal.

There may be some processing time (about 1-2 working days) required before the issuance of an electronic document following application approval. Do also check the spam/junk folder of your emails to ensure that you have not missed the email notification from HSA.

7. How do I verify a document on FileSG?

You can verify your document(s) via two ways on FileSG's [Verify Documents](#) page.

1) Scan QR code

- On the "Verify Documents" page, select the "Scan QR code" option, and select "Click to scan".
- You will be asked to give permission to access your device camera. Click "Approve" to proceed.
- Scan the QR code found on the document under the "For Verification Use" section. Only QR codes found on documents issued by FileSG can be verified in this manner.
- If your device camera is unable to focus clearly to scan the QR code, you may take a screenshot of the QR code and select "Upload an image of the QR code".
- On the "Verification Results" page, if the document is valid, you will be able to see a preview of the document.

2) Upload File

- On the "Verify Documents" page, select the "Upload file" option, and drag over or select the file from your device.
- If you have selected a valid file, you will be directed to the "Verification Results" page.
- On the "Verification Results" page, if the document is valid, you will be able to see a preview of the document.

(Reference from GovTech's [FAQs on TrustDocs migration](#))

8. What should I look out for when verifying the authenticity of a FileSG document?

Check that your browser's address bar shows the website URL as <https://www.file.gov.sg/verify> and look out for the 3 green verification ticks:



The document displayed below the 3 verification green ticks is the verified document.

9. Can I request for a hard copy or physical document in addition to or instead of an electronic document?

Documents which are issued in electronic format using the TrustDocs/FileSG platform are no longer being issued in hard copy or physical formats.

10. Can I print a FileSG document?

Yes, you can print a copy of your FileSG document with its unique QR code for your records. Please ensure that the unique QR code found on the last page of each file is also printed to facilitate verification of the printed copy.

11. If I only have a printed copy of the electronic document, how do I verify its authenticity?

All printed copies of an electronic document should be treated as unverified copies, and the unique QR code on the last page of the document will be required to view the verified electronic document online. Refer to FAQ 7 for instructions to scan the QR code.

12. Can I share an electronic document with my business stakeholders (e.g. freight forwarder, overseas exporter / importer)?

Yes, you may share the electronic document with your business stakeholders as needed. To facilitate subsequent verification of the electronic document, ensure that the last page of each FileSG document containing the unique QR code and verification instructions is included when sharing with stakeholders. Companies are reminded to exercise due diligence when sharing the electronic documents.

13. Who can I contact if I have any problems regarding the FileSG document, or if I have further questions/feedback?

If you require any assistance regarding your FileSG document, please contact us at HSA_Certification@hsa.gov.sg. You may also raise a feedback at <https://go.gov.sg/filesg-contact-us> should you encounter any technical issues.

Additional information for electronic Licences / Authorisations issued for the Import and Export of Controlled Drugs and Psychotropic Substances

14. How should the electronic licence / authorisation be used in place of the previous hard copy licence / authorisation?

If you are importing into Singapore, your overseas exporter will require the electronic import licence / authorisation to facilitate their application for a corresponding export licence / authorisation from overseas authorities. Your freight forwarder should also have the electronic licence / authorisation ready for verification upon request by Immigration & Checkpoints Authority (ICA) officers during cargo clearance.

If you are exporting from Singapore, your overseas importer may not require your export licence / authorisation in advance, but you should print a copy of your export licence / authorisation (including the last page of each FileSG document containing the unique QR code and verification instructions) to accompany the export consignment.

15. Does the electronic licence / authorisation still require endorsement by the Immigration and Checkpoints Authority (ICA)?

No, ICA endorsement of the electronic licences / authorisations issued by HSA is no longer necessary. However, the electronic licence / authorisation with the accompanying QR code should be available for verification upon request by ICA officers during cargo clearance.

16. How should overseas competent authorities of importing countries endorse an electronic licence / authorisation issued by HSA after completion of import?

Overseas competent authorities of importing countries can perform online endorsement of the electronic licence / authorisation upon completion of import at the website <https://go.gov.sg/endorsement>.