SUBMISSION OF AN APPLICATION TO CANCEL A LICENCE

Applicants must have valid Client Registration and Identification Service (CRIS) user rights in order to be able to submit applications on behalf of the company via cancel@prism. For more information on CRIS, please refer to https://www.hsa.gov.sg/e-services/cris

1. The online form may take an average of 5 minutes to fill in.

   The time taken varies depending on the number and sizes of the file attachments, configurations of your computer and network system, internet performance etc. Please note that the time stated above excludes time taken for preparatory work in relation to filling the online form (e.g. scanning documents for file attachments).

2. The applicant will require a Corppass* or Singpass before he/she can login to PRISM to retrieve the application form. A person who drafts an application on behalf of his/her company and is not a Singaporean Citizen, Permanent Resident or Employment Pass holder can apply for a HSA PIN to login to PRISM. The Corppass* / Singpass or HSA PIN login is necessary for authentication and authorisation purposes.

   ***Note:** From 11 April 2021, the login process for Corppass has been changed to verify the user's identity via Singpass first before accessing and transacting with government digital services. While Singpass is used for logins, Corppass will continue to be the authorisation system for access to government digital services.*

   For more information on Corppass, please refer to http://www.corppass.gov.sg/

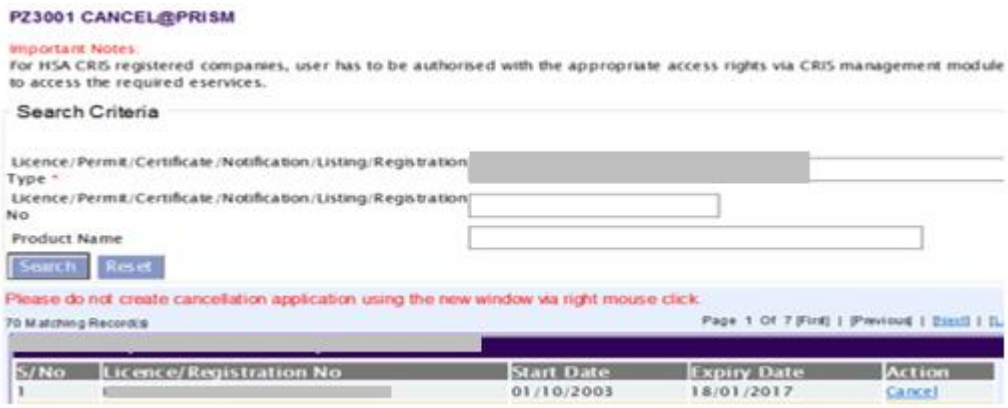
3. No payment fee is required for submitting cancellation applications.

Application Form

Fields marked with an asterisk * are mandatory.

This section allows the search for the relevant licence to be cancelled.

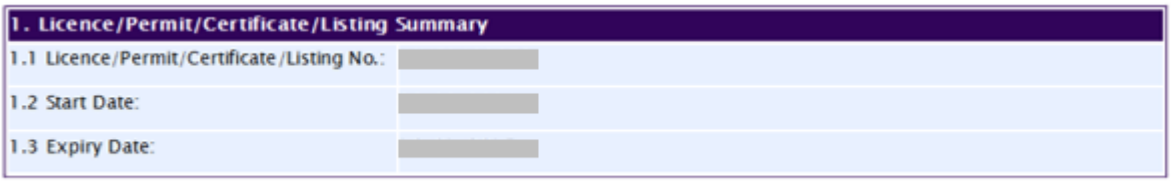
(1) Select the **Licence Type**.
(2) Enter the **Licence Number** to be cancelled and click **'Search'** button.
When the search result is displayed, click **'Cancel'** button.



Part 1. Licence Summary

The applicable Licence No., the effective and expiry dates of the existing licence will be displayed for your information. This section requires the applicant to verify the information.

(1) Click **'Next'** button to proceed to **Part 2. Applicant Particulars** section.



Part 2. Applicant Particulars

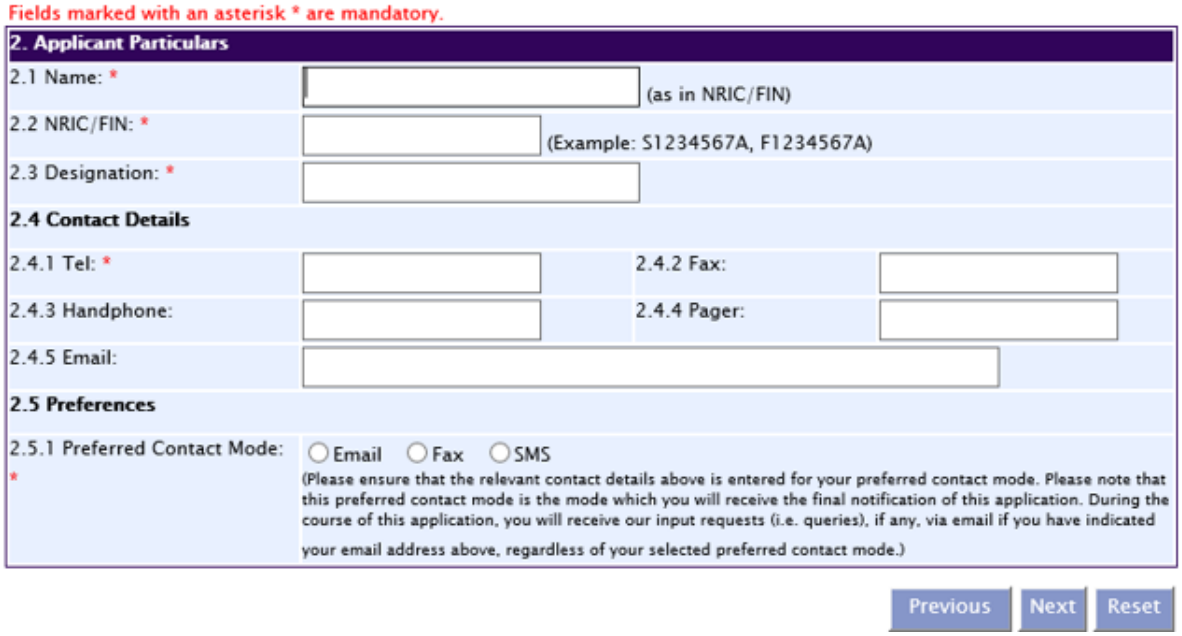
This section requires the applicant to verify and fill in any other relevant information relating to the applicant particulars.

(1) Input applicant details such as name, NRIC / FIN, designation, Telephone / Fax / Handphone number and email address.

(2) Select the type of **Preferred Contact Mode**

(Note: Please ensure that the relevant contact details above are entered for your preferred contact mode. Please note that the preferred contact mode is the mode which you will receive the final notification of this application.)

(3) Click **'Next'** button to proceed to **Part 3. Cancellation Details** section.



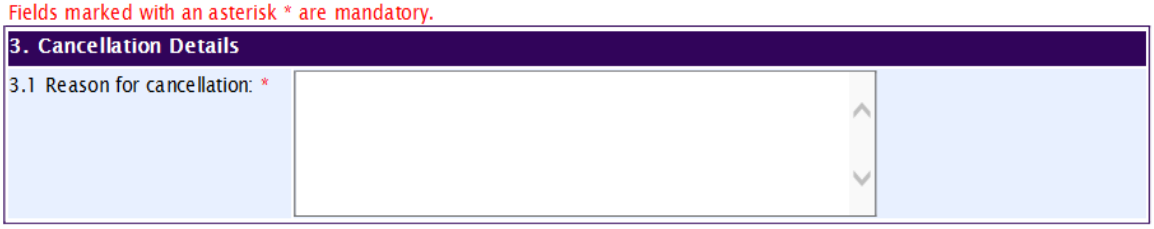
Part 3. Cancellation Details

This section requires the applicant to fill in the reason for cancellation.

(1) Input the reason for cancellation.

(2) Click **'Next'** button to proceed to

(3) **Part 4. Confirmation** section.



Part 4. Confirmation

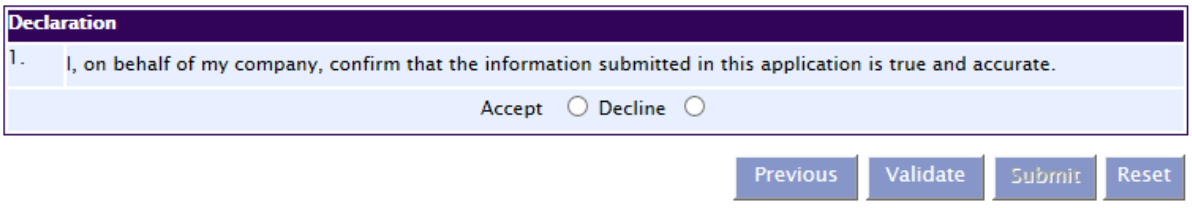
This section shows the information provided in all sections of the cancellation application.

(1) Applicant is required to confirm the information provided in all sections is correct and click **'Validate'** button.

*(Note: Applicant may click **'Save'** button to save a copy of the draft application if he/she wishes to complete the application at a later time.)*

(2) Once validation is successful, applicant is advised to read through the declaration carefully before accepting to undertake the conditions.

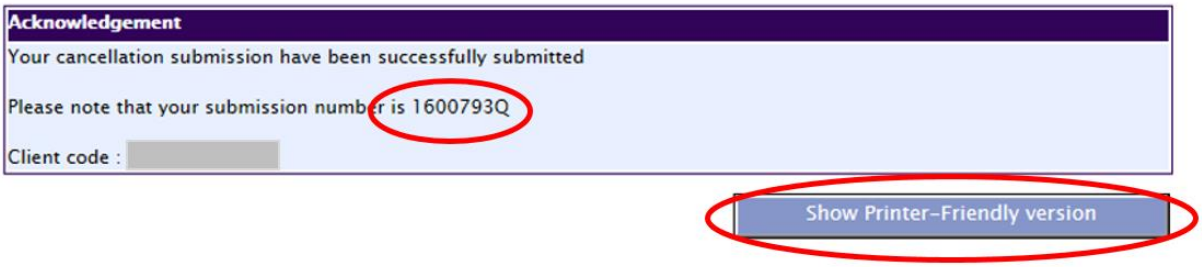
(3) Click **'Submit'** button to submit the cancellation application.



Acknowledgement

This section acknowledges that the application has been submitted to HSA for processing. A submission number will be generated for the successful application submitted.

Applicant may wish to print a copy of this acknowledgement page or take note of the submission number for ease of reference. Applicant may provide the submission number if he/she wishes to communicate with HSA.



*Note: Applicant can click **'Show Printer- Friendly version'** button to print or view the application.*

Other Useful Information

1. Applicant may check on the status of the application upon submission at track@prism.

2. Kindly contact the HSA Helpdesk any technical issues (IT problems) during the application submission are encountered.

   HSA HelpDesk
   Tel : 6776 0168 (from 7:00 am to midnight daily)
   Email : helpdesk@hsahelp.gov.sg

3. For general enquiries or questions related to licences and certificates of manufacturers, importers and wholesalers, please contact the Audit and Licensing Division at Tel: 6866 1111.