SUBMISSION OF AN APPLICATION TO RENEW A LICENCE

Preamble

A. For a company that has a GIRO account with Health Sciences Authority (HSA), there is no need for manual submission of a renewal application. Company needs to ensure auto-renewal is opt-in and maintain sufficient fund for the application fee.

Payment by GIRO requires pre-registration. The GIRO application form is required to be submitted by post to the HSA Finance Department. The registration process will take around 3 to 4 weeks after the submission of the application form.

B. For a company that does not have a GIRO account with HSA, there is a need for manual submission of a renewal application.

This application guide is applicable for a company that does not have a GIRO account with HSA.

Renewal notification will be sent to the applicant as a reminder at 60 and 45 days before the expiry date of the existing licence. The system will be open for applicants to submit the renewal application via renew@prism at 60 days before the expiry date. A lapsed licence cannot be renewed and a new application must be submitted.

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. For more information on CRIS, please refer to https://www.hsa.gov.sg/e-services/cris

Notes

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. Mode of payment

   Under Mode of Payment, if company does not have a GIRO account with HSA, please indicate:

   - Non-GIRO: eNETS (Credit/Debit Card)

   Please note that there will be no refund of any payment made once the applications are submitted through PRISM.

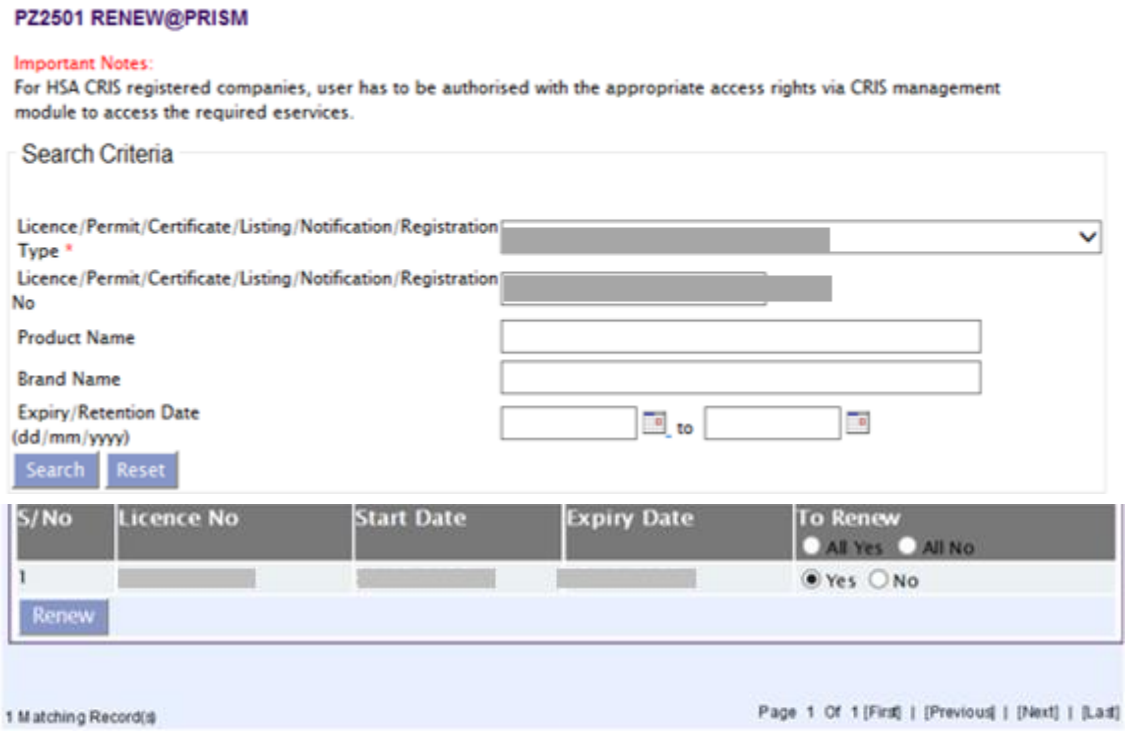
Application Form

Fields marked with an asterisk * are mandatory.

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

(1) Select the **Licence Type**.

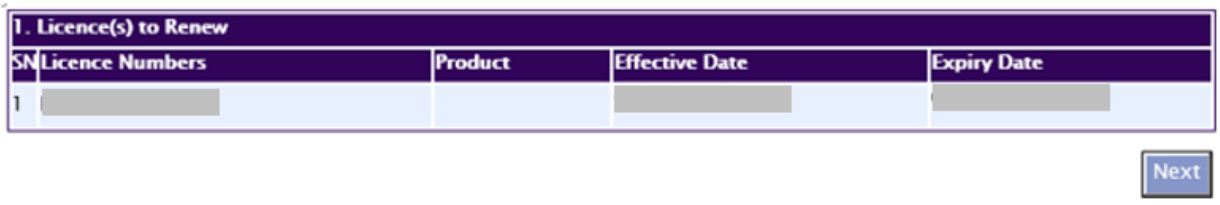
(2) Enter the **Licence Number** to be renewed and click **'Search'** button.
When the search result is displayed, select **'Yes'** under 'To Renew', then click **'Renew'** button.



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

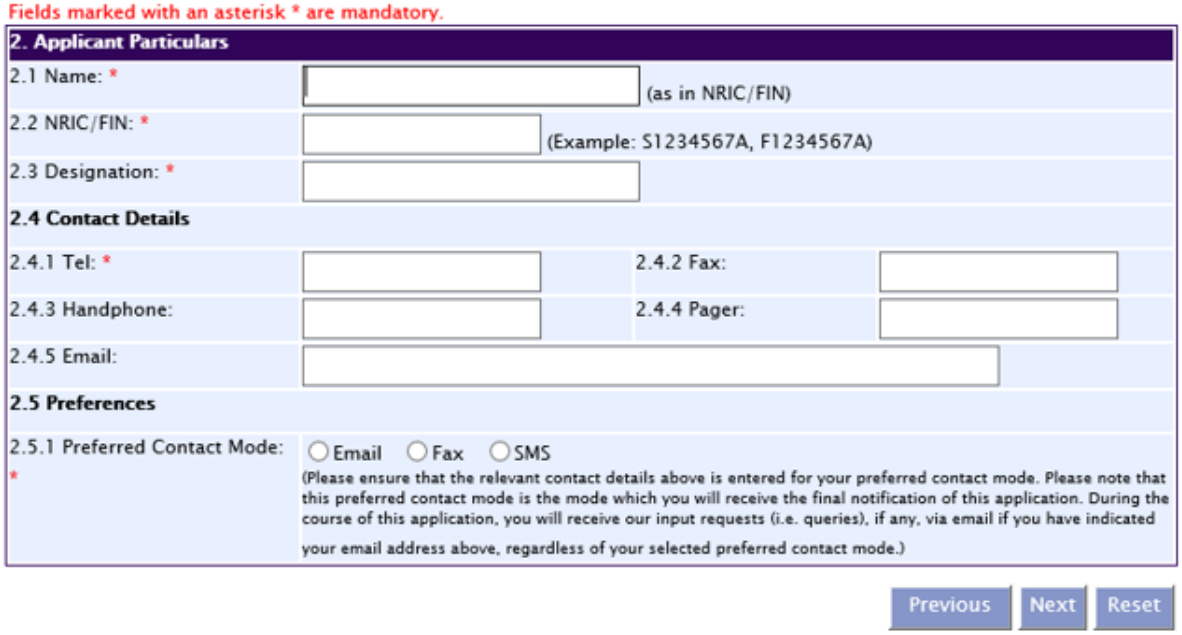
This section requires the applicant to verify and fill in any other relevant information relating to the applicant particulars.

(1) Input applicant details such as name, NRIC / FIN, designation, Telephone/Fax/Handphone number and e-mail 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. Licence Duration** section.

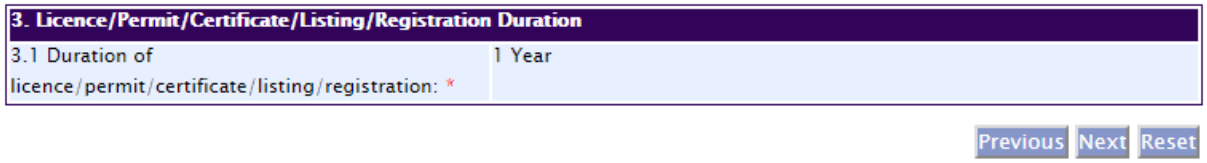


Part 3. Licence Duration

This section requires no action.

(1) The renewal duration of **1 YEAR** will be displayed as the default duration.

(2) Click **'Next'** button to proceed to **Part 4. Confirmation** section.



Part 4. Confirmation

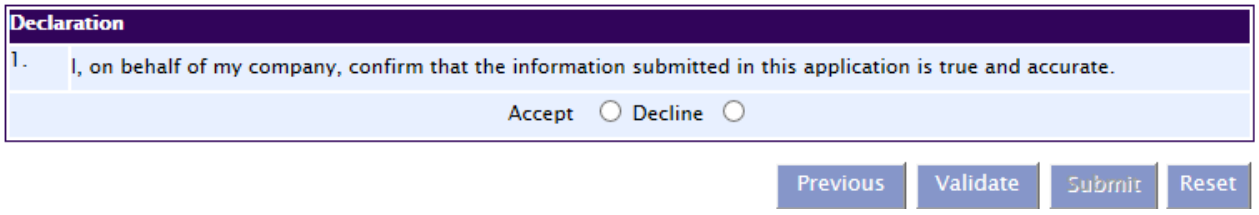
This section shows the information provided in all sections of the renewal application.

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

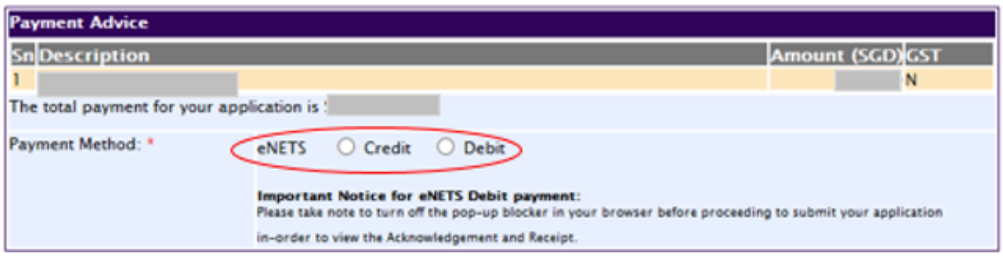
*(Note: Applicant may click **'Save'** button to save a copy of the draft application if he/she wishes to complete the application at a later time.)*

(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 renewal application.



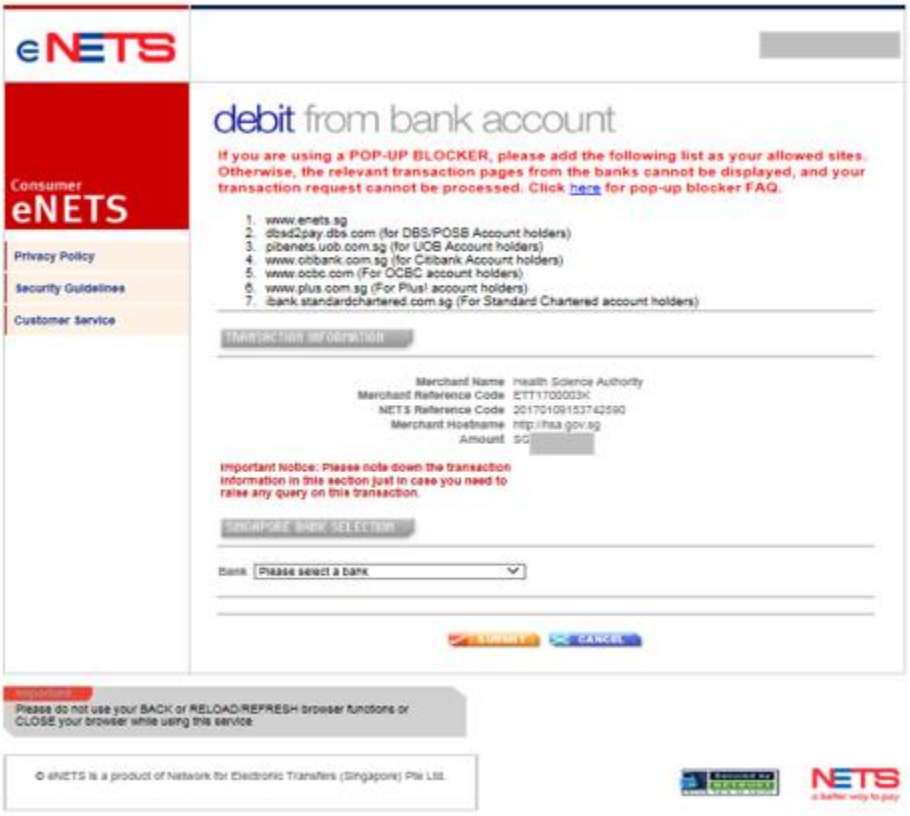
Payment Advice



If the Credit option is selected, the page will be re-directed to the relevant screen for the applicant to input the credit card details.

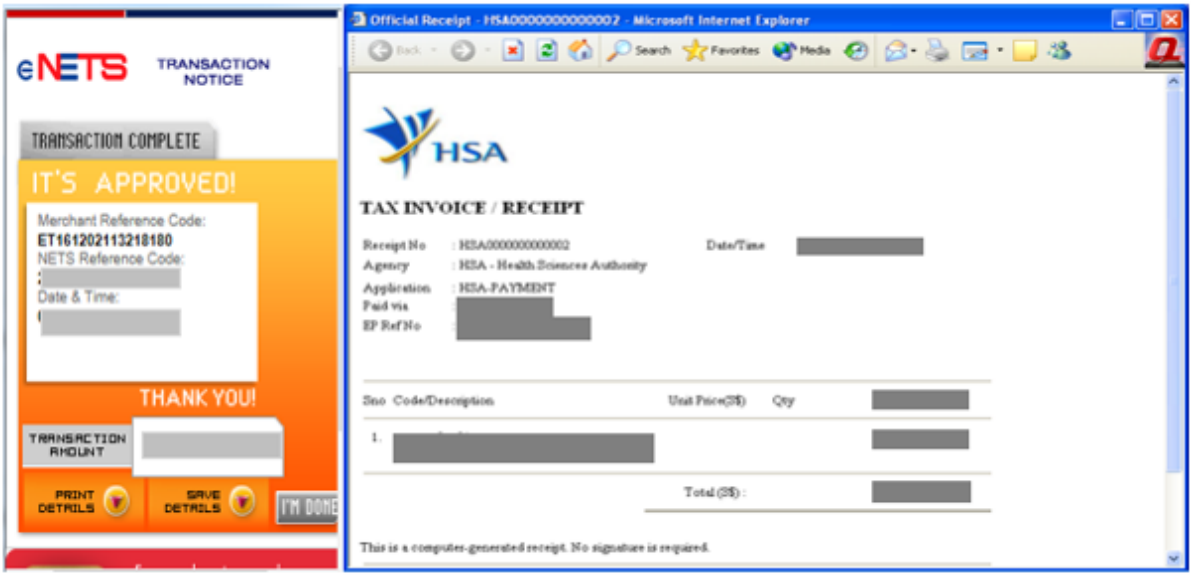


If the Debit option is selected, the page will be re-directed to the relevant screen for the applicant to select the bank first before being re-directed to input the debit card details.





Upon successful transaction, an eNETS official receipt and a HSA tax invoice will be generated.



If the payment is not completed successfully, the system will prevent retrieval of the draft application and the applicant will need to contact HSA HelpDesk for assistance.

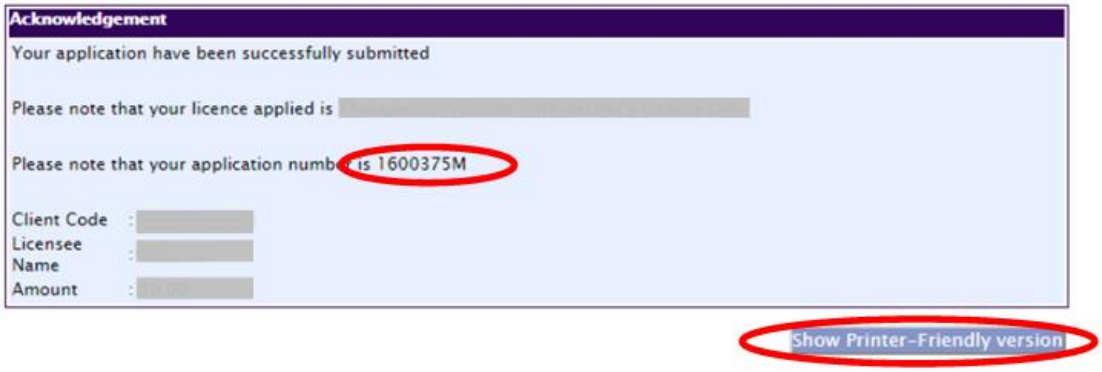


To submit the completed application, click **'Submit'** button. Applicant will be prompt to confirm the submission. The application will then be submitted to HSA for the relevant personnel's processing.

Acknowledgement

This section acknowledges that the application has been submitted to HSA for processing. An application 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 application number for ease of reference. Applicant may provide the application 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 if any technical issues (IT problems) during the application submission are encountered.

   HSA HelpDesk
   Hotline : 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.