WITHDRAWING AN APPLICATION FOR A LICENCE

Applicants must have a valid Client Registration and Identification Service (CRIS) user rights in order to be able to submit applications on behalf of the company via withdraw@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/

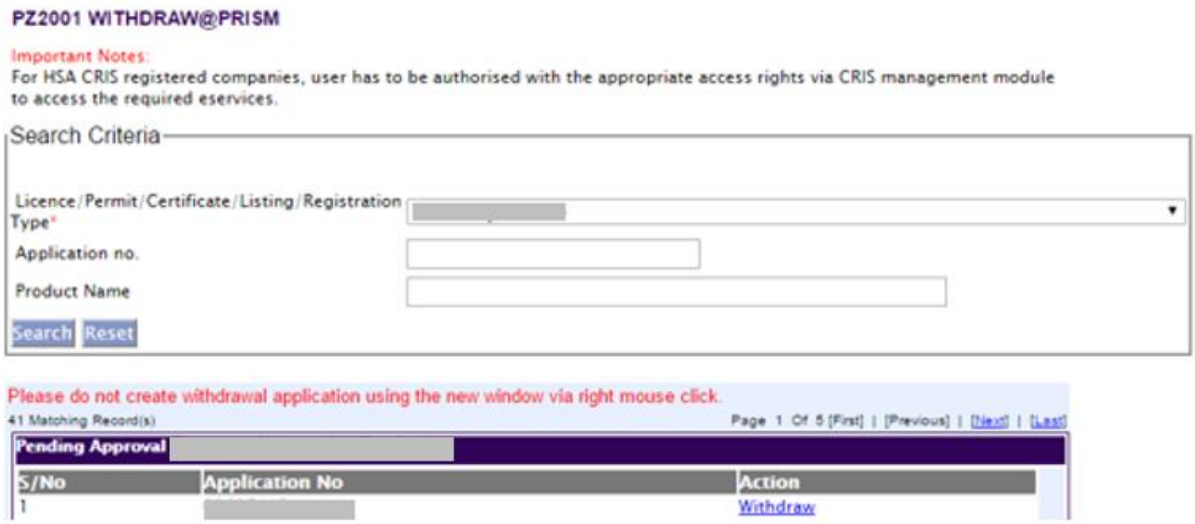
3. No payment fee is required for submitting withdrawal applications.

Application Form

Fields marked with an asterisk * are mandatory.

This section allows the search for the relevant application for the licence to be withdrawn.

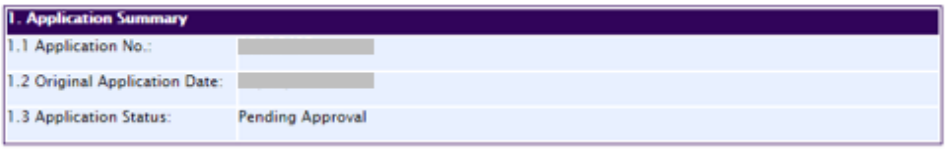
(1) Select the **Licence Type**.
(2) Enter the **Application Number** to be withdrawn.
When the search result is displayed, click **'Withdraw'** button.



Part 1. Application Summary

The applicable Licence No., the original application date and application status of the pending application 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 fill in the name of applicant.

(1) Input the name of applicant.
(2) Click **'Next'** button to proceed to **Part 3. Withdrawal Details** section.



Part 3. Withdrawal Details

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

(1) Specify the reason for withdrawal.
(2) Click **'Next'** button to proceed to **Part 4. Confirmation and Declaration** section.



Part 4. Confirmation and Declaration

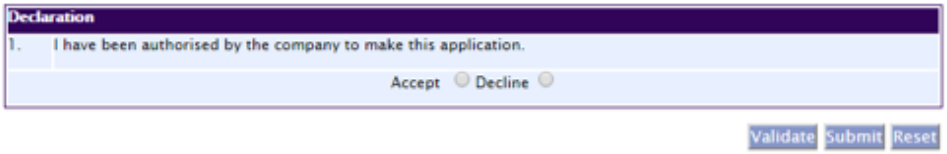
This section shows the information provided in all sections of the withdrawal application.

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

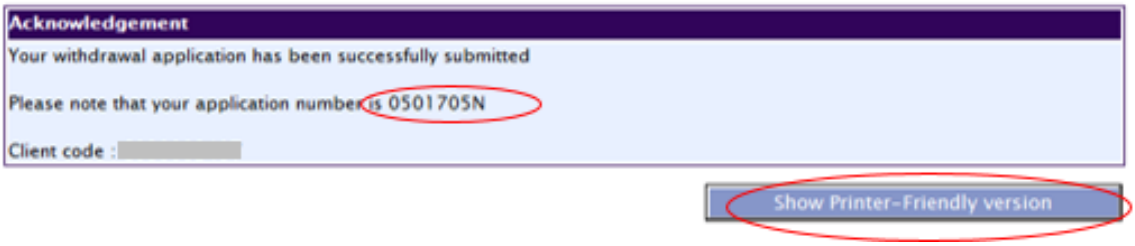
(3) Click **'Submit'** button to submit the withdrawal application.



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
   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.