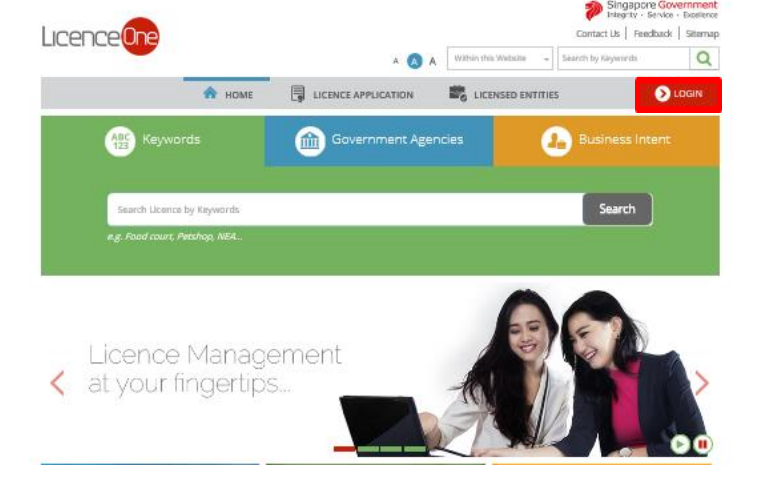
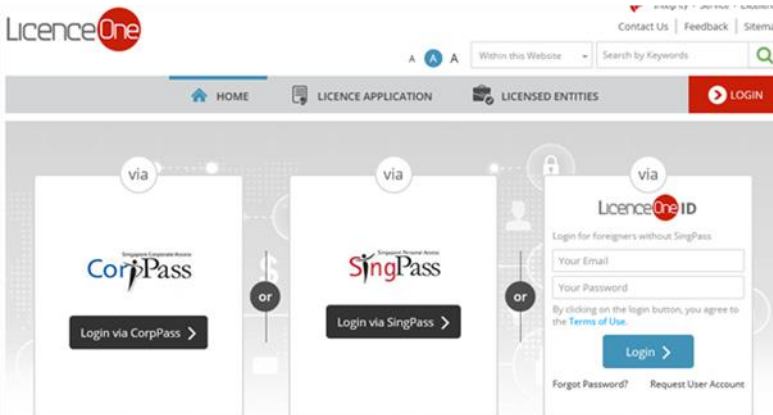


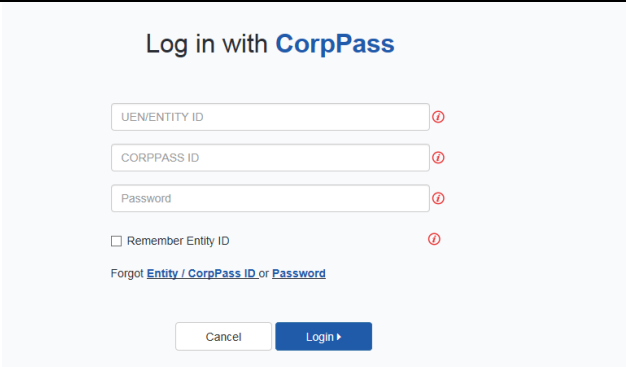
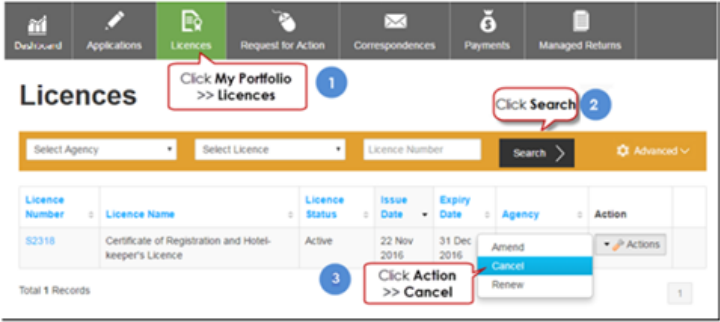
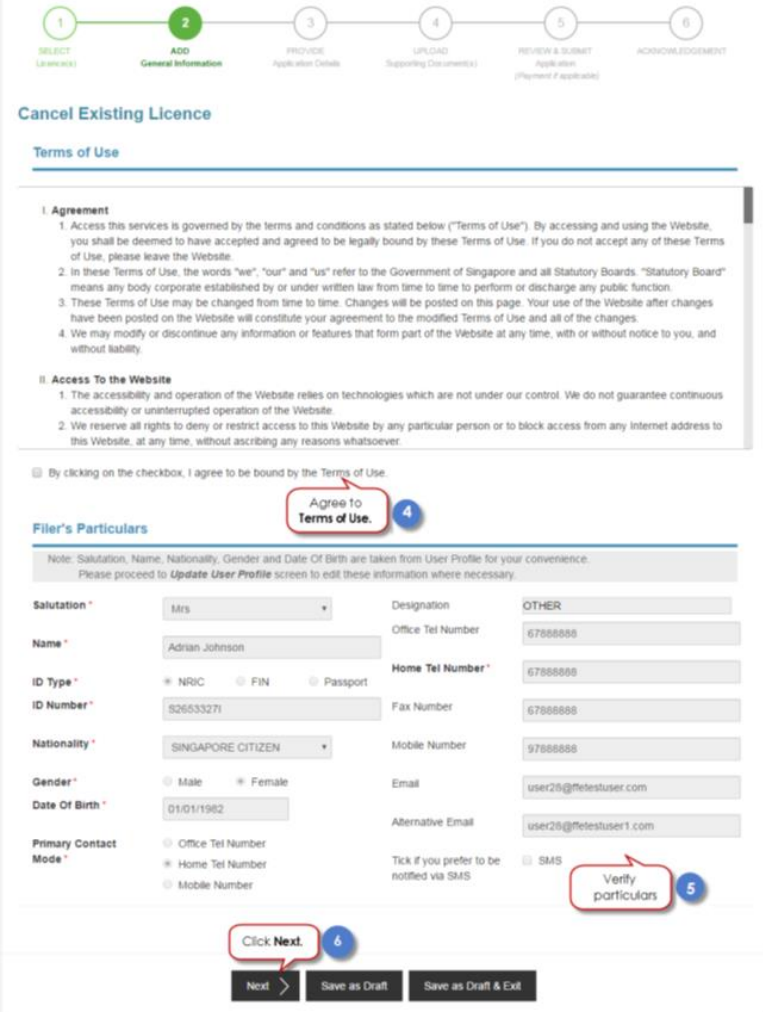
Step-by-Step Guide for Cancellation of Certificate of Registration and Hotel-keeper's Licence

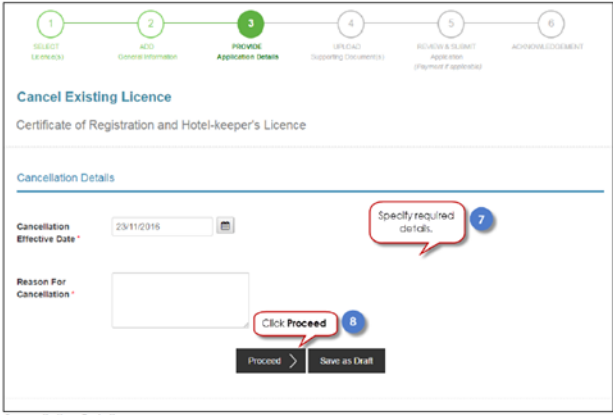
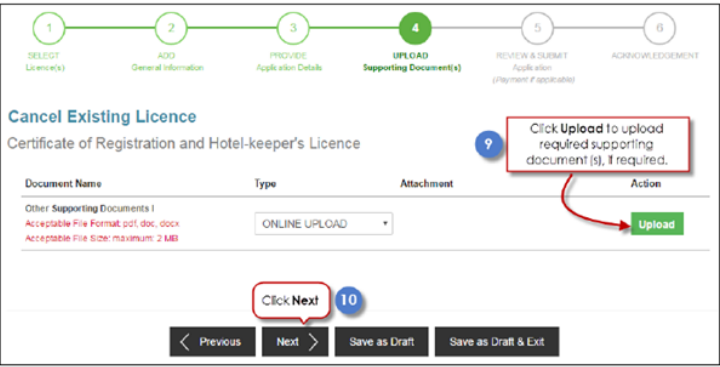
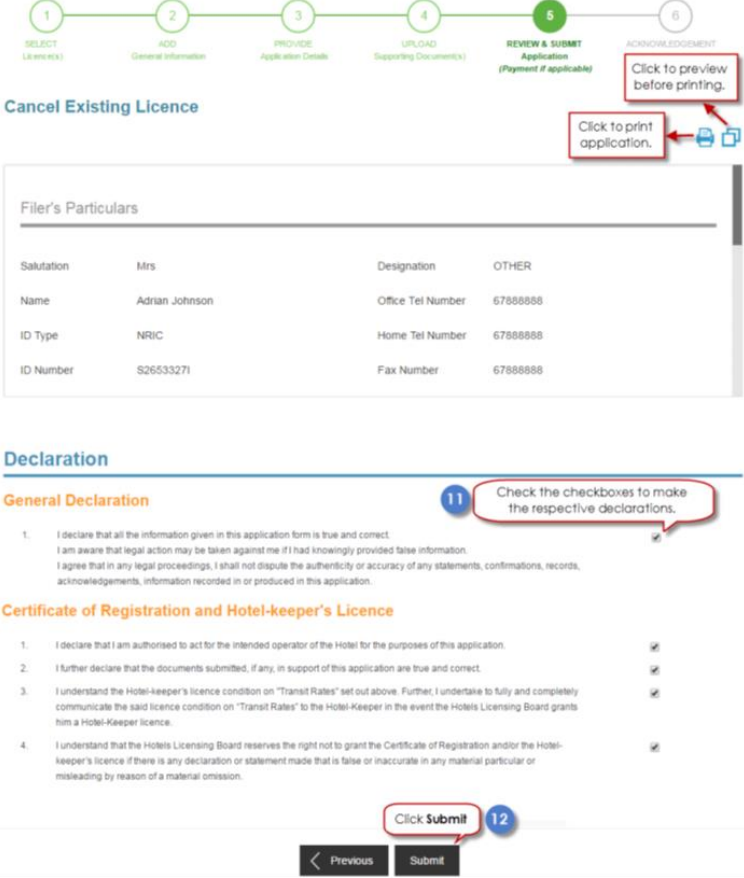
Should the hotel decides to cease its hotel operation, the authorised CorpPass user¹ will need to submit a cancellation application and arrange to return the Certificate of Registration and Hotel-keeper's Licence to the Board for cancellation.

S/N	Step	Screenshot
1	Go to LicenceOne website https://licence1.business.gov.sg and click on "Login"	
2	Log in to LicenceOne using CorpPass	

¹ "Singapore Corporate Access" (or CorpPass) is a corporate digital identity for businesses and other entities to transact with Government agencies online. With the introduction of CorpPass, business entities will use a single digital account to transact with the whole-of government. With effect 1 September 2018, CorpPass will be the only login method for all online business transactions with the Government, including via LicenceOne. Only authorised CorpPass users of the company can use CorpPass to access LicenceOne and submit cancellation to the Certificate of Registration and Hotel-keeper's Licence. Should the Hotel-Keeper or Company Director wish to submit the cancellation application, they must also be appointed as the authorised CorpPass user of the company.

For information on the registration & set up of CorpPass for your business entity, please visit www.corppass.gov.sg. For information on how to activate CorpPass in LicenceOne, please visit <https://licence1.business.gov.sg/web/frontier/help/corppass-in-licenceone>

S/N	Step	Screenshot
2a	Enter the UEN/Entity No, CorpPass ID and Password and click on “Login”	
3	<p>Click on “My Portfolio > Licence”</p> <p>Enter the Licence Number and Click on “Search”</p> <p>Click on “Action > Cancel”</p>	
4	<p>Select the checkbox to agree to the Terms of Use</p> <p>Click on “Next”</p>	

S/N	Step	Screenshot
5	<p>Indicate the “Cancellation Effective Date” and “Reason for Cancellation”</p> <p>Click on “Proceed”</p>	
6	<p>Upload the supporting documents (if any) and Click “Next”</p>	
7	<p>You may preview and print the application form at this screen</p> <p>Tick the check box under “General Declaration” and “Certificate of Registration and Hotel-keeper’s Licence”, and Click on “Submit”</p>	

S/N	Step	Screenshot
8	Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “T” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application). You may choose to print or close the acknowledgement page.	

The Secretariat may request for additional information or supporting documents (if any) via the “Request for Action”² feature. Upon receiving all the required documents and clarification (if any), the Secretariat will process the application.

S/N	Step	Screenshot
9	Once the application has been reviewed and approved, you will receive an email acknowledgement. A copy of the correspondence can also be found under the “Correspondence” tab at LicenceOne.	

² Please refer to the step-by-step guide on “Request for Action”