



Notice No: 09/2019
08 May 2019

Traders and Declaring Agents

Dear Sir/Madam

CHANGE OF OFFICE LOCATION FOR COMPANY COMPLIANCE BRANCH

We would like to inform that Company Compliance Branch (CCmB) of Singapore Customs will be shifting its operations to the new Customs Operations Command (COC) building at **1 Bulim Drive, Singapore 648171** (see Annex A) with effect from 13 May 2019.

2 Effective 13 May 2019, the new contact details will be in use for the following services:

Services	Contact Information	
	Email Address	Contact Number
E-file application / carnet endorsement	customs_whsg_supervision@customs.gov.sg	6908 1369
Extension of carnet / payment of GST for carnet	customs_carnet@customs.gov.sg	6908 1596

3 Please take note that visitors are not allowed to drive into or park within the new compound. If you are driving, you may park your vehicle at the nearby HDB multi-storey car park.

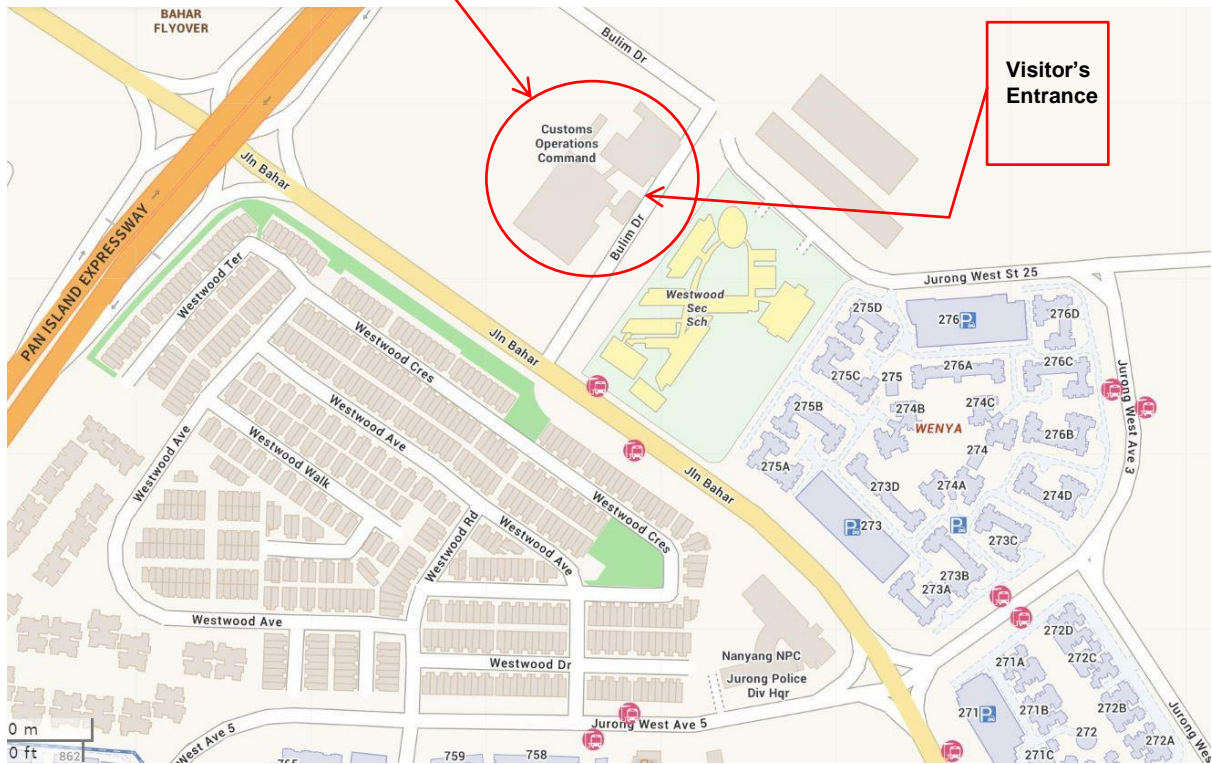
Yours faithfully

Wan Boon Oon
Head Company Compliance
for Director-General of Customs
Singapore Customs

(This is a computer-generated notice. No signature is required.)

We hope that this notice has been written in a way that is clear to you. If not, please let us have suggestions on how to improve this notice at customs_whsg_supervision@customs.gov.sg.

Customs Operations Command at 1 Bulim Drive



FREQUENTLY ASKED QUESTIONS

Q1: Who should I look for regarding e-file application?

A1: You may look for the officer in-charge from Field Ops unit. The email is customs_whsg_supervision@customs.gov.sg and phone number is 6908 1369.

Q2: Who should I look for regarding carnet?

A2: You may look for the officer in-charge from the Carnet unit. The email is customs_carnet@customs.gov.sg and the phone number is 6908 1596.

Q3: What other documents do I need to bring along for carnet endorsement or other carnet-related matters?

A3: You should bring along the email from Singapore Customs' Company Compliance Branch (CCmB). Please follow the instructions provided in the email strictly and be punctual for the appointment.

Q4: Are there any changes to the current procedure of making an e-file application?

A4: No. The current procedure still applies.