



**SINGAPORE
CUSTOMS**

MEDIA RELEASE

Immediate

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FREIGHT FORWARDER FINED \$36,000 FOR MISUSING COMPANIES' UNIQUE ENTITY IDENTIFIERS

Singapore, 19 August 2025 – Local freight forwarding company Ayzo Pte Ltd was fined \$36,000 by the State Courts on 30 July 2025 for misusing the Unique Entity Numbers¹ (“UENs”) of two other companies in export permit applications and failing to retain critical trade documents. The case is linked to shipments of cigarettes misdeclared as other goods and bound for Australia.

2 Ayzo pleaded guilty to 10 charges under the Customs Act for the incorrect declaration of UENs and three charges for failure to retain trade documents. Another 13 charges were taken into consideration during sentencing.

3 The case first came to light on 15 January 2024, when Singapore Customs checked a shipment of cigarettes transiting from Dubai to Australia via Singapore. Ayzo had applied for four permits for the shipment using the UEN of Company A, despite not being authorised to do so. When asked to produce the corresponding export bills of lading² (“BLs”), Ayzo failed to do so.

¹ For more information on UEN, please refer to the following website: <https://www.bizfile.gov.sg/>

² Bill of lading is a document to prove evidence of a contract of carriage, receipt of goods and legal title to goods. It will usually contain information such as the mode of transport, the vessel or flight number, the shipper and the consignee, the port of discharge and arrival.

4 Singapore Customs shared the information with Australian authorities, who discovered that the shipment contained over 10 million sticks of cigarettes, even though the commercial export documents described the goods differently.

5 Further investigations revealed five more shipments of cigarettes exported by Ayzo between February and March 2024. In 16 permits covering four of the shipments, Ayzo had incorrectly declared the UEN of Company B. It also failed to provide the export BLs for the five shipments for verification. Singapore Customs obtained the export BLs from the shipping lines and confirmed that the shipments were misdeclared as non-cigarettes in the BLs.

6 Investigations revealed that an unknown man based in India had engaged Ayzo to provide permit application and transportation services for the import and export of cigarettes from Singapore. Ayzo had relied solely on the information provided by the unknown man to make permit applications without exercising the necessary due diligence to ensure that the information provided was correct by verifying the information with the named importers and exporters in Singapore. Ayzo had also not retained the export BLs and had not checked the accuracy of the goods descriptions before applying for the permits to export the shipments.

7 “Singapore Customs does not condone the misuse of our port and logistics facilities for transnational smuggling,” said a Singapore Customs spokesperson. “We will continue to work closely with local and international authorities to tackle illicit trade. Companies must exercise due diligence to avoid being exploited by smuggling syndicates. They need to ensure that the information they provide for declaration to Singapore Customs is true and complete. Stern actions will be taken against errant traders to maintain Singapore’s reputation as a trusted global trade hub.”

8 Under the Customs Act, any person who makes any declaration, certificate or document which is untrue, incorrect or incomplete will be liable on conviction to a fine not exceeding \$10,000, or the equivalent of the amount of the customs duty, excise duty or tax payable, whichever is the greater amount, or to imprisonment for a term not exceeding 12 months, or both.

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About Singapore Customs

Singapore Customs protects revenue and facilitates trade for Singapore's economic growth while continuously striving to be a world-leading customs authority. As a partner of the Ministry of Finance, we ensure compliance with customs and tax regulations, safeguard the nation's financial interests, and combat illicit trade activities. We also enable seamless trade by simplifying customs processes, building global trade connectivity, and maintaining Singapore's position as a trusted global trading hub. Guided by our values of integrity, commitment, courage, responsiveness and teamwork, we strive for excellence with a professional and innovative team. Together, we ensure revenue and enable trade, fostering a thriving Singapore economy.

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