

**Singapore Customs**  
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**SINGAPORE  
CUSTOMS**

Notice No.: 04/2025

19 Feb 2025

Traders and Declaring Agents

Dear Sir/ Madam

### **CHANGES TO THE OPERATING HOURS OF SINGAPORE CUSTOMS CONTACT CENTRE**

With effect from 17 Mar 2025 (Monday), Singapore Customs Contact Centre will operate from Monday to Friday, 8.30am to 5.30pm, and will be closed on weekends and Public Holidays.

2 There is no change to the services provided by our Contact Centre. Enquirers may continue to call 6355 2000 to have live-chat with our Contact Centre Agents or request for a call-back. Alternatively, enquirers may access the link to live-chat on our [Contact Us webpage](#).

Yours faithfully

Kelly Char  
Head Procedures & Systems  
*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\\_documentation@customs.gov.sg](mailto:customs_documentation@customs.gov.sg).