



Notice No: 22/2019  
25 Nov 2019

Traders and Declaring Agents

Dear Sir/Madam

**UPDATE CUSTOMS ACCOUNT CONTACT DETAILS AND DEACTIVATION OF  
CUSTOMS ACCOUNT WITH NO ACTIVITY OR OTHER REGISTRATIONS**

To ensure that your entity receives timely notifications from Singapore Customs, it is important for your entity to ensure that the Primary Contact, Secondary Contact and Trader Notification Contact details, particularly their email addresses, in your entity's Customs Account are updated.

2 To do this, the Key Personnel (e.g. owner, partner or director) of an entity whose record is registered with ACRA or Authorised Personnel of an entity should log in to [Activate / Update / Terminate Customs Account e-Service](#) using CorpPass to update the Primary Contact, Secondary Contact and Trader Notification Contact persons and their email addresses by 29 February 2020.

3 If your entity does not have any import, export or transshipment activities for the last 5 years and does not have any existing registration(s) with Customs e.g. Declaring Agent (DA), Claimant, Cargo Agent Import Authorisation (CAIA), manifest submission, licensed premises, manufacturer registration etc., your entity's Customs Account will be deactivated.

4 For more information on Customs Account, please refer to [www.customs.gov.sg/customsaccount](http://www.customs.gov.sg/customsaccount).

Yours faithfully

Ivy Chong  
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).