



# **APPLICATION GUIDE FOR CATEGORY A, CATEGORY B AND CATEGORY C1 SPECIAL EMPLOYEE LICENCE**

(Dated 13 February 2026)

*Total number of pages: 9 (inclusive of cover page)*

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## 1. Introduction

- (a) The Gambling Regulatory Authority of Singapore (“GRA”) is the regulatory authority responsible for supervising and regulating the gambling landscape in Singapore.
- (b) Special employees are required under the Casino Control Act 2006 (“Act”) to be licensed by GRA. GRA’s regulatory regime recognises the different roles which special employees may undertake in a casino and sets out different categories of special employees being Category A, Category B, Category C1 and Category C2 respectively.
- (c) This document outlines the process and requirements for an application for a Category A, Category B or Category C1 special employee licence<sup>1</sup>. This document **must** be read with the Act and the regulations made thereunder (“Regulations”). For the avoidance of doubt, Regulations include but are not limited to the Casino Control (Licensing of Special Employees) Regulations 2009 (“Licensing of Special Employees Regulations”).
- (d) Before any application is made, please ensure that you have read and understand the obligations of a Special Employee Licence holder under the Act and Regulations.
- (e) Unless stated otherwise or the context otherwise requires, all terms shall have the same meanings as used in the Act and the Regulations.
- (f) GRA reserves the right to amend this document from time to time.
- (g) The applicant can only exercise the function of a special employee after a special employee licence has been issued by GRA.

## 2. Category A, Category B or Category C1 Special Employees

Details of the regulatory regime for Category A, Category B or Category C1 special employees, including who is considered a Category A, Category B or Category C1 special employee respectively, are set out in the Act and the Licensing of Special Employees Regulations.

## 3. Application Process

### (a) Applications

A casino operator shall submit on behalf of its employee (“applicant”), the application for Category A, Category B or Category C1 special employee licence to GRA, as applicable.

### Enquiries

The applicant is to check with his casino operator’s Human Resource department (“CO HRD”) on the relevant documents for the submission. Alternatively, you can also refer to **Annex A** for responses to frequently asked questions. Enquiries may also be made to GRA via the following channels: -

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<sup>1</sup> The process and requirements for Category C2 special employee applications are set out in a separate document called the “Application Guide for Category C2 Special Employee Licence”.

Gambling Regulatory Authority of Singapore  
ICA Services Centre  
2 Crawford Street #08-01  
Singapore 207218  
Attention: Licensing and Monitoring Division

Telephone No : (65) 6501 7000  
Fax No : (65) 6273 0917  
Email Address : [licensing@gra.gov.sg](mailto:licensing@gra.gov.sg)

- (b) The applicant must submit an Application Package that contains the documents specified in paragraph 3.1 below through the casino operator and GRA's online web portal.
- (c) To access GRA's online web portal, the applicant must register for a Singpass or Singpass Foreign User Account ("SFA"), whichever is relevant. For applicants without a Singapore Government issued ID, CO HRD is to apply for a SFA registered to the applicant's Country ID. If Country ID is not applicable in the applicant's country of citizenship, applicant can use his Passport number to register for a SFA. CO HRD must submit the applicant's SFA user ID (starting with Y), Country ID used in the creation of his SFA and the unique entity number of the casino operator to GRA. The applicant will only be able to access the online web portal after the CO HRD submits his Singpass ID to GRA. Please contact CO HRD if assistance is required.

You may refer to the Singpass website for more information:

<https://www.singpass.gov.sg/main>

The link to the online web portal is:

<https://www.gra.gov.sg/licenses-approvals/licences-for-casino-operators-businesses/special-employee-licence>

The link to GRA e-Services can be found here:

<https://eservices.gra.gov.sg/>

- (d) Unless otherwise allowed, any attachment included as part of the Application Package must be written in or translated into the English language and any translated documents should be endorsed by a certified translator.
- (e) GRA may request for additional disclosures, documents, information or records, or both, for the purpose of GRA's investigation of the application.

### **3.1 Application Package**

- (a) An Application Package to be submitted should comprise of: -

- (1) An electronic form<sup>2</sup> of either: -

- (a) a **Personal History Disclosure Form ("PHDF")** completed by the applicant applying for a Category A or Category B special employee licence; or
- (b) an **Abridged Personal History Disclosure Form ("APHDF")** completed by the applicant applying for a Category C1 special employee licence.

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<sup>2</sup> No special characters entered in the electronic form (e.g., #, %, etc)

The electronic form will request for the applicant to disclose past and present information on areas listed in Table 1 below. The applicant may wish to prepare the necessary information prior to filling up the form. He may also wish to check with the casino operator if he has any queries on how to fill up the form.

Table 1: Types of data required in the electronic form

|       |                                                              |        |                                   |
|-------|--------------------------------------------------------------|--------|-----------------------------------|
| (i)   | Personal                                                     | (ii)   | Employment and Licensing          |
| (iii) | Residence                                                    | (iv)   | Civil, Criminal and Investigatory |
| (v)   | Family / Social                                              | (vi)   | Financial                         |
| (vii) | Education (For Category A & B applications only)             | (viii) | Assets                            |
| (ix)  | Offices and Positions (For Category A & B applications only) | (x)    | Liabilities                       |

- (2) The applicant's **Credit Bureau Report(s) ("CBR")** or its equivalent, highlighting the credit history from his: -
- (a) Country of citizenship; and
  - (b) Last country of residence where he has lived for a continuous period of at least 6 months.

The CBR (or its equivalent) must be dated within the 3 months preceding the date of application to GRA. For the avoidance of doubt, the applicant must submit a CBR from the country that he is living and have been living in for a continuous period of at least 6 months.

- (3A) For new applications: the applicant's **Certificate(s) of No Criminal Conviction ("CNCC")** from his: -
- (a) Country of citizenship; and
  - (b) Country of residence(s) where he has lived for a continuous period of at least 6 months: -
    - (i) since the age of 18 years; or
    - (ii) in the last 10 years.
 (whichever duration in (i) or (ii) is shorter).

- (3B) For renewal applications: the applicant's **CNCC** from his: -

- (a) Country of residence(s) where he continued to live outside Singapore for a continuous period of at least 6 months since the last application.

For all applications, the CNCC (or its equivalent) must be dated within the 3 months preceding the date of application to GRA. For the avoidance of doubt, if Singapore is an applicable country in 3A(a), 3A(b) or 3B(a) above, the applicant is not required to submit his CNCC in respect of Singapore. The applicant must submit CNCC from all other applicable countries.

For renewal applications, a declaration in lieu of CNCC is required, if the applicant has resided in a country for a continuous period of at least 6 months since the last renewal, or if the system prompts for a submission of CNCC.

*Illustration: Applicant is Citizen of Japan, stayed in Vietnam, China for more than 6 months in his previous application and resides in Malaysia for more than 6 months in current application and commutes daily to Singapore. The following table shows the breakdown of CNCC/declaration in lieu of CNCC required:*

| CNCC     | Reason CNCC required                                           | SE to submit during renewals |
|----------|----------------------------------------------------------------|------------------------------|
| Japan    | Citizen                                                        | Declaration in lieu of CNCC  |
| Vietnam  | Stayed more than 6 months and declared in the last application |                              |
| China    |                                                                |                              |
| Malaysia | Stayed more than 6 months in current application               | CNCC                         |

- (4) The applicant's latest three months' **pay slips** (or its equivalent<sup>3</sup>) preceding the date of the special employee licence application.
- (5) A **digital colour photo** of the applicant in "jpg" file format<sup>4</sup> with a maximum file size of 60KB.
- (6) The documents required from the applicant for the Application Package and its manner of submission to GRA is summarised in Table 2.

Table 2: Summary of the documents required from the applicant

| <b>Part A – Submission through the casino operator</b>                                                               | <b>Part B – Submission by applicant directly via the online web portal</b>                                                                                               |
|----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (1) CBR (or its equivalent) for the relevant countries<br><br>[Note: A separate file is required for every country]  | (1) An electronic form of either<br>(a) PHDF (for Category A or Category B special employee licence); or<br>(b) APHDF (for Category C1 special employee licence)         |
| (2) CNCC (or its equivalent) for the relevant countries<br><br>[Note: A separate file is required for every country] | (2) Payslip (or its equivalent) for the latest 3 months<br><br>[Note: This is only applicable to applicants not directly employed by the casino operators.]              |
| (3) Payslip (or its equivalent) for the latest 3 months                                                              | (3) Supporting documents (for applicants applying for new Category A and Category B licences only).<br><br>[Note: Please contact CO HRD for the list of these documents] |

<sup>3</sup> If you are unable to obtain pay slips for the latest three months (e.g. new employee of the casino operator), please submit a copy or an extract of your employment contract that indicates your salary.

<sup>4</sup> The file must be within (250 x 384 pixels) by (300 to 480 pixels).

|                                                                             |  |
|-----------------------------------------------------------------------------|--|
| (3) Digital colour photo<br>[Note: This is mandatory for all applications.] |  |
|-----------------------------------------------------------------------------|--|

- (b) The Application Package must also be accompanied by a Certificate of Competence submitted by the casino operator directly to GRA, for the applicant to exercise the function authorised by the licence.
- (c) If a requirement under this section is not complied with, GRA may refuse to consider the application.
- (d) The applicant is required to retain the Application Package for a period of 7 years. GRA may request for any information submitted as part of the Application Package during this period.

### **3.2. Submission Process (via online web portal)**

- (a) After the casino operator submits the applicant's Singpass ID to GRA, the applicant will be notified via email to login to the online web portal. SFA user is to login using the Country ID registered during SFA creation.
- (b) For the best user experience, the applicant is encouraged to use a non-mobile device (e.g., laptop or desktop) to fill up the electronic form.
- (c) The applicant will be required to confirm and acknowledge the declarations accompanying the electronic form.
- (d) The applicant may fill up the questions and sections in the electronic form in a non-sequential manner. The applicant must ensure that there are no Chinese characters and special characters (e.g., #, %, @, /, -) entered in the electronic form and in the filename of the documents uploaded. The applicant may select the "Save as Draft" option if he is unable to complete all the questions in the electronic form in one sitting. He may access the saved form another time to complete it.
- (e) After the applicant submits the electronic form, he will be prompted to submit the relevant document(s) listed in Part B of Table 2 above<sup>5</sup> The applicant shall ensure that he has all the required document(s) prior to submission as all relevant document(s) should be submitted in one sitting, where possible. Any outstanding documents should be indicated as "pending".
- (f) The applicant shall ensure that the completed electronic form and relevant document(s) are submitted via the online web portal within 8 weeks from the date the email notification was sent. Failure to do so will result in cancellation of the submission and all information filled up by the applicant in the online web portal (including information which was saved as draft) will be cleared from system. The applicant will then have to approach the casino operator to submit a new application.

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<sup>5</sup> To submit the relevant supporting document, applicant is to return to the dashboard and click on the submission ID again to complete the submission of baseline and supporting documents. The application is completed only when the submission ID is greyed out.

- (g) Upon submission of the electronic form, the applicant will be prompted to save a copy of the submitted form. The applicant is encouraged to download a copy of the form submitted for his own records.
- (h) During the application process, GRA may request for additional information or document(s), from the applicant. An email notification will be sent to the applicant to notify him of the requests. The applicant shall respond to GRA via the online web portal in a timely manner.
  - (i) In the event where CBR(s) and CNCC(s) have not been submitted to GRA through the casino operator, the outstanding documents must be submitted via the online web portal. Unless otherwise allowed, the original copy is to be presented during interview with GRA.

The applicant is to note that the Application Package and other relevant documents submitted for the purpose of GRA's investigation of the application will not be returned under any circumstances.

- (i) If the applicant wishes to submit any document(s), that is not required under the application documents above, to supplement his application, he may contact GRA via email at [licensing@gra.gov.sg](mailto:licensing@gra.gov.sg).

### **3.3. Updating of Application Documents**

If a change occurs in the information provided in the application documents or in connection with the application while pending the outcome of the application, the applicant shall, without delay, submit the particulars of the change via the online web portal, together with the new version of the application documents affected by the change.

## **4. Investigation Process**

- (a) For the purpose of evaluating the application, the applicant may be subject to checks by GRA with but not limited to the following entities in Singapore and other countries: -
  - (i) Law enforcement agencies;
  - (ii) Gambling or casino regulatory bodies, or both;
  - (iii) Corporate and securities regulatory bodies;
  - (iv) Revenue authorities and other relevant agencies;
  - (v) Financial Institutions;
  - (vi) Courts; and
  - (vii) Other third party sources or databases, or both.
- (b) The applicant is expected to fully cooperate with GRA officers in the investigation process, including but not limited to attending an interview with GRA, and providing any information requested. Any partial or non-disclosure of the required information and failure to respond to document/information requests within the stipulated periods may lead to GRA drawing an adverse inference against the applicant and constitute grounds for GRA to refuse to consider or reject the application.
- (c) As part of the investigation process, the applicant's fingerprints, palm prints and photographs may be taken and stored by GRA officers. If the applicant fails to or refuses

to allow GRA officers to take his fingerprints, palm prints and photographs, GRA may refuse to consider the application.

- (d) GRA will inform the applicant via the online web portal and the casino operator of the outcome of the application. An approval will be granted if GRA is satisfied that the applicant meets the suitability criteria under section 85(1) of the Act.
- (e) The applicant is to access the online web portal upon GRA's email notification to acknowledge the conditions of the Licence when the licence is granted.

## **5. Application Fees and Probity Investigation Deposit**

- (a) The application fees payable are as specified in the Second Schedule of the Licensing of Special Employees Regulations. All fees and charges resulting from the application for a Category A, Category B or Category C1 licence shall be payable to GRA by the casino operator.
- (b) Payment of the application fees shall be made to GRA via Electronic Fund Transfer, Telegraphic Transfer or PayNow to the bank account of GRA as specified in a notice to the casino operator.
- (c) Payment of the application fees must be made within 7 days from the date of GRA's notification, failing which the application will be rejected.
- (d) Apart from the application fees payable, the casino operator will be required to bear the costs of any investigation which GRA may conduct for the purposes of evaluating the application. The probity investigation costs may vary between applicants due to different degree of checks to be conducted. Details of the costs of investigation are set out in the Licensing of Special Employees Regulations.
- (e) Bank charges, if any, shall be borne by the casino operator.

**End of Document**