

**Frequently Asked Questions for
Electronic Abridged Personal History Disclosure Form relating to the
Application for Category C Special Employee Licence
(New/Renewal)**

Q1. What to prepare and how should I submit the Application to Gambling Regulatory Authority (GRA) for Special Employee Licence (SEL)?

New Applicants

The Application Package to be submitted to the GRA should comprise: -

Part A – Submission through the casino operator

- a. Latest three months' pay slips (or its equivalent¹) preceding the date of application;
- b. Credit Bureau Report ("CBR"), proof of application(s) of CBR and/or declaration form²;
- c. Certificate of No Criminal Conviction ("CNCC"), proof of application(s) of CNCC and/or declaration form; and
- d. A digital colour photo in "jpg" file format³ with a maximum file size of 60KB.

Part B – Submission by applicant directly via the online web portal

- a. Complete the electronic Abridged Personal History Disclosure Form ("APHDF") with all information therein updated recent to the date of application⁴; and
- b. Latest three months' pay slips (or its equivalent¹) preceding the date of application
[Note: This is only applicable to applicants not directly employed by the casino operators.]

Renewal Applicants

The Application Package to be submitted to the GRA should comprise: -

Part A – Submission through the casino operator

- a. Latest three months' pay slips (or its equivalent) preceding the date of application;
- b. CBR, proof of application(s) of CBR and/or declaration form; and
- a. CNCC, proof of application(s) of CNCC and/or declaration form where relevant (i.e., only if the applicant returned to his country of citizenship and/or lived in another country for a continuous period of more than 6 months since his previous application).

Part B – Submission by applicant directly via the online web portal

- a. Complete the electronic APHDF with all information therein updated recent to the date of application⁵; and
- b. Latest three months' pay slips (or its equivalent) preceding the date of application
[Note: This is only applicable to applicants not directly employed by the casino operators.]

¹ If you are unable to obtain the last three months' pay slips, please approach the casino operator's Human Resource department for assistance.

² This declaration form is to be completed by applicants who are unable to provide the CBR / CNCC at the time of application.

³ The file must be within (250 x 384 pixels) by (300 to 480 pixels).

⁴ You are advised to download your APHDF and retain a completed copy of the Application Package for your own records.

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Q2. How do I know if I am required to apply for a CNCC for a certain country? How can I apply for it?

If you fall under any of the following situations, you are required to apply the CNCC of that country:

- Holding or held citizenship of another country, other than Singapore;
- Currently residing in another country, i.e. outside of Singapore;
- A permanent resident of that country (other than Singapore); or
- Have ever resided or employed outside Singapore for a continuous period of at least 6 months since the age of 18 years or over the last 10 years, whichever duration is shorter.

For example, you are now 25 years old, holding a Country A citizenship, and have been resided in Country B for more than 6 months when you are 22 years, you are required to submit CNCC for Country A and Country B.

You can check with your Human Resource department (“HRD”) or Embassy in Singapore on where and how to apply the CNCC of that country.

Q3. If I have previously used several different ID types (e.g. passport, FIN or NRIC) to apply for credit facilities in Singapore, what do I need to do before I apply for a CBR Singapore?

For applicants who have recently taken up Singapore citizenship or Singapore Permanent Residency, they are to approach Credit Bureau Singapore to include their previous Singapore Foreign Identification Number (FIN) or Singapore Work Permit Number (collectively known as IDs) into their credit profile. You can either call them at 6565 6363 or send an email to consumer_services@creditbureau.com.sg with a copy of the past IDs, requesting for the add-on. If you don't have a copy of the supporting document, please check with your HRD if they had retained a copy when you submitted it as part of your job application.

For applicants who are foreigners and have used their passport number(s) previously to apply for credit facilities, they should include both the passport number(s) as well as their FIN when they apply for a CBR. However, do note that this does not preclude GRA from requesting for the inclusion of other identifications on a case-by-case basis.

Q4. How do I know whether the CNCC and CBR that I have previously applied in the last SEL application, is still valid to be used for the current SEL application?

The CBR that was issued more than 3 months from the date of application would not be valid. Please submit the latest CBR.

If you had previously submitted CNCC for those countries and have not stayed outside of Singapore for a continuous period of 6 months, you do not need to submit CNCC. You may be required to show proof, i.e., expired and current passports, that you have not resided outside Singapore for a continuous period of 6 months.

Q5. I am a Singapore citizen but not born in Singapore. Do I still need to apply for CNCC for the country of birth?

Yes. You are required to provide CNCC for the country of birth if you have lived there 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)

Q6. If the CNCC or CBR is not English, do I need to submit an English translated of the CNCC or CBR?

Yes. You are required to submit the English translated of the CNCC and CBR. For translation service providers, please approach your HRD for more information.

Q7. What if I can't get CNCC or CBR even though I have tried to apply for them?

You are required to submit the proof of application for the CNCC or CBR and declaration form in lieu of the CNCC/CBR to your HRD. They will submit the documents to GRA on your behalf.

Q8. What do I need to do before filling up the electronic APHDF?

You will need a Singpass to access the electronic APHDF. If you do not have a Singpass, please check with your HRD on the registration process. After the casino operator has submitted your Singpass ID to GRA, you will be notified via email to login to the online web portal to access the electronic APHDF. To facilitate the filling up of the electronic APHDF, you are advised to prepare the documents listed in the "Checklist of Supporting Documents" (Appendix A of this FAQ).

Q9. What happens if I am unable to submit the electronic APHDF?

Prior to submission, you are to ensure that all sections (on the left menu) have a green tick. If there is an error, please ensure that you have filled up all mandatory fields in the form. You are to ensure that Chinese and Special character (e.g. #, %, @, /, -) are not entered in the electronic form and in the filename of the documents uploaded. You may click on each section on the menu page and select "next" button to check for completeness of the section.

Q10. I noted that in the electronic APHDF, I am required to provide certain information for the past 10 years or since the age of 18, whichever is lesser. How does it apply to me?

For example, if you are 25 years old, you are required to provide required information from the age of 18. If you are 55 years old, you are required to provide required information for the past 10 years from the age of 45 (age 55 minus 10 years).

Q11. If I discovered inaccurate information in my electronic APHDF or need to update any information that had been provided to GRA, would I be required to notify GRA?

If a change occurs in the information provided in or in connection with your application (including in any of the supporting documents that were submitted to GRA) before the application is granted or refused, you shall, without delay, submit the updated electronic APHDF via the online web portal where applicable. If in doubt, please contact your casino operator.

Q12. What happens if I contravene Section 178 of Casino Control Act 2006 (CCA)?

It is an offence under Section 178 of CCA to provide false or misleading information in connection with any application made to the GRA. Any person found guilty of an offence under Section 178 of the CCA shall be liable on conviction to a fine not exceeding S\$50,000 or to imprisonment for a term not exceeding 2 years or to both.

Q13. What are the criteria for working in the casino industry?

The criteria for working in the casino industry are stringent given the nature of the industry. Upon receiving the application, GRA shall make an assessment of –

- a. the integrity, responsibility, personal background and financial stability of the applicant;
- b. the general reputation of the applicant having regard to character, honesty, and integrity;
- c. the suitability of the applicant to perform the type of work proposed to be performed by the applicant as a licensee; and
- d. any other matter relevant to the application.

Q14. Under what circumstances can GRA refuse my application?

GRA may refuse to consider any application if

- a. the application is incomplete;
- b. any person refuses to allow the investigation in respect of the application;
- c. the application fee or the deposit for the costs of investigation required is not paid;
- d. the applicant, or any other person who makes the application, refuses to provide any information required by GRA; or
- e. the application is not made in accordance with application submission requirements.

The following FAQs are related to the questions in the electronic APHDF.

For Q1A. I usually provide my middle name as an abbreviation. Is it okay?

You should spell out your full name, as it appears in your official identification documents e.g. identification card or passport. Alternatively, you may wish to select the checkbox “Retrieve from MyInfo”. This will allow our system to populate some of your personal information from Singpass’ records.

For Q1B. What is “Country Identification Number”?

“**Country Identification Number**” is an identity card number, passport number or the number of any other document of identity issued by your government as evidence of your nationality or residence and bearing your photograph.

The following table serves as a guide:

Nationality	Country Identification number
Australia	Passport number / Driver’s licence number
China	Chinese Identity Card
Hong Kong	Hong Kong Identity Card (HKID)
India	Unique Identification Authority of India
Indonesia	Indonesian Identity Card (Nomor Induk Kependudukan)
Japan	My Number
Macau	Resident Identity Card
Malaysia	National Registration Identity Card (Malaysia)
Myanmar	National Registration Card
Philippines	Philippine Identity Card
Singapore	National Registration Identity Card (Singapore)
South Korea	Resident Registration Number
Taiwan	National Identification Card
Thailand	Population Identification Code
United States of America	Social Security Number
Vietnam	National Identity Card (Chung Minh Nhan Dan)

For Q1B. Do I need to include all my passport details?

Yes. You have to indicate the details of all your current passport(s). You will not need to include previous passports that are expired and no longer in use.

For Q1E. I do not stay in Singapore and I do not have a Singapore address. Can I indicate my mailing address as my home address?

The mailing address will allow the GRA to mail any correspondences to you. You should provide the address that allows GRA to reach you easily.

For Q1F. I have multiple email addresses and mobile phone numbers. Do I need to indicate all this information?

The email address and mobile phone number will allow GRA to send you notification and contact you easily to seek clarifications on your application. You should list the contact information that allows GRA to reach you most easily e.g. for email addresses, it should preferably be your office and/or personal email address and for phone number, it should be your active personal contact number.

For Q2A. I have rented a place overseas for a short period of time but I have forgotten the details of the address. Can I exclude this information since I do not recall the details?

You are required to make full, complete and accurate disclosures for all questions in the electronic APHDF, to the best of your knowledge. It is the responsibility of the Applicant to ensure that the electronic APHDF submitted contains information that he or she has personally verified to be full, complete and accurate. You are expected to demonstrate that reasonable attempts have been made to obtain full information for disclosure in the electronic APHDF. If you are unable to obtain full information after making reasonable efforts, you are still expected to disclose all information known to you e.g. Basic details such as “Own/Rent/Parents/Others”, “Country”, estimate “Date From” and “Date To”, etc.

For Q4A. I was a full-time student during the past 10 years. Do I need to provide that information and how do I fill in the information in Q4A?

Yes, you are required to provide the information. For details of employer, please include the name of education institution as your employer. For employment period, please state the start date and end date of your education. For the description of duties, please indicate the area of study for the program pursued in the respective institution.

For Q4A. I have indicated my current employment (i.e. RWS / MBS) under employment data. What should I indicate for "Gambling Related Company" and "International Marketing Agent related company" under this employment record?

You should select “Yes” for “Gambling Related Company” and select “No” for “International Marketing Agent related company”.

For Q5A. I was fined by the National Environment Agency for littering and smoking offences. Do I need to declare this?

Yes. You should provide the details of the offence as you have been investigated by any Law Enforcement Agency (LEA) in Singapore. Some examples of LEA are Police, National Environment Agency, Central Narcotics Bureau of Singapore, Ministry of Manpower, Immigration and Checkpoints Authority, etc. You are also required to state the outcome of your offence e.g., Warning.

For Q5A. What types of crimes or offences should I disclose?

You are required to provide the details of any arrest or charge against you by any regulatory body or law enforcement agency exercising their statutory functions (other than in respect of a traffic offence).

You should also include instances where you had received letters of warning but were never formally arrested or charged.

For Q5A. I was not arrested or charged by the Police. However, they gave me a verbal warning on the spot. Am I still required to declare the details of the incident?

Yes. You should provide the details of the incident as you have been investigated by the Police. If you are interviewed by the Police or provide your statement to the Police, you are required to declare the details of the incident. Please select Yes for Q5A.

For Q5B. What is meant by “subject of an investigation”?

It means you have been identified as a party of an investigation conducted by any government agency/ organization, court, commission, committee, grand jury or investigatory body (local, state, county, provincial, federal, national, etc.) such as in the capacity of a complainant, witness, suspect, accused person, etc.

For Q5E. I am no longer an excluded person since I revoked my exclusion status. I also cannot remember the details of it. Do I still need to declare the information?

Yes. You are required to answer “Yes” even if the exclusion has been revoked, is no longer in effect or has been lifted. If you are unsure of the exact details, you may wish to provide estimated details to the best of your knowledge.

For Q6B(ii). I am currently enrolled in a Financial Repayment Plan (e.g. Debt Repayment Program), do I have to have to declare the information again in Q7B?

You should declare all financial repayment plan(s) information only in Q6B(ii). The information will be automatically populated in Q7B.

For Q7A. I have declared an asset (e.g. Property / Vehicle) registered under my name, where do I declare its corresponding loan.

You should declare all assets registered under your name in Q7A. These assets declared in Q7A (Assets) will automatically generate a corresponding record under Q7B (Liabilities) for you to indicate its outstanding loan. You should not create a new record under Q7B (Liabilities) if the asset has already been declared under Q7A.

For Q7B. I have a mortgage loan under my name but the property was registered under someone else's name (e.g. Property bought under my parent's name), where do I declare the mortgage loan?

You should create a new record in Q7B to indicate all outstanding loan(s) (for asset(s) that are not registered in your name). In this case there will not be a corresponding entry in Q7A.

For Q7A and Q7B. I have different statements and they are correct as at different dates. Which date should I indicate as Date of Declaration?

You should indicate the date that you have filled in the figures in Q7. The figures should be as close as possible to this Date of Declaration. For example, if you have filled up the electronic APHDF on 10 Sep 2021, the outstanding liabilities amount should be as at 10 Sep 2021.

For Q7A. What is the definition of “cash”, “real estate”, “investments” and “others”?

“Cash” refers to monies in your bank, loose cash in your wallet and/or cash at home kept for emergency use. This includes amounts in your overseas bank accounts that should be converted to Singapore dollars.

“Real Estate” refers to properties under your name. E.g. HDB in Singapore; bungalow in Malaysia; land in the Philippines; commercial units/shops in any country.

“Investments” refer to the shares or stocks purchased by you. CPF or insurance policies are not required to be declared.

“Others” refer to your valuables that could be sold off in short time for cash. For example, golds, diamonds, collectibles, branded watches, etc,

For Q7B. What is the definition of “overdraft”, “mortgage loan” and “other loans”?

“Overdraft” refers to the amount balance from your cash line accounts. This includes amounts in your overseas bank accounts that should be converted to Singapore dollars.

“Mortgage loan” refers to the housing loan taken under your name. E.g. HDB loan, bank loan for HDB or private real estate.

“Other loans” refer to any other loans you have other than the ones categorized above. E.g. personal loan, study loan, renovation loan, bridging loan (E.g. short term loan to cover the shortfall amount). This will also include the outstanding amount after the payment to the latest instalment if you are on a Debt Consolidation Programme (or its equivalent, i.e. Debt Consolidation Plan, Debt Restructuring Plan, etc).

For Q7B. Do I have to state the exact outstanding amount stated on my credit card/overdraft statement even if I have paid my bills?

You are required to declare the outstanding amount of your credit card and overdraft bills including instalment plans charged to your accounts. If you have made payment for your latest statement, you only need to state the outstanding amount after the payment.

You are also required to indicate the remaining amount on your instalment plans that you may have. e.g. purchase of furniture from COURTS under an instalment plan.

List of Supporting Documents to have before filling up the electronic APHDF

Item No.	Description	Remarks
1	Court judgments, deed poll for change of name/gender, legal documents, including but not limited to petitions, settlement agreements and legal representations/correspondences etc., criminal or civil in nature;	
2	Documents supporting disclosure for criminal and investigatory proceedings, e.g. Offence Charge Sheet and Letter of Warning issued by Police, Summons issued by Court or Law Enforcement Agency	
3	Statements from banks / institutions for all accounts listed in Section 6 and 7 (statements should show all the following information; otherwise, separate documents must be submitted): a. name of bank/institution name; b. name of account holder(s); and c. the account numbers	Please keep a copy of the statements that you have used to provide the information in Section 6 and 7. You should keep the statements for the subsequent months for those accounts that you have declared. You may be asked to submit all of them to GRA Officer upon request.
4	Documents showing all loans and other receivables (i.e. monies owed to you) held by you;	Please keep a copy of the statements that you have used to provide the information in Section 6 and 7. You should keep the statements for the subsequent months for those accounts that you have declared. You may be asked to submit all of them to GRA Officer upon request.

Item No.	Description	Remarks
4	Statements for all loans, payable and credit facilities, secured and unsecured from banks, financial institutions and licensed moneylenders, including but not limited to:- (a) Credit card; (b) Charge card accounts; (c) Line(s) of credit; (d) Personal loans (e.g. study loans, renovation loans, instalment plan etc); (e) Overdrafts; (f) Vehicle loans (g) Loans issued / given to you from individuals or companies; (h) Financial Repayment Plan (e.g. Debt Repayment Program); and (i) Mortgage loan <i>Note: Unsecured facilities includes, but is not limited to credit cards, study loans, cash advance and personal loans.</i> <i>Secured facilities includes but is not limited to mortgages and vehicle loan.</i>	Please keep a copy of the statements that you have used to provide the information in Section 6 and 7. You should keep the statements for the subsequent months for those accounts that you have declared. You may be asked to submit all of them to GRA Officer upon request.
5	Documents from National Council of Problem Gambling (“NCPG”) showing revocation of exclusion status.	
6	Documents showing inheritance and/or benefits received from a will, trust or under an intestacy/ succession statute/ laws;	

Item No.	Description	Remarks
7	Appraisal reports or other relevant documents (not later than 6 months from the date of application to GRA) indicating value for all real estate interests;	For properties under your ownership (including property under construction, e.g. BTO): -Provide the sales and purchase agreement for the property. -Provide appraisal/valuation document indicating the current market value of your property. For Singapore HDB flats: You can obtain the current resale market value via search on the HDB InfoWEB e-Service Resale Flat Prices Enquiry website: http://services2.hdb.gov.sg/webapp/BB33RTIS/BB33PReslTrans.jsp For Singapore Private Property: You can obtain the current resale value at the Private Residential Property Transactions with Caveats Lodged website: https://www.ura.gov.sg/realEstateIIWeb/transaction/search.action
8	Documents showing value of all other assets disclosed in Section 7;	
10	Documents showing all loans against securities, insurance and pension plans, and statement showing outstanding loan balance as at the date of application to GRA;	
11	Any other documents which you think may be relevant to your application.	Please upload a copy of these documents after you have submitted the electronic APHDF. If you do not have any documents to upload, please select “Not Applicable” to complete the submission.