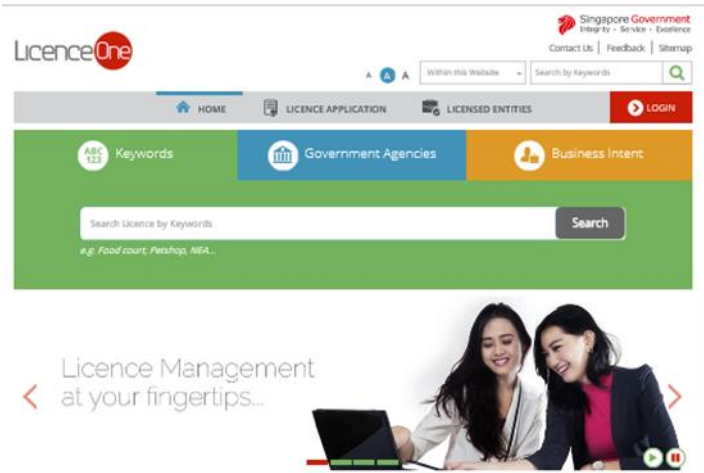
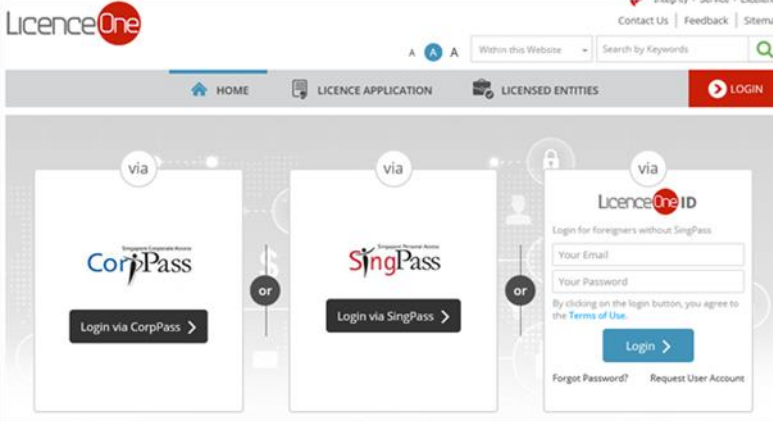
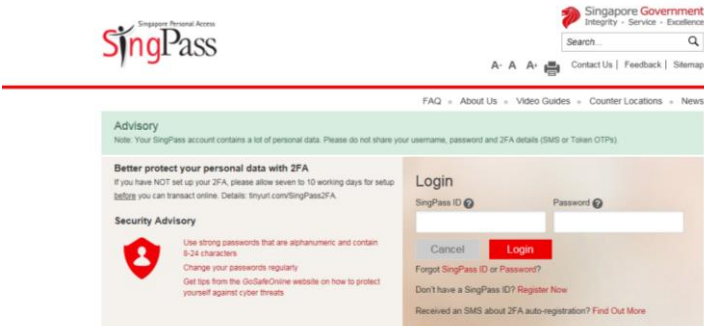
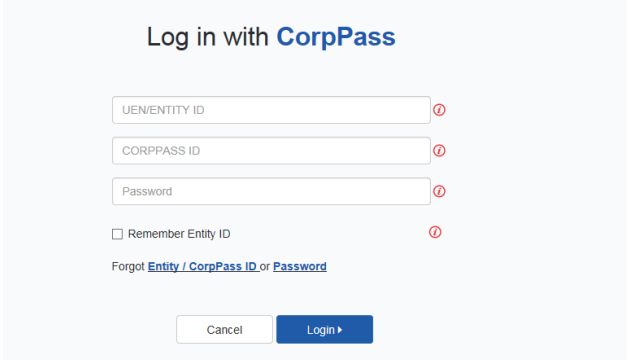
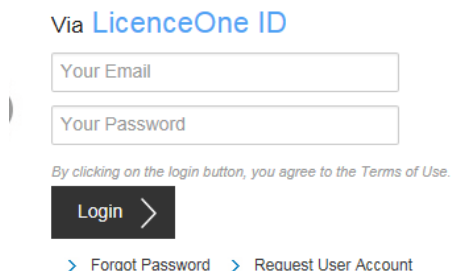
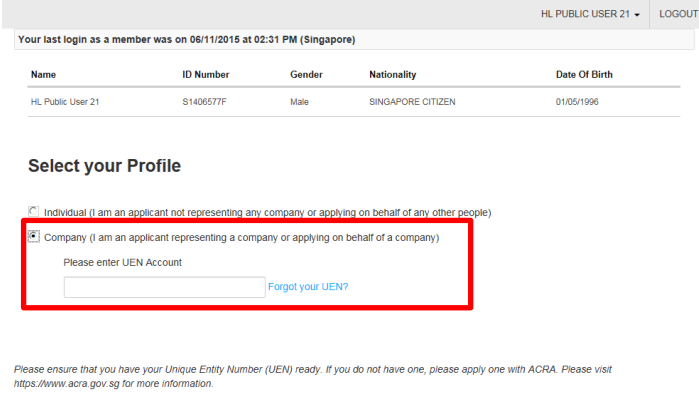


Step-by-Step Guide for Withdrawal of Submitted Application Certificate of Registration and Hotel-keeper's Licence

The filer may withdraw the New, Amend and Renewal application if you decide not to proceed with the application. Please note that once the New, Amend and Renewal application has been approved by the Board, a withdrawal application cannot be submitted.

S/N	Step	Screenshot
1	Go to LicenceOne website https://licence1.business.gov.sg and click on "Login"	
2	Log in to LicenceOne For user with valid SingPass ID and password: <i>Login via SingPass</i> For company who has activated CorpPass in LicenceOne ¹ : <i>Login via CorpPass</i> For foreigner user: <i>Login via LicenceOne ID</i>	

¹ Singapore Corporate Access (or CorpPass) is the new digital identity business users will need to conduct Government-to-Businesses (G2B) transactions. Business users will now have the option of using CorpPass as a login mechanism to access LicenceOne, when transacting with the government online. For information on the registration & set up CorpPass for your business entity, please visit www.corppass.gov.sg. For information on how to activate CorpPass in LicenceOne, please visit <https://licence1.business.gov.sg/web/frontier/help/corppass-in-licenceone>. Once CorpPass is activated, authorised CorpPass user can only use CorpPass to access LicenceOne.

S/N	Step	Screenshot
2a	For user with valid SingPass ID and password: Log in to LicenceOne via SingPass	
2b	For company who has activated CorpPass in LicenceOne	
2c	For foreigner user: Log in to LicenceOne using the email and password that you have registered with LicenceOne.	
3	<p>[Only applicable for those who login using SingPass or LicenceOne ID.]</p> <p>Select “Company”² and enter the company’s Unique Entity Number (UEN)³</p>	

² Only the existing Hotel-keeper or Company Director of the entity can amend the details of the licence.

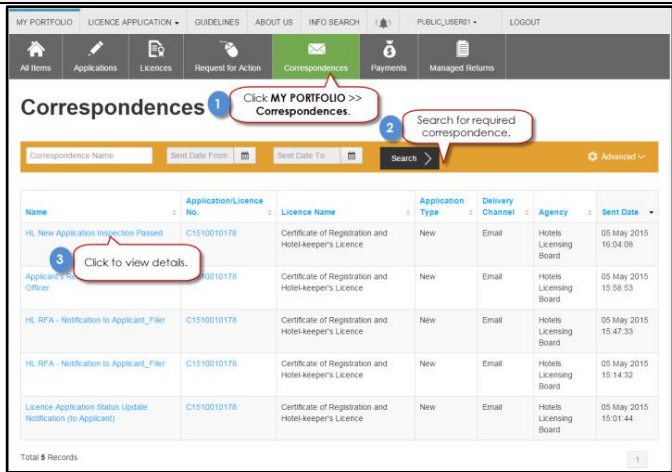
³ UEN is a multi-agency initiative aiming to develop one number that enables entities' convenient interactions with government agencies

S/N	Step	Screenshot
4	<p>Click on “My Portfolio > Applications”</p> <p>Enter the Application Number and Click on “Search”</p> <p>Click on “Action > Withdraw”</p>	
5	<p>Select the checkbox to agree to the Terms of Use</p> <p>Click on “Next”</p>	

S/N	Step	Screenshot
6	<p>Indicate “Reason for Withdrawal”.</p> <p>Click on “Proceed”</p>	
7	<p>Click “Edit” if you would like to make changes to the application form or “Next” if you would like to proceed with the application.</p>	
8	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “W” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application)</p> <p>You may choose to print or close the acknowledgement page.</p>	

The Secretariat may request for additional information or supporting documents (if any) via the “Request for Action”⁴ feature. Upon receiving all the required documents and clarification (if any), the Secretariat will process the application.

⁴ Please refer to the step-by-step guide on “Request for Action”

S/N	Step	Screenshot																																										
11	Once the application has been reviewed and approved, the filer will receive an email acknowledgement. A copy of the correspondence can also be found under the “Correspondence” tab in LicenceOne.	 <p>The screenshot displays the 'Correspondences' section of the LicenceOne application. At the top, there is a navigation bar with tabs for MY PORTFOLIO, LICENCE APPLICATION, GUIDELINES, ABOUT US, INFO SEARCH, PUBLIC USER1, and LOGOUT. Below this, a secondary navigation bar includes links for All Items, Applications, Licences, Request for Action, Correspondences (highlighted), Payments, and Managed Returns. The main heading is 'Correspondences'. Below the heading is a search bar with fields for Correspondence Name, Sent Date From, and Sent Date To, followed by a Search button and an Advanced search link. A table lists the correspondence items with the following columns: Name, Application/Licence No., Licence Name, Application Type, Delivery Channel, Agency, and Sent Date. The table contains five rows of data. A callout '1' points to the 'MY PORTFOLIO >> Correspondences' link. A callout '2' points to the search bar. A callout '3' points to the 'Click to view details' link in the first row of the table.</p> <table><tr><th>Name</th><th>Application/Licence No.</th><th>Licence Name</th><th>Application Type</th><th>Delivery Channel</th><th>Agency</th><th>Sent Date</th></tr><tr><td>HL New Application Inspection Passed</td><td>C1510010178</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>New</td><td>Email</td><td>Hotels Licensing Board</td><td>05 May 2015 15:04:08</td></tr><tr><td>Applicant's Officer</td><td>C1510010178</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>New</td><td>Email</td><td>Hotels Licensing Board</td><td>05 May 2015 15:58:53</td></tr><tr><td>HL RFA - Notification to Applicant_Filer</td><td>C1510010178</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>New</td><td>Email</td><td>Hotels Licensing Board</td><td>05 May 2015 15:47:33</td></tr><tr><td>HL RFA - Notification to Applicant_Filer</td><td>C1510010178</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>New</td><td>Email</td><td>Hotels Licensing Board</td><td>05 May 2015 15:14:32</td></tr><tr><td>Licence Application Status Update Notification (to Applicant)</td><td>C1510010178</td><td>Certificate of Registration and Hotel-keeper's Licence</td><td>New</td><td>Email</td><td>Hotels Licensing Board</td><td>05 May 2015 15:01:44</td></tr></table> <p>Total # Records: 5</p>	Name	Application/Licence No.	Licence Name	Application Type	Delivery Channel	Agency	Sent Date	HL New Application Inspection Passed	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 15:04:08	Applicant's Officer	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 15:58:53	HL RFA - Notification to Applicant_Filer	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 15:47:33	HL RFA - Notification to Applicant_Filer	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 15:14:32	Licence Application Status Update Notification (to Applicant)	C1510010178	Certificate of Registration and Hotel-keeper's Licence	New	Email	Hotels Licensing Board	05 May 2015 15:01:44
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