



INSTRUCTIONS FOR APPLICATION OF CGS

1. This application form may take approximately 10-15 minutes to complete.
2. Please refer to the steps below to guide you on how to submit your CGS application.

Step 1:

- a) Please ensure your email on our record is valid as you will be notified via email.

Step 2:

- a) *Fields marked with ** are mandatory.
- b) Provide reason for the application.
- c) Depart to Country (proposed country that you are departing to, if applicable)
- d) Departure Date (if any)
- e) Arrival Date (if any)
- f) <Click on the [proceed] button>

Step 3:

- a) Name of Requesting Authority.
- b) Provide the name of person in charge (if any) and mailing address of the requesting authority. Please ensure you entered the name and the address correctly.
- c) Incorrect information may result in non-receipt of the CGS by the requesting authority. In this case, you will be required to make a new application (including payment).
- d) If you have provided a wrong address, please notify us via email immediately at oob@spb.gov.sg or call us at 6355 2533.
- e) Click on [Add Requesting Authority] button if you have more than 1 request. *Please note that each request will be charged accordingly.*
- f) Select mode of delivery.
- g) You **must** select “registered mail”, there will be a tracking number provided by Singpost.
- h) Prior to submit your application, please confirm the address of the requesting authority/employer/yourself provided are valid and correct address to avoid loss of your CGS.
- i) Click on the [proceed] button if you are ready to submit your application.

Step 4:

- a) Additional documents (if any)
- b) Declaration (you must declare of any offence in a court of law in any country for which the outcome is not yet known.)

Step 5:

- a) Mode of Payment: Acceptable Credit Cards (VISA and MasterCard ONLY).
 - b) We will only process your application upon successful payment.
 - c) Fee paid is non-refundable regardless of the outcome of your application.
3. Processing time is approximately 14 working days. Longer processing time may be taken when the application is more complex or when OOB is experiencing a peak period. You should allow as much time as possible for the CGS to be delivered and hence, please submit your application earlier.
4. Your CGS will be sent **directly** to the requesting authority only (as provided in your application).