

Submission of Semi-Annual Return

Step-by-Step Guide for Regulated Dealers in the
Precious Stones and Precious Metals Dealers Sector

Updated on 22 June 2022

Note: The updated information is highlighted in yellow or indicated with yellow star. Screenshots provided are for demonstration purposes. Dealer should complete the submission using their business and transaction information.

Table of Contents

1.	Summary of Information Required for your Semi-Annual Return.....	3
2.	Access <i>myPal</i> to Submit Semi-Annual Return	4
3.	Create New Submission	6
4.	Complete SECTION 1: General Information	7
5.	★ Complete SECTION 2: Company Profile	10
6.	★ Complete SECTION 3: Product Information	12
7.	Complete SECTION 4: Designated Transactions	20
8.	Complete SECTION 5: Entity-Based Requirements.....	22
9.	Complete SECTION 6: Confirmation and Acknowledgement	26
10.	★ Amend/Cancel Submission	30
11.	Useful Tips.....	31
12.	Useful Contacts and Resources.....	35

1. Summary of Information Required for your Semi-Annual Return

- Before you submit your Semi-Annual Return, please ensure that you have prepared the following information and documents:

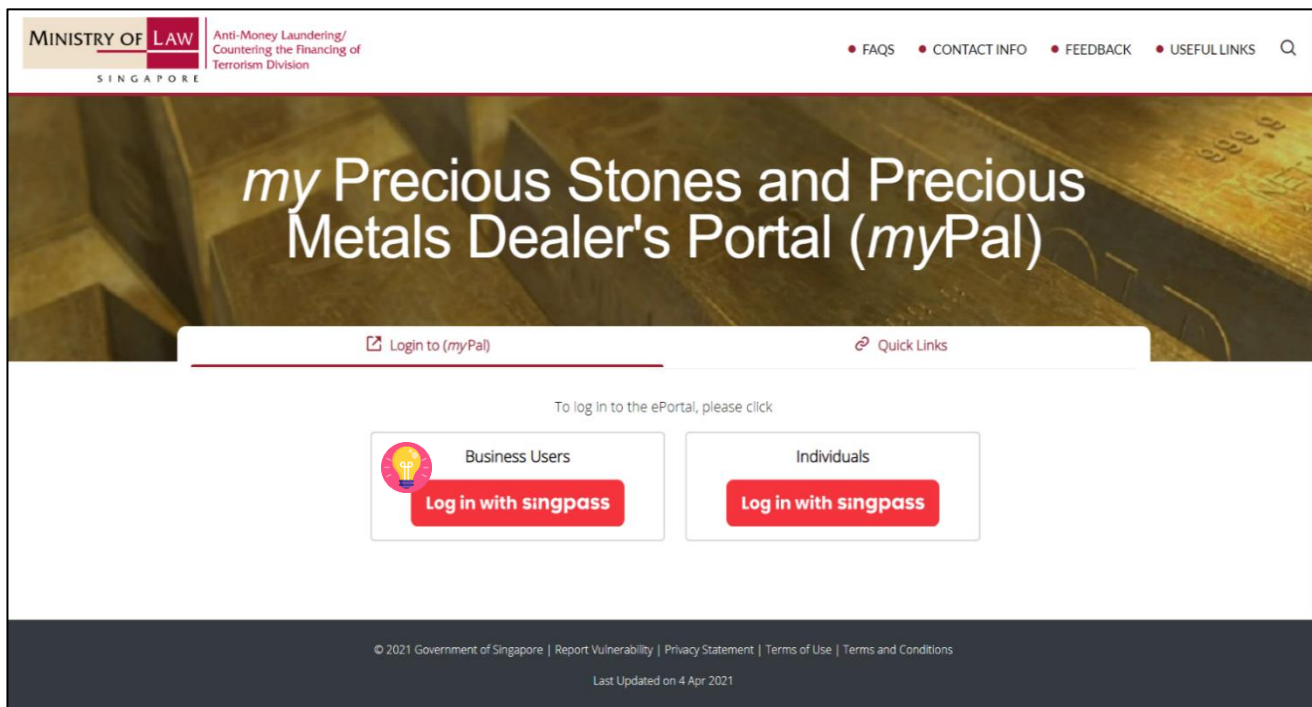
Login Method	<ul style="list-style-type: none"> • Desktop computers/Mobile devices (e.g. handphones or tablets) • Latest Google Chrome, Microsoft Edge (which replaced Internet Explorer), Mozilla Firefox and Safari (for Apple devices) internet browsers • Ensure that you are a Corppass administrator or user (authorised by a Corppass administrator via Corppass website) • Singpass log in details for the Corppass administrator or user 	
Business and Transaction Information	Company Profile	<ul style="list-style-type: none"> • Headcount • Whether wholly owned by foreigners • Business outside of Singapore (e.g. international/regional presence, details) • Whether business is part of a local, regional or international group
	Product Information	<ul style="list-style-type: none"> • Product types • Business activity • Product source (countries/regions) • Goods channel/movement • Payment mode(s) used • % of total cash and cash equivalent transaction • Total sales amount per payment mode for the reporting period • Total number of sales transactions per payment mode for the reporting period • Total sales amount and number of non-face-to-face transactions (if dealer conducts non-face-to-face transactions e.g online platform) for the reporting period • Highest priced PSPM product sold over reporting period • Highest priced PSPM product carried over reporting period • Details of 5 highest valued transactions over reporting period
	Designated Transactions	<ul style="list-style-type: none"> • Details of designated transactions (if any) • Details of designated transactions involving politically exposed persons (PEPs) (if any)
	Entity-Based Requirements	<ul style="list-style-type: none"> • Maximum limit for cash transactions (if any) • Whether procedures established to file Cash Transaction Reports (CTR) and Suspicious Transaction Reports (STR), perform Customer Due Diligence (CDD) and Enhanced Due Diligence (ECDD), ongoing monitoring and conduct employee checks • List of Anti-Money Laundering/Countering the Financing of Terrorism (AML/CFT) training programmes which you and/or employees have attended and details • Internal Policies, Procedures and Controls (IPPC) document (for upload) • Risk Assessment document (for upload)

2. Access myPal to Submit Semi-Annual Return

- Type in myPal website at <https://www.go.gov.sg/mypal>.
- Login using Singpass.
- For Corppass users, click <Log in with Singpass> under <Business Users>.



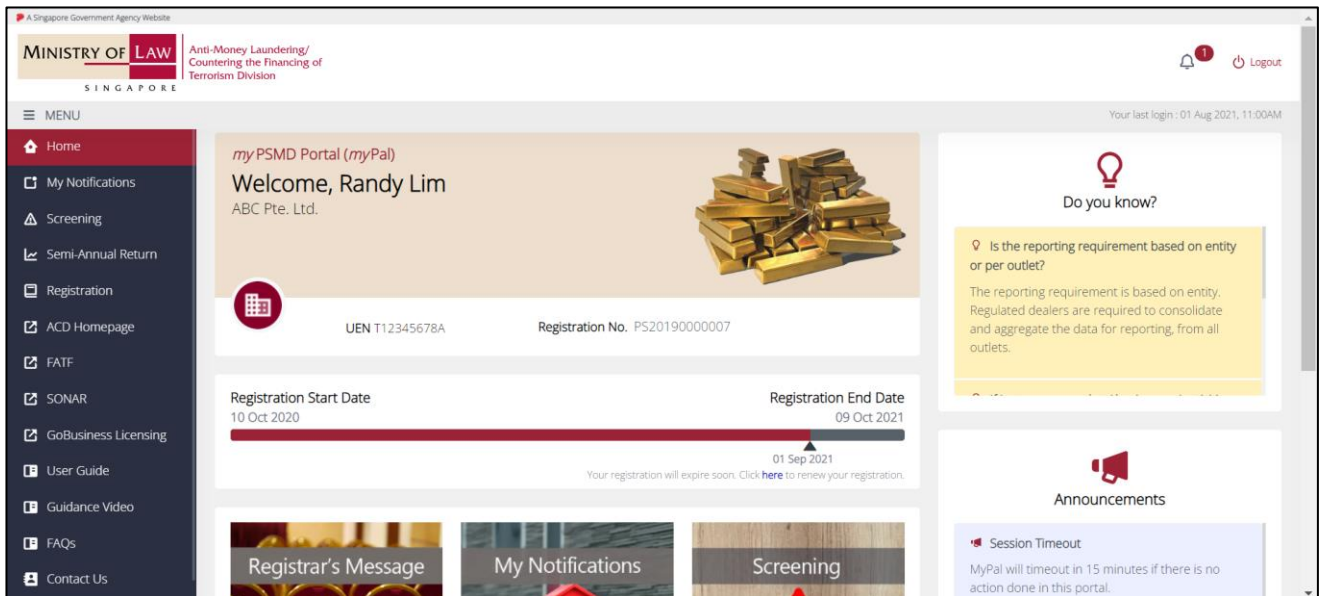
Corppass users can grant their staff access to myPal via their Corppass accounts.



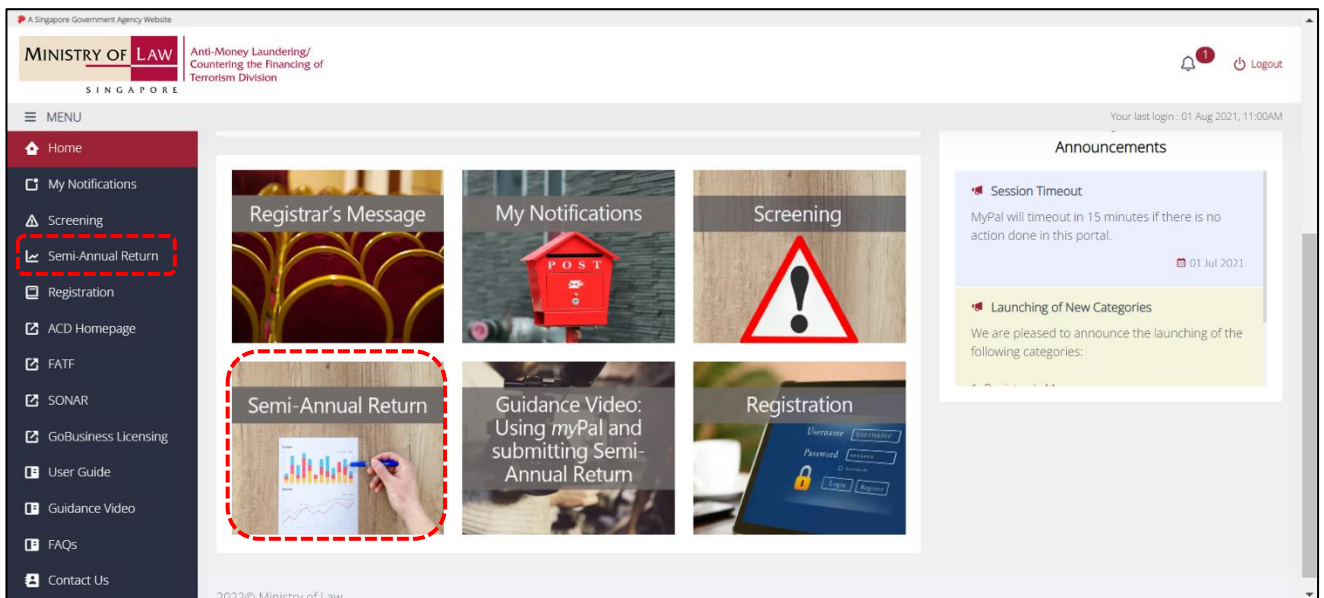
- Fill in your Singpass details or scan QR code using your mobile device.



- After logging in, you will be brought to <Home>.



- Scroll down and click on <Semi-Annual Return> or select it from <MENU> on the left side.



3. Create New Submission

- Click <+ New Submission> or the current reporting period with <New> icon.

 Past submissions will also be displayed.

Semi-Annual Return

Please click 'New Submission' to complete your Semi-Annual Return for this period. Please click 'Draft' if you have an incomplete Semi-Annual Return.

SEMI-ANNUAL RETURN +


PS20190000007

Jul – Dec 2021

Submission Deadline: 30 Jan 2022

Date of Submission:

New

SEMI-ANNUAL RETURN ✓ 

PS20190000007

Jan - Jun 2021

Submission Deadline: 30 Jul 2021

Date of Submission: 01 Jul 2021

Submitted ↓

× Cancel Submission + New Submission

- There are 6 sections in the Semi-Annual Return. All the fields in a section have to be filled in before you can move on to the next section.

01
General Information

02
Company Profile

03
Product Information

04
Designated Transactions

05
Entity-based Requirements

06
Confirmation & Acknowledgement

4. Complete SECTION 1: General Information

- Enter <Filer's Particulars>:
 - <Filer's Name>
 - <Filer's Designation>
 - <Filer's Contact No.>
 - <Filer's Email Address>



The filer does not need to be the compliance officer. The filer can be another person that works in the registered entity.

Section 1 : General Information

Entity Name ABC Pte. Ltd.

UEN T12345678A

Filer's Particulars

Filer's Name

Randy Lim

Filer's Designation

Compliance Officer

Filer's Contact No.



+6591234567

Filer's Email Address

randylim@gold.sg

- <ACRA-registered Address> will be auto-populated based on the registration record with MinLaw.

🏠 ACRA-registered Address (based on your last application record with MinLaw)

Local Address:

Blk/House Number

31

Street Name

SCIENCE PARK ROAD

Level

Unit

Building Name

THE CRIMSON

Postal Code

117611

- Select option for the <Type of Address> for your company.

🏠 Type of Address:

Office

Retail Outlet

Home Address

Address of Corporate Service Provider/Company Secretary

Address of Shared Service Office


Others

- If your current ACRA-registered address is the same as your company’s record with MinLaw, select the option <Yes> for <ACRA-registered address currently remains unchanged as above>.
- Click <Next> to continue.


🏠 ACRA-registered address currently remains unchanged as above:

Yes No

- If your current ACRA-registered address is different from the record with MinLaw, select the option <No> for <ACRA-registered address currently remains unchanged as above>.

 If you have changed your ACRA-registered address and what is shown is inaccurate, refer to the “Other Regulatory Requirements” section of the ACD website at <https://www.go.gov.sg/acd> on how to update the address.

The ACRA-registered address refers to the address that the regulated dealer has registered with ACRA. This address is where all communications and notices to the dealer will be sent, and the place where the dealer's register and records are kept. It may not be the same as the business address where sales operations or business activities take place.

🏠 ACRA-registered address currently remains unchanged as above: 

Yes No

Please refer to <https://acd.mlaw.gov.sg/other-regulatory-requirements> and submit an amendment application in GoBusiness Licensing Portal (<https://www.gobusiness.gov.sg/licences>).

- For <Type of address currently remains unchanged:>, select <Yes> if the type of address for your current ACRA-registered address remains unchanged.
- If the type of address for your current ACRA-registered address has changed, select <No> and select the option on the <Type of address has changed to:>.
- Click <Next> to continue.

▲ Type of address currently remains unchanged:

Yes No

▲ Type of address has changed to:

Office

Retail Outlet

Home Address

Address of Corporate Service Provider/Company Secretary

Address of Shared Service Office

Others

5. Complete SECTION 2: Company Profile

- Enter the number of employees currently employed by your company.
- Enter the number of directors in your company who are NRIC holders.
- Select option on whether your company is wholly owned by foreigners.




The total number of employees must include the business owner.

In the case of sole proprietorship and partnership with no directors, indicate "0" for the question <How many directors currently employed by your company are NRIC holders?>.


Singapore permanent resident (PR) is not considered as foreigner. Select <No> if company is owned by PR.

Section 2 : Company Profile


Company Details

How many employees are currently employed by your company (including the business owner)? 

8

How many directors currently employed by your company are NRIC holders? 

2 to 5

Is your company wholly owned by foreigners? 


Yes No

- Select option that best describes your company's business profile and click <Next> to continue.



If more than 50% of your overall sales for the 6-months reporting period were conducted outside of Singapore, your business outside of Singapore would be considered to contribute significantly to your business.

Which one of the following best describes your business outside of Singapore?

- My business outside of Singapore does not contribute significantly to my overall business.
- My business outside of Singapore contributes significantly to my overall business. 
- Not Applicable. I do not conduct PSPM related business activities outside of Singapore.

- Elaborate on your business outside of Singapore if your business outside of Singapore contributes significantly to your overall business.

Which one of the following best describes your business outside of Singapore?

My business outside of Singapore does not contribute significantly to my overall business.

My business outside of Singapore contributes significantly to my overall business.

Please elaborate on your business outside of Singapore e.g. international/ regional presence and the details.

Not Applicable. I do not conduct PSPM related business activities outside of Singapore.

- Select option on whether your business is part of a local, regional or international group. If you have selected <Yes>, please provide the name of the group and jurisdiction(s) which the group is headquartered and operates in.
- Click <Next> to continue.


★ Is your business part of a local, regional or international group?

Yes No

If yes, please provide the name of the group and jurisdiction(s) which the group is headquartered and operates in.

Please input the name of the group and jurisdiction(s).

6. Complete SECTION 3: Product Information

- Select options that best describe the PSPM products your business was dealing with over the past 6 months.
- If you are unclear with the definition of terms where there is an (i) icon, hover your mouse cursor over the (i) icon . Please note that the mouse-over definitions are for illustrative purposes only and meant for general reference.
- If none of the options represent the products your business was dealing with over the past 6 months, select <Others> and provide the details.




If you have not commenced business/have no transactions over the past 6 months, you would still have to complete this section based on your intended business. For questions which require details of transactions for the past 6 months, you can indicate "0" transactions.

The PSPM products refer to the stocks carried by the regulated dealer, regardless of whether the item(s) was sold over the past 6 months.









Section 3 : Product Information

What are the types of PSPM products that your business dealt with, and your business activity/activities for these PSPM products in Singapore over the past 6 months? (You may select more than 1 option) 


1. Precious Metals

i. Manufactured precious metals, gold bullion (e.g. pure gold in the form of bars, ingots, or plates)

- | | |
|--|---|
| <input type="checkbox"/> Manufacturing and Production | <input type="checkbox"/> Wholesale |
| <input checked="" type="checkbox"/> Retail (Physical Shop) | <input type="checkbox"/> Retail (Department Store) |
| <input type="checkbox"/> Retail (Second-hand goods dealing) | <input type="checkbox"/> Auction |
| <input type="checkbox"/> Commissioned Agent, Brokerage or Investment  | <input type="checkbox"/> Exchange or Trading/Clearing Facility Provider  |
| <input type="checkbox"/> Commodity Trading  | <input type="checkbox"/> Refinery  |
| <input type="checkbox"/> Recycling  | <input type="checkbox"/> Sole Booking Centre  |
| <input checked="" type="checkbox"/> Online | <input type="checkbox"/> Others (please specify): |







Please specify

ii. Manufactured precious metals, **except** gold bullion (e.g. gold, silver, platinum, iridium, osmium, palladium, rhodium, ruthenium and alloy with at least 2% in weight of any of the above mentioned metals)

- | | |
|--|---|
| <input type="checkbox"/> Manufacturing and Production | <input type="checkbox"/> Wholesale |
| <input type="checkbox"/> Retail (Physical Shop) | <input type="checkbox"/> Retail (Department Store) |
| <input type="checkbox"/> Retail (Second-hand goods dealing) | <input type="checkbox"/> Auction |
| <input type="checkbox"/> Commissioned Agent, Brokerage or Investment  | <input type="checkbox"/> Exchange or Trading/Clearing Facility Provider  |
| <input type="checkbox"/> Commodity Trading  | <input type="checkbox"/> Refinery  |
| <input type="checkbox"/> Recycling  | <input type="checkbox"/> Sole Booking Centre  |
| <input type="checkbox"/> Online | <input type="checkbox"/> Others (please specify): |

Please specify

iii. Unmanufactured precious metals (e.g. ores and concentrates, gold nuggets)

- | | |
|--|---|
| <input type="checkbox"/> Manufacturing and Production | <input type="checkbox"/> Wholesale |
| <input type="checkbox"/> Retail (Physical Shop) | <input type="checkbox"/> Retail (Department Store) |
| <input type="checkbox"/> Retail (Second-hand goods dealing) | <input type="checkbox"/> Auction |
| <input type="checkbox"/> Commissioned Agent, Brokerage or Investment  | <input type="checkbox"/> Exchange or Trading/Clearing Facility Provider  |
| <input type="checkbox"/> Commodity Trading  | <input type="checkbox"/> Refinery  |
| <input type="checkbox"/> Recycling  | <input type="checkbox"/> Sole Booking Centre  |
| <input type="checkbox"/> Online | <input type="checkbox"/> Others (please specify): |

Please specify

2. Precious Stones i

i. Loose diamonds

- | | |
|---|--|
| <input type="checkbox"/> Manufacturing and Production | <input type="checkbox"/> Wholesale |
| <input type="checkbox"/> Retail (Physical Shop) | <input type="checkbox"/> Retail (Department Store) |
| <input type="checkbox"/> Retail (Second-hand goods dealing) | <input type="checkbox"/> Auction |
| <input type="checkbox"/> Commissioned Agent, Brokerage or Investment i | <input type="checkbox"/> Exchange or Trading/Clearing Facility Provider i |
| <input type="checkbox"/> Commodity Trading i | <input type="checkbox"/> Refinery i |
| <input type="checkbox"/> Recycling i | <input type="checkbox"/> Sole Booking Centre i |
| <input type="checkbox"/> Online | <input type="checkbox"/> Others (please specify): |

Please specify

ii. Loose precious stones, **except diamonds** (e.g. sapphire, ruby, emerald, jade (including nephrite and jadeite) and pearl)

- | | |
|---|--|
| <input type="checkbox"/> Manufacturing and Production | <input type="checkbox"/> Wholesale |
| <input type="checkbox"/> Retail (Physical Shop) | <input type="checkbox"/> Retail (Department Store) |
| <input type="checkbox"/> Retail (Second-hand goods dealing) | <input type="checkbox"/> Auction |
| <input type="checkbox"/> Commissioned Agent, Brokerage or Investment i | <input type="checkbox"/> Exchange or Trading/Clearing Facility Provider i |
| <input type="checkbox"/> Commodity Trading i | <input type="checkbox"/> Refinery i |
| <input type="checkbox"/> Recycling i | <input type="checkbox"/> Sole Booking Centre i |
| <input type="checkbox"/> Online | <input type="checkbox"/> Others (please specify): |

Please specify

3. Precious Products (set/affixed with precious stones and/or precious metals) i

i. Jewellery, **except costume / fashion jewellery**

- | | |
|---|--|
| <input type="checkbox"/> Manufacturing and Production | <input type="checkbox"/> Wholesale |
| <input type="checkbox"/> Retail (Physical Shop) | <input type="checkbox"/> Retail (Department Store) |
| <input type="checkbox"/> Retail (Second-hand goods dealing) | <input type="checkbox"/> Auction |
| <input type="checkbox"/> Commissioned Agent, Brokerage or Investment i | <input type="checkbox"/> Exchange or Trading/Clearing Facility Provider i |
| <input type="checkbox"/> Commodity Trading i | <input type="checkbox"/> Refinery i |
| <input type="checkbox"/> Recycling i | <input type="checkbox"/> Sole Booking Centre i |
| <input type="checkbox"/> Online | |
| <input type="checkbox"/> Others (please specify): | |

Please specify

ii. Costume / fashion jewellery i

- | | |
|---|--|
| <input type="checkbox"/> Manufacturing and Production | <input type="checkbox"/> Wholesale |
| <input type="checkbox"/> Retail (Physical Shop) | <input type="checkbox"/> Retail (Department Store) |
| <input type="checkbox"/> Retail (Second-hand goods dealing) | <input type="checkbox"/> Auction |
| <input type="checkbox"/> Commissioned Agent, Brokerage or Investment i | <input type="checkbox"/> Exchange or Trading/Clearing Facility Provider i |
| <input type="checkbox"/> Commodity Trading i | <input type="checkbox"/> Refinery i |
| <input type="checkbox"/> Recycling i | <input type="checkbox"/> Sole Booking Centre i |
| <input type="checkbox"/> Online | |
| <input type="checkbox"/> Others (please specify): | |

Please specify

iii. Watches

- | | |
|---|--|
| <input type="checkbox"/> Manufacturing and Production | <input type="checkbox"/> Wholesale |
| <input type="checkbox"/> Retail (Physical Shop) | <input type="checkbox"/> Retail (Department Store) |
| <input type="checkbox"/> Retail (Second-hand goods dealing) | <input type="checkbox"/> Auction |
| <input type="checkbox"/> Commissioned Agent, Brokerage or Investment i | <input type="checkbox"/> Exchange or Trading/Clearing Facility Provider i |
| <input type="checkbox"/> Commodity Trading i | <input type="checkbox"/> Refinery i |
| <input type="checkbox"/> Recycling i | <input type="checkbox"/> Sole Booking Centre i |
| <input type="checkbox"/> Online | |
| <input type="checkbox"/> Others (please specify): | |

Please specify

iv. Luxury ornaments, accessories and apparel ⓘ

<input type="checkbox"/> Manufacturing and Production	<input type="checkbox"/> Wholesale
<input type="checkbox"/> Retail (Physical Shop)	<input type="checkbox"/> Retail (Department Store)
<input type="checkbox"/> Retail (Second-hand goods dealing)	<input type="checkbox"/> Auction
<input type="checkbox"/> Commissioned Agent, Brokerage or Investment ⓘ	<input type="checkbox"/> Exchange or Trading/Clearing Facility Provider ⓘ
<input type="checkbox"/> Commodity Trading ⓘ	<input type="checkbox"/> Refinery ⓘ
<input type="checkbox"/> Recycling ⓘ	<input type="checkbox"/> Sole Booking Centre ⓘ
<input type="checkbox"/> Online	
<input type="checkbox"/> Others (please specify):	

Please specify

v. Fortune telling / feng shui / astrology products

<input type="checkbox"/> Manufacturing and Production	<input type="checkbox"/> Wholesale
<input type="checkbox"/> Retail (Physical Shop)	<input type="checkbox"/> Retail (Department Store)
<input type="checkbox"/> Retail (Second-hand goods dealing)	<input type="checkbox"/> Auction
<input type="checkbox"/> Commissioned Agent, Brokerage or Investment ⓘ	<input type="checkbox"/> Exchange or Trading/Clearing Facility Provider ⓘ
<input type="checkbox"/> Commodity Trading ⓘ	<input type="checkbox"/> Refinery ⓘ
<input type="checkbox"/> Recycling ⓘ	<input type="checkbox"/> Sole Booking Centre ⓘ
<input type="checkbox"/> Online	
<input type="checkbox"/> Others (please specify):	

Please specify

vi. Antiques and collector products (e.g. coinage)

<input type="checkbox"/> Manufacturing and Production	<input type="checkbox"/> Wholesale
<input type="checkbox"/> Retail (Physical Shop)	<input type="checkbox"/> Retail (Department Store)
<input type="checkbox"/> Retail (Second-hand goods dealing)	<input type="checkbox"/> Auction
<input type="checkbox"/> Commissioned Agent, Brokerage or Investment ⓘ	<input type="checkbox"/> Exchange or Trading/Clearing Facility Provider ⓘ
<input type="checkbox"/> Commodity Trading ⓘ	<input type="checkbox"/> Refinery ⓘ
<input type="checkbox"/> Recycling ⓘ	<input type="checkbox"/> Sole Booking Centre ⓘ
<input type="checkbox"/> Online	
<input type="checkbox"/> Others (please specify):	

Please specify

vii. Other ornaments, accessories and apparel, except luxury products, fortune telling / feng shui / astrology products, and antiques and collector products ⓘ

<input type="checkbox"/> Manufacturing and Production	<input type="checkbox"/> Wholesale
<input type="checkbox"/> Retail (Physical Shop)	<input type="checkbox"/> Retail (Department Store)
<input type="checkbox"/> Retail (Second-hand goods dealing)	<input type="checkbox"/> Auction
<input type="checkbox"/> Commissioned Agent, Brokerage or Investment ⓘ	<input type="checkbox"/> Exchange or Trading/Clearing Facility Provider ⓘ
<input type="checkbox"/> Commodity Trading ⓘ	<input type="checkbox"/> Refinery ⓘ
<input type="checkbox"/> Recycling ⓘ	<input type="checkbox"/> Sole Booking Centre ⓘ
<input type="checkbox"/> Online	
<input type="checkbox"/> Others (please specify):	

Please specify

viii. Others (please specify):

Please specify

<input type="checkbox"/> Manufacturing and Production	<input type="checkbox"/> Wholesale
<input type="checkbox"/> Retail (Physical Shop)	<input type="checkbox"/> Retail (Department Store)
<input type="checkbox"/> Retail (Second-hand goods dealing)	<input type="checkbox"/> Auction
<input type="checkbox"/> Commissioned Agent, Brokerage or Investment ⓘ	<input type="checkbox"/> Exchange or Trading/Clearing Facility Provider ⓘ
<input type="checkbox"/> Commodity Trading ⓘ	<input type="checkbox"/> Refinery ⓘ
<input type="checkbox"/> Recycling ⓘ	<input type="checkbox"/> Sole Booking Centre ⓘ
<input type="checkbox"/> Online	
<input type="checkbox"/> Others (please specify):	

Please specify

4. Asset-Backed Tokens ⓘ

i. Virtual assets (e.g. cryptocurrency, crypto-asset)

<input type="checkbox"/> Manufacturing and Production	<input type="checkbox"/> Wholesale
<input type="checkbox"/> Retail (Physical Shop)	<input type="checkbox"/> Retail (Department Store)
<input type="checkbox"/> Retail (Second-hand goods dealing)	<input type="checkbox"/> Auction
<input type="checkbox"/> Commissioned Agent, Brokerage or Investment ⓘ	<input type="checkbox"/> Exchange or Trading/Clearing Facility Provider ⓘ
<input type="checkbox"/> Commodity Trading ⓘ	<input type="checkbox"/> Refinery ⓘ
<input type="checkbox"/> Recycling ⓘ	<input type="checkbox"/> Sole Booking Centre ⓘ
<input type="checkbox"/> Online	
<input type="checkbox"/> Others (please specify):	


Please specify

ii. Asset-backed tokens, except virtual assets (e.g. gold receipts / certificates)


<input type="checkbox"/> Manufacturing and Production	<input type="checkbox"/> Wholesale
<input type="checkbox"/> Retail (Physical Shop)	<input type="checkbox"/> Retail (Department Store)
<input type="checkbox"/> Retail (Second-hand goods dealing)	<input type="checkbox"/> Auction
<input type="checkbox"/> Commissioned Agent, Brokerage or Investment ⓘ	<input type="checkbox"/> Exchange or Trading/Clearing Facility Provider ⓘ
<input type="checkbox"/> Commodity Trading ⓘ	<input type="checkbox"/> Refinery ⓘ
<input type="checkbox"/> Recycling ⓘ	<input type="checkbox"/> Sole Booking Centre ⓘ
<input type="checkbox"/> Online	
<input type="checkbox"/> Others (please specify):	

Please specify


- Enter the countries/regions where your business sourced PSPM products from.


 This question allows multiple options to be selected. You can select the countries/regions from the drop-down box or by keying the first few letters of the countries/regions.

If you have not commenced business/have no transactions over the past 6 months, fill in this section based on the countries/regions where your business intends to source PSPM products from.

Which countries/regions do you source your PSPM products from? (You may select more than 1 option) 

- Select options that best describe your goods channel/movement.

 If you have not commenced business/have no transactions over the past 6 months, fill in this section based on your intended goods channel/movement.

Describe your goods channel/movement. (You may select more than 1 option) 

Goods only move within Singapore

Goods move from Singapore to customer in foreign country/countries

Goods move from supplier in foreign country/countries to Singapore

Goods move directly from supplier in foreign country/countries to customer in foreign country/countries

No physical movement as I am dealing with virtual assets only; or I am an online platform provider

Others (please specify):


Please specify


- Select options which indicate the payment mode(s) used by your business.



If you have not commenced business/have no transactions over the past 6 months, fill in this section based on the intended payment mode(s) to be used by your business.

This refers to all payment mode(s) accepted by your business, regardless of whether the payment mode was used over the past 6 months.

Please indicate the payment mode(s) used by your business. (You may select more than 1 option) 

- Cash
- Cash equivalent (e.g. cash cheques, cash vouchers, stored value cards, NETS flashpay, EZ-link cards, gift cards) 
- Cheques, except cash cheques (e.g. crossed cheques, cashier's order, travellers' cheques)
- Electronic payments (e.g. credit cards, bank transfer, letters of credit, trade financing)
- Cryptocurrency (e.g. bitcoin, ethereum)
- Barter trade (e.g. use of gold bars to pay for gold jewellery purchased)
- Trade in (e.g. trade in old gold jewellery for new gold jewellery)
- Charity or donation
- Others (please specify):

- Select option that best describes your business transactions on cash/cash equivalents over the past 6 months.

What is the percentage of total cash and cash equivalent transactions your business made over the past 6 months?

- I have not commenced my business
- I have commenced my business but have no transactions over the past 6 months
- All cash and cash equivalent transactions
- > 50% cash and cash equivalent transactions
- Roughly 50% cash and cash equivalent transactions
- < 50% cash and cash equivalent transactions
- All non-cash and non-cash equivalent transactions

- Enter your <Total sales (in S\$)> and <Total number of transactions> for each payment mode over the past 6 months.



<Total sales (in S\$)> refers to total sales (inclusive of GST) after deducting sales discount.

<Total number of transactions> refers to the total number of invoices/receipts issued to the customers.

If you have not commenced business/have no transactions for the past 6 months, indicate “0” for total sales and total number of transactions. Please select <I have not commenced my business> if you have not commenced PSPM business as a regulated dealer. If you have already commenced PSPM business but have no transactions over the 6 months period, please select <I have commenced my business but no transactions over the past 6 months>.



Please indicate the total sales and number of transactions for your PSPM products for each payment mode for the 6 months period. (1 Jan 2021 to 30 Jun 2021)

Payment mode	Total sales(in S\$)	Total number of transactions
Gold bars (excluding gold jewellery trade-in by retail customers)	<input type="text" value="Enter numeric value"/>	<input type="text" value="Enter numeric value"/>
Cash and cash equivalent (e.g. cash cheques, cash vouchers, stored value cards, NETS flashpay, EZ-link cards, gift cards)	<input type="text" value="Enter numeric value"/>	<input type="text" value="Enter numeric value"/>
Cryptocurrency (e.g. bitcoin, ethereum)	<input type="text" value="Enter numeric value"/>	<input type="text" value="Enter numeric value"/>
Other non-cash mode (e.g. electronic payments, credit/ debit cards, wire transfers, cheques, other trade-in etc)	<input type="text" value="Enter numeric value"/>	<input type="text" value="Enter numeric value"/>
Grand Total	S\$ 0	0

I have not commenced my business.
 I have commenced my business but have no transactions over the past 6 months.

- Select option on whether your business conducts non face-to face transactions.
- If you have conducted non face-to-face transactions, select <Yes> and indicate the total sales and number of non face-to-face transactions for the past 6 months.

Do you conduct non face-to-face transactions (e.g. online platform)?

Yes No

Please indicate the total sales and number of non face-to-face transactions for your PSPM products for the 6 months period. (1 Jan 2021 to 30 Jun 2021)

Total sales (in S\$)	Total number of transactions
<input type="text"/>	<input type="text"/>

- Select option that indicates your business' highest priced PSPM product sold over the past 6 months.



If you have not commenced business/have no transactions for the past 6 months, select <S\$0 to <S\$2,000>.

Please indicate your highest priced PSPM product sold over the past 6 months.

- S\$500,000 and above
- S\$100,000 to < S\$500,000
- S\$20,000 to < S\$100,000
- S\$10,000 to < S\$20,000
- S\$5,000 to < S\$10,000
- S\$2,000 to < S\$5,000
- S\$0 to < S\$2,000

- Select option that indicates the highest priced PSPM product that your business carried over past 6 months.



Please indicate your highest priced PSPM product that your business carried over the past 6 months.

- S\$500,000 and above
- S\$100,000 to < S\$500,000
- S\$20,000 to < S\$100,000
- S\$10,000 to < S\$20,000
- S\$5,000 to < S\$10,000
- S\$2,000 to < S\$5,000
- S\$0 to < S\$2,000

- Enter details of your company's 5 highest valued transactions over the past 6 months and select <Next> to continue.



<Transaction Value (in S\$)> refers to the amount stated on the invoice/receipt for the transaction (inclusive of GST).

As you can only select one product when filling in the details for each transaction, select the product accounting for the highest value amongst the products in that one transaction if the invoice/receipt consists of multiple PSPM products. For example, if the total sales stated in the invoice is \$25,000 which consists of 1 loose diamond (\$8,000), 1 loose sapphire (\$7,000) and 1 gold bar (\$10,000), you can select "Gold Bullion (e.g. pure gold in the form of bars, ingots, or plates)" as the <PSPM Product> and indicate the <Transaction Value (in S\$)> as \$25,000.

As you can only select one payment mode when filling in the details for each transaction, select the payment mode accounting for the highest value in that one transaction if the invoice/receipt consists of multiple payment modes. For example, if the sales stated in the invoice is \$25,000 and paid in cash (\$15,000) and credit card (\$10,000), you can select "Cash" as the <Payment Mode>.

If you have not commenced business/have no transactions for the past 6 months, you will not be required to fill in this section.

Please provide the details of the 5 highest valued transactions over the past 6 months.

1

PSPM Product

Manufactured precious metals, gold bullion (e.g. pure gold in t...

Transaction Value (in S\$)

30,000

Payment Mode

Electronic payments (e.g. credit cards, bank transfer, letters of...

Non face-to-face transactions (e.g. online platform)

Yes No

5

PSPM Product

Manufactured precious metals, gold bullion (e.g. pure gold in t...

Transaction Value (in S\$)

10,000

Payment Mode

Electronic payments (e.g. credit cards, bank transfer, letters of...

Non face-to-face transactions (e.g. online platform)

Yes No

Total Transaction Value (in S\$)

S\$ 100,000

Delete

< Previous

Exit


Save Changes

Next >

7. Complete SECTION 4: Designated Transactions


- Select option on whether your business had performed designated transaction(s) over the past 6 months.
- Click <Next> to continue.

Section 4 : Designated Transactions


Did you perform any cash or cash equivalent transaction(s) above S\$20,000 (i.e. designated transaction(s)) over the past 6 months? 

Yes No

- Enter information on the designated transaction(s) by <Country/Region> if you selected <Yes> for previous option.
- If your customers come from more than 1 country/region, click <+ Add More> to provide the details.


 <Number of Transaction(s)> refers to the total number of designated transaction(s). For example, if a customer purchased two PSPM products and each cost S\$15,000 with two receipts issued on the same day, you would consider this as one designated transaction instead of two designated transactions. This is different from the <Number of Transaction(s)> in Section 3 which refers to the total number of invoices/receipts issued to the customers.

Filing this section does not mean you have filed your Cash Transaction Reports ("CTRs") and Suspicious Transaction Reports ("STRs"). You are still required to file all your CTRs and STRs via SONAR.

Please provide the details of the designated transaction(s). 

Country/Region of Incorporation or Citizenship of Customer
Belgium

Type of Customer: Individual
Number of Customers: 1

Total Transaction Value (in S\$): 21,000
Number of Transaction(s) : 1

+ Add More

- Select option on whether your business conducted designated transaction(s) with PEPs and click <Next> to continue.

Did you conduct any designated transaction(s) with politically-exposed person(s) (PEPs)? ⓘ

Yes No


- Enter information on the designated transaction(s) involving PEPs by <Country/Region> if you selected <Yes> for previous option.
- If the PEPs come from more than 1 country/region, click <+ Add More> to provide the details.

Please provide the details of the designated transaction(s) involving PEPs.

Country/Region of Incorporation or Citizenship of Customer
Belgium

Type of Customer: Individual
Number of Customers: 1

Total Transaction Value (in S\$): 21,000
Number of Transaction(s): 1



8. Complete SECTION 5: Entity-Based Requirements

- Select options based on your business practices.
- By now, as a regulated dealer, you should have already developed and put in place Internal Policies, Procedures and Controls (“IPPC”) and Risk Assessment for your business. If you have not, visit “Guidelines for Regulated Dealers” or “Guidance Materials” section of the ACD website at <https://www.go.gov.sg/acd> to download the sample forms and customise them according to your business profile.



Even if you are a sole-proprietor with no employees or operating a small PSPM company or not having any PSPM transactions, you are still required to perform an assessment of the money laundering (“ML”) and terrorism financing (“TF”) risks faced by your business. You are also required to develop your IPPC and Risk Assessment to manage your ML/TF risks.

Section 5 : Entity-based Requirements

Do you impose any maximum limit for cash transactions that you would accept?


Yes No

Please indicate your maximum limit for cash transactions (in S\$).

Enter numeric value

Have you established procedures to identify designated transaction(s) and file Cash Transaction Report(s) (CTRs)?


Yes No

Have you established procedures to perform Customer Due Diligence (CDD) measures? 


Yes No

Have you established procedures to perform screening of customers?

Yes No

Have you established procedures to identify politically-exposed person(s) (PEPs) and higher risk customers? 


Yes No

Have you established procedures to perform Enhanced Customer Due Diligence (ECDD) measures? 

Yes No

Have you established procedures to file Suspicious Transaction Report(s) (STRs)?

Yes No

Have you established procedures to keep records on transactions and customers pertaining to Customer Due Diligence (CDD) measures? 


Yes No



If your business is sole-proprietorship or partnership with no employee, indicate <No> for the question on <Have you conducted employee checks when hiring employees?>.

Have you established procedures to perform ongoing monitoring of transactions?

Yes No

Have you conducted employee checks when hiring employees? 

Yes No

- Enter details of the AML/CFT course(s) your employees have attended if you have selected <Yes>. These include trainings conducted by MinLaw.



<Date(s) of Training> can be the training date(s) attended by your employees before the current reporting period. For example, if the current reporting period is for 1 Jan 2021 to 30 Jun 2021, you can key in the training date(s) attended before 1 Jan 2021.

Have you sent your employees for training programmes (either internally or externally conducted) on Anti-Money Laundering/Countering the Financing of Terrorism (AML/CFT)?

Yes No

Name of Training Course


Compliance Training

Training Provider

MinLaw ACD

Duration of Course (in hours)

3

Date(s) of Training 

From 17/05/2021 

To

17/05/2021 

No. of employees who completed training

2

 Delete

+ Add More

- Upload your IPPC document according to the stated file type and size if you selected <Yes>.

Have you established Internal Policies, Procedures and Controls (IPPC)? ⓘ

Yes No

Filename	Size
No file chosen	

Upload IPPC (click to add more documents)

[Choose File](#) No file chosen

Supports doc, docx, jpeg, jpg, gif, png, pdf, zip files with a maximum file name of 50 characters (alphabet, number, dash and space) and a maximum file size of 5mb per file (Total Size: 15mb)

- If you have submitted your IPPC document in the previous submission period, the current submission will display the IPPC document that you previously submitted. Please check if you have any changes. You are required to provide the updated IPPC document in the submission.
- If there is no change to your IPPC document, select <No> for <Do you have any changes to your IPPC?>. Otherwise, select <Yes> and upload your latest IPPC document.

Have you established Internal Policies, Procedures and Controls (IPPC)? ⓘ

Yes No

Filename	Size
IPPC - ABC Pte Ltd.pdf	[28 KB]

Your last submission was on 05 Jul 2021. Do you have any changes to your IPPC?

Yes No

Upload IPPC (click to add more documents)

[Choose File](#) No file chosen

Supports doc, docx, jpeg, jpg, gif, png, pdf, zip files with a maximum file name of 50 characters (alphabet, number, dash and space) and a maximum file size of 5mb per file (Total Size: 15mb)

- Upload your Risk Assessment document according to the stated file type and size if you selected <Yes>.

Have you performed Risk Assessment? ⓘ

Yes No

Filename	Size
Upload Risk Assessment (click to add more documents)	
<input type="button" value="Choose Files"/>	No file chosen

Supports doc, docx, jpeg, jpg, gif, png, pdf, zip files with a maximum file name of 50 characters (alphabet, number, dash and space) and a maximum file size of 5mb per file (Total Size: 5mb)

- If you have submitted your Risk Assessment document in the previous submission period, the current submission will display the Risk Assessment document that you previously submitted. Please check if you have any changes. You are required to provide the updated Risk Assessment document in the submission.
- If there is no change to your Risk Assessment document, select <No> for <Do you have any changes to your Risk Assessment?>. Otherwise, select <Yes> and upload your latest Risk Assessment document.
- Click <Next> to continue.

Have you performed Risk Assessment? ⓘ

Yes No

Filename	Size
Risk Assessment - ABC Pte Ltd.pdf	[667 KB]

Your last submission was on 05 Jul 2021. Do you have any changes to your Risk Assessment?


Yes No

Upload Risk Assessment (click to add more documents)


No file chosen


Supports doc, docx, jpeg, jpg, gif, png, pdf, zip files with a maximum file name of 50 characters (alphabet, number, dash and space) and a maximum file size of 5mb per file (Total Size: 5mb)





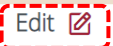

9. Complete SECTION 6: Confirmation and Acknowledgement

- Click on <+> icon  to expand different sections.
- Check if the information you filled is correct.
- Click <Edit> if you would like to make amendments.


IMPORTANT: Double check that all the information you have entered are correct before you submit the semi-annual return as you would not be able to amend or cancel your semi-annual return submission after the submission period has ended.

Section 6 : Confirmation & Acknowledgement 


Confirmation
Semi-Annual Return Summary

- 1. General Information 
- 2. Company Profile 
- 3. Product Information 
- 4. Designated Transactions 

Did you perform any cash or cash equivalent transaction(s) above \$20,000 (i.e. designated transaction(s)) over the past 6 months?
- 5. Entity-based requirements 

- Once you have confirmed that everything is correct, read through the declaration form.
- Tick on both boxes to acknowledge the declaration.
- Click <Submit>.



Acknowledgement

Declaration





1. I am aware that section 27 of the Precious Stones and Precious Metals (Prevention of Money Laundering and Terrorism Financing) Act 2019 provides as follows:

"A person who, in any application for registration (or renewal of registration) or in compliance or purported compliance with any requirement under Part 3 or 4 —


- a. provides to the Registrar or an authorised officer any information or document that the person knows or has reason to believe is materially false or misleading;
- b. omits to provide any information to the Registrar or authorised officer for the purposes of this Act, knowing or having reason to believe that such omission will create a materially false or misleading impression;
- c. intentionally alters, suppresses or destroys any document or information which the person has been required to produce or provide; or
- d. in producing any document or providing any information so required, makes any statement which the person knows or ought reasonably to know is, or is reckless as to whether it is, false or misleading in a material particular;

shall be guilty of an offence and shall be liable on conviction to a fine not exceeding \$50,000 or to imprisonment for a term not exceeding 2 years or to both."

2. I declare that all the information given in this Form and in the attached documents is true and correct.

 Delete
< Previous
 Exit
 Save Changes
 Submit

- A confirmation message will be prompted.
- Click <Yes> to confirm the submission.



Are you sure you would like to submit this
Semi-Annual Return?

- After you have submitted the Semi-Annual Return, a submission number will be generated.
- Print this page for record keeping purposes.

Return to Semi-Annual Return


Your semi-annual return has been successfully submitted.

Please print or save this page for your own reference. You will not be able to access this page after exiting the webpage.

Your file submission number: R2021500013

Date of submission: 01 Jul 2021

Print

- Congratulations, you have completed the submission of the Semi-Annual Return!
- To view your past submissions, access the <Semi-Annual Return> category.
- Click on the download icon  to download a PDF version of the Semi-Annual Return for your own record.

Semi-Annual Return

Please click 'New Submission' to complete your Semi-Annual Return for this period. Please click 'Draft' if you have an incomplete Semi-Annual Return.


SEMI-ANNUAL RETURN ✔

PS20190000007

Jan - Jun 2021

Submission Deadline: 30 Jul 2021

Date of Submission: 01 Jul 2021

Submitted 

× Cancel Submission
+ New Submission

- Sample PDF version of Semi-Annual Return.

 <p>MINISTRY OF LAW SINGAPORE</p>	<p>Anti-Money Laundering/ Countering the Financing of Terrorism Division</p>	<h2>SEMI-ANNUAL RETURN</h2>
		<p>Reporting Period from 1 Jan 2021 to 30 Jun 2021 Date Submitted: 1 Jul 2021 Submission ID: R2021500013</p>
SECTION 1: GENERAL INFORMATION		
Entity Name: ABC Pte Ltd.	UEN: T12345678A	
Registration No.: PS20190000007		
Filer's Particulars		
Filer's Name: RANDY LIM	Filer's Designation: COMPLIANCE OFFICER	
Filer's Contact No.: +6591234567	Filer's Email: RANDYLIM@GOLD.SG	
ACRA-registered Address (based on your last application record with MinLaw)		
Blk/House Number: 31	Street Name: SCIENCE PARK ROAD	
Level: null	Unit: null	
Building Name: THE CRIMSON	Postal Code: 117611	
Type of Address: Office		
ACRA-registered address currently remains unchanged as above: Yes		
SECTION 2: COMPANY PROFILE		
How many employees currently employed by your company (including the business owner)? 8		
How many directors currently employed by your company are NRIC holders? 2 to 5		
Is your company wholly owned by foreigners? No		
Which one of the following best describes your business outside of Singapore? Not Applicable. I do not conduct PSPM related business activities outside of Singapore.		

10. Amend/Cancel Submission

- After the submission period has ended, you would not be able to amend or cancel your semi-annual return submission.
- If you realised there were errors after submitting your semi-annual return, you can click on your semi-annual return submission and click <Amend>. Once you have amended, please click <Save Changes> and click <Yes> when prompted to confirm to save changes.
- Alternatively, you can click <X Cancel Submission> to delete the submission and restart the whole process if it is still within the submission period.

The screenshot shows the 'Semi-Annual Return' page. At the top, there are navigation links for '< Back' and 'Return to Home'. The main heading is 'Semi-Annual Return'. Below it, a message reads: 'Please click 'New Submission' to complete your Semi-Annual Return for this period. Please click 'Draft' if you have an incomplete Semi-Annual Return.' A card for a 'SEMI-ANNUAL RETURN' is displayed, containing the ID 'PS20190000007', the period 'Jan - Jun 2021', the 'Submission Deadline: 30 Jul 2021', and the 'Date of Submission: 01 Jul 2021'. The card has a green 'Submitted' button and a download icon. At the bottom right of the page, there are two buttons: 'Cancel Submission' (with a red dashed box around it) and 'New Submission'.

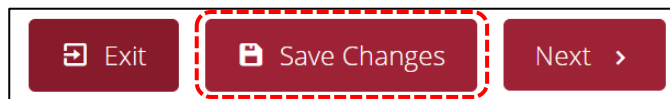
This screenshot shows a declaration section with a star icon on the left. The text reads: 'd. in producing any document or providing any information so required, makes any statement which the person knows or ought reasonably to know is, or is reckless as to whether it is, false or misleading in a material particular; shall be guilty of an offence and shall be liable on conviction to a fine not exceeding \$50,000 or to imprisonment for a term not exceeding 2 years or to both.' Below this, there is a checkbox labeled '2. I declare that all the information given in this Form and in the attached documents is true and correct.' which is checked. At the bottom, there are several buttons: 'Delete', 'Amend' (highlighted with a red dashed box), '< Previous', 'Exit', 'Save Changes', and 'Submit'.

This screenshot shows the same declaration section as the previous one. The 'Save Changes' button at the bottom right is highlighted with a red dashed box. The 'Amend' button is no longer visible.

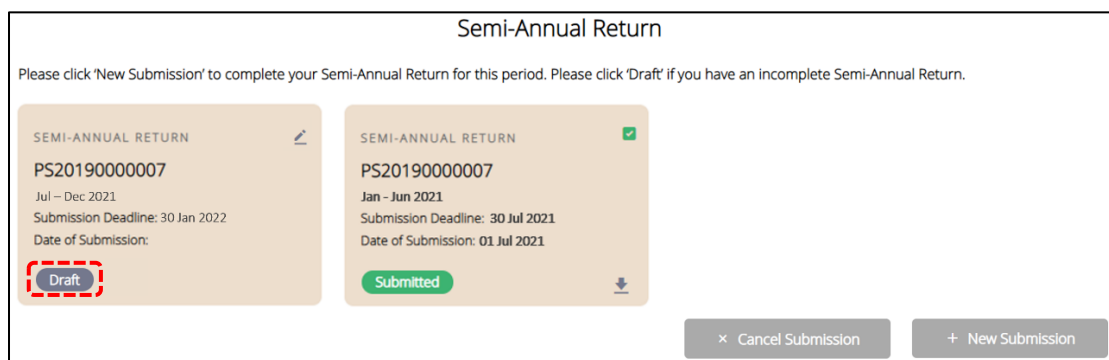
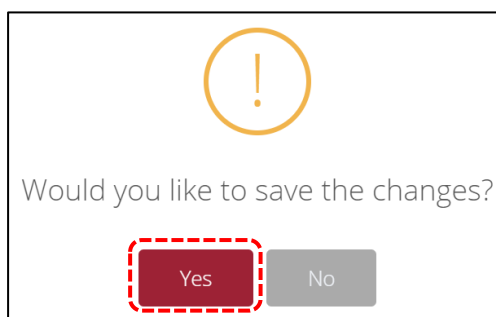
This screenshot shows a confirmation dialog box with a yellow exclamation mark icon. The text asks: 'Would you like to save the changes?'. There are two buttons: 'Yes' (highlighted with a red dashed box) and 'No'. The background shows a blurred view of the declaration section.

11. Useful Tips

- It should take less than 60 minutes to complete the submission of the semi-annual return if you have all the required information on hand. As a good practice, you should prepare the required information for the semi-annual return consistently throughout the 6 months reporting period.
- In case you are unable to complete the submission in one go, save the submission and continue later. To avoid losing your draft, you should save the changes after completing each section.



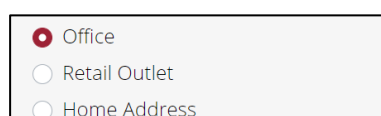
- Alternatively, click <Exit>. A pop up message will appear “Would you like to save the changes?”. Once you click <Yes>, your draft will be saved and you will be redirected to the <Semi-Annual Return> category.




- You can select multiple options if it is a checkbox .





- You can only select one option if it is a radio button .









- If you are unclear of the meaning of the terms, you can hover your mouse cursor over the (i) icon  for the definition. Please note that the mouse-over definitions are for illustrative purposes only and meant for general reference.

Section 3 : Product Information

What are the types of PSPM products that your business dealt with, and your business activity/activities for these PSPM products in Singapore over the past 6 months? (You may select more than 1 option) 

1. Precious Metals 

i. Manufactured precious metals, gold bullion (e.g. pure gold in the form of bars, ingots, or plates)

<input type="checkbox"/> Manufacturing and Production	<input type="checkbox"/> Wholesale
<input checked="" type="checkbox"/> Retail (Physical Shop)	<input type="checkbox"/> Retail (Department Store)
<input type="checkbox"/> Retail (Second-hand goods dealing)	<input type="checkbox"/> Auction
<input type="checkbox"/> Commissioned Agent, Brokerage or Investment 	<input type="checkbox"/> Exchange or Trading/Clearing Facility Provider 
<input type="checkbox"/> Commodity Trading 	<input type="checkbox"/> Refinery 
<input type="checkbox"/> Recycling 	<input type="checkbox"/> Sole Booking Centre 
<input checked="" type="checkbox"/> Online	<input type="checkbox"/> Others (please specify):

Please specify

- You will not be able to go to the next page, if there are incomplete/ erroneous entries in your submission.
- When this occurs, an error message will appear at the top of the screen.



- To view details of the error fields, mouse over the error message.

7 error(s) found on Section 1: General Information

- You are required to fill in filer's name.
- You are required to fill in filer's designation.
- You are required to fill in filer's contact number.
- You are required to fill in filer's email address.
- You are required to select the country code of filer's contact number.
- You are required to select the type of address.
- You are required to specify whether the ACRA-registered address currently remains unchanged.

- Note that you will be auto-logged out of your myPal account if it is inactive for 15 minutes.

- Upon submission, a Submission Number (R20xxxxxxx) will be generated. To check your past submissions, select <Return to Semi-Annual Return> or <Semi-Annual Return>, under <Home>.

[Return to Semi-Annual Return](#)

Your semi-annual return has been successfully submitted.

Please print or save this page for your own reference. You will not be able to access this page after exiting the webpage.

Your file submission number: **R2021500013**

Date of submission: 01 Jul 2021

[Print](#)

A Singapore Government Agency Website

MINISTRY OF LAW Anti-Money Laundering/ Countering the Financing of Terrorism Division
SINGAPORE

Home My Notifications Screening **Semi-Annual Return** Registration ACD Homepage FATF SONAR GoBusiness Licensing User Guide Guidance Video FAQs Contact Us

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Announcements

- Session Timeout: MyPal will timeout in 15 minutes if there is no action done in this portal. 01 Jul 2021
- Launching of New Categories: We are pleased to announce the launching of the following categories:

A Singapore Government Agency Website

MINISTRY OF LAW Anti-Money Laundering/ Countering the Financing of Terrorism Division
SINGAPORE

Home My Notifications Screening **Semi-Annual Return** Registration ACD Homepage FATF SONAR GoBusiness Licensing User Guide Guidance Video FAQs Contact Us

Back Return to Home

Semi-Annual Return

Please click 'New Submission' to complete your Semi-Annual Return for this period. Please click 'Draft' if you have an incomplete Semi-Annual Return.

SEMI-ANNUAL RETURN ✔

PS20190000007

Jan - Jun 2021


Submission Deadline: 30 Jul 2021


Date of Submission: 01 Jul 2021

Submitted ↓

[Cancel Submission](#) [New Submission](#)

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- To download a copy of your submitted semi-annual return in PDF, click on the download icon .


SEMI-ANNUAL RETURN 

PS20190000007

Jan - Jun 2021

Submission Deadline: 30 Jul 2021

Date of Submission: 01 Jul 2021

Submitted 

12. Useful Contacts and Resources

<p>Corppass</p> <p>Singpass</p>	<p>Tel: 6643 0577 Mon – Fri: 8am – 8pm Sat: 8am – 2pm Email: support@corppass.gov.sg Website: https://www.corppass.gov.sg</p> <p>Tel: 6643 0555 Email: support@singpass.gov.sg Website: https://www.singpass.gov.sg Step-by-step guide on Singpass registration: https://www.singpass.gov.sg/singpass/comm on/supportmain</p>	<p>For enquiries relating to Corppass and Singpass matters:</p> <ul style="list-style-type: none">• Register and set up Corppass account• Check registration status• Activate Corppass account• Forgot/retrieve Corppass ID• Forgot/reset Corppass password• Register Corppass Admin• Create users• Assign digital services
<p>Ministry of Law (“MinLaw”) Anti-Money Laundering/ Countering the Financing of Terrorism Division (“ACD”) Website</p>	<p>ACD Website https://www.go.gov.sg/acd</p> <p>For FAQs, please refer to the FAQs section. FAQs relating to myPal and semi-annual return can be found at the sub-sections on “myPal” and “Reporting Requirement – Semi-Annual Return” respectively, in the ACD website.</p>	<p>For enquiries relating to Regulatory Regime for Precious Stones and Precious Metals Dealers, including myPal and semi-annual return matters, for example:</p> <ul style="list-style-type: none">• <i>when is the submission period for semi-annual return</i>• <i>what are the information required in the semi-annual return</i>
<p>MinLaw Services Centre</p>	<p>Enquiry Line Operating Hours: Tel: 1800–CALL–LAW (1800 2255 529) Mon – Fri: 8.30am – 5.00pm (Closed on Weekends & Public Holidays) Online Enquiry Form: https://www.go.gov.sg/contactminlaw Counter Operating Hours: Mon – Fri: 8.30am – 5.00pm (Closed on Weekends & Public Holidays)</p>	<p>For enquiries relating to Regulatory Regime for Precious Stones and Precious Metals Dealers, for example:</p> <ul style="list-style-type: none">• <i>queries not covered in the ACD website and FAQs</i>