

Singapore Customs
55 Newton Road #06-02
Revenue House
Singapore 307987

Tel: (65) 6355 2000
Contact: go.gov.sg/customs-doc
www.customs.gov.sg



**SINGAPORE
CUSTOMS**

Notice No: 15/2025

16 May 2025

Traders and Declaring Agents

Dear Sir/Madam

**CHANGES TO ONLINE ENQUIRY FORM & PROCESSING OF ENQUIRIES SENT TO
CUSTOMS_DOCUMENTATION@CUSTOMS.GOV.SG**

We wish to inform you that, with effect from 2 Jun 2025, Singapore Customs will be introducing a revised online enquiry form available at go.gov.sg/customs-doc. This enhancement is part of our ongoing efforts to improve service delivery.

2 The revised online enquiry form offers the following convenient options during the Contact Centre's operating hours:

- Access live-chat with a Customer Service Officer
- Request for a call-back
- Submit a written enquiry

3 This new form will replace the current email enquiry process. As such, from 2 Jun 2025, customs_documentation@customs.gov.sg will no longer be used for processing enquiries. If you have submitted an enquiry via email before 2 Jun 2025, rest assured that we will respond to your enquiry. There is no need to re-submit your enquiry using the new form.

4 We appreciate your cooperation in using our revised online enquiry form, which will help us to serve you better.

Yours faithfully

Kelly Char
Head Procedures & Systems
for Director-General of Customs
Singapore Customs

(This is a computer-generated notice. No signature is required.)

We hope that this notice has been written in a way that is clear to you. If not, please let us have suggestions on how to improve this notice at go.gov.sg/customs-doc.