



## FREQUENTLY ASKED QUESTIONS (FAQ)

### APPLICATION FOR REGISTRATION OF CHARGES

NO.	QUESTION	ANSWER
1.	How can a company register a charge during the Movement Control Order (MCO)?	Companies which need to register their charges during the MCO period, can do so via online through the MyCoID system from 14 <sup>th</sup> April 2020 onwards.
2.	If a company is late in submitting the registration of charges due to the MyCoID system not being in operation, does the company need to attach a court order upon submission of the application through the MyCoID system?	Companies which are late in submitting the charge document due to the MyCoID system not being in operation are required to submit the documents without having to attach the court order at the SSM counters once the SSM counters are back in operation.
3	I have not registered as a new user on MyCoID to allow me to file a charge. Can I register as a new user on MyCoID?	<p>New users can register their information through MyCoID.</p> <p>Please be informed that during this MCO period, account activation as new MyCoID users need not be verified at SSM counters. User activation can be done through online in accordance with the conditions that have been set.</p> <p>Please refer to the MyCoID's user registration FAQs.</p>

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4	I signed up as a new user on the MyCoID system, but user activation was not possible at that time without going to the counter. However, my user registration was activated online and this led to my registration being delayed. Do I need to include together the court order during the registration of charges due to a delay in registration?	<p>For late filing of the charge due to the delay in registration as a new user, the user can submit the document of registration of charge to the nearest SSM counters without a court order.</p> <p>However, the user is required to attach the proof that user registration has been done during the MCO period and there is a delay in user activation online.</p>
5.	If I did not register as a new user on the MyCoID system during the MCO period and this results in the late registration of the charge, do I need to include the court order during the registration of the charge?	Yes.

Date: 29 April 2020