

## **FAQs for Industry Assistance Measures: Waiver of Travel Agent (TA) Licence Fees**

- 1 Who is eligible for the waiver?**  
New TA licence applicants and existing TAs, whose licences expire in 2009 and 2010.
- 2 When is the applicable period of the waiver?**  
15 February 2009 to 31 December 2010.
- 3 What are the TA licence fees that STB would be waiving?**  
(i) New TA licence application fees; and  
(ii) Existing TA licence renewal fees, incurred during the period 15 February 2009 to 31 December 2010.
- 4 Is the waiver amount in full or partial?**  
We will grant a full waiver i.e. \$300 per renewal of licence for a validity period of 2 years.
- 5 Is the waiver based a “per licence” basis or prorated to the period which falls within the in-force period of the fee waiver? ie. Understand that a TA licence is valid for 2 years. If a company/firm applies for a TA licence in 2010, will STB waive the full licence fee or ½ of the licence fee on pro-rated basis?**  
The waiver is based on a per licence basis.
- 6 Is the fee waiver applicable to both main, branch and duplicate licence?**  
Yes.
- 7 Is application for the waiver required?**  
No. The waiver is automatic. No application is required.
- 8 How do we (licensees) know that the licence application/ renewal fees are waived?**  
Licensees may log into the Travel Related Users System (TRUST) website (<http://www.visitsingapore.com/trust>) with their User ID & password and verify that no outstanding payment for licence application/ renewal fees is required under “View and Make Payment” page.
- 9 How can we (licensees/public) find out more about this waiver?**  
Members of the public may refer to the TRUST website bulletin titled “*Industry Assistance Measure -- Waiver of Travel Agents Licence Fees*” to find out more about this waiver.  
Licensees would receive a circular dated 12 February 2009 pertaining to this waiver.
- 10 What should I do if I have made payment for licence application/ renewal fees during the waiver period?**

Licensees may write in to the Board at [stb\\_ta@stb.gov.sg](mailto:stb_ta@stb.gov.sg). Upon verification, the Board would refund the money to them by cheque.

**11 Would the STB consider extending/ renewing the waiver initiative beyond 31 Dec 2010?**

Depending on how the economic situation develops, STB will review whether an extension of this waiver is required