

## **WITHDRAWING AN APPLICATION FOR A LICENCE**

Applicants must have a valid Client Registration and Identification Service (CRIS) user rights in order to be able to submit applications on behalf of the company via [withdraw@prism](mailto:withdraw@prism). For more information on CRIS, please refer to

[http://www.hsa.gov.sg/content/hsa/en/Health\\_Products\\_Regulation/CRIS.html](http://www.hsa.gov.sg/content/hsa/en/Health_Products_Regulation/CRIS.html)

1. The online form may take an average of 5 minutes to fill in.

The time taken varies depending on the number and sizes of the file attachments, configurations of your computer and network system, internet performance etc. Please note that the time stated above excludes time taken for preparatory work in relation to filling the online form (e.g. scanning documents for file attachments).

The recommended computer and network configurations can be found at

[http://www.hsa.gov.sg/content/hsa/en/Health\\_Products\\_Regulation/PRISM\\_e-services/system-requirements-for-prism.html](http://www.hsa.gov.sg/content/hsa/en/Health_Products_Regulation/PRISM_e-services/system-requirements-for-prism.html)

2. The applicant will require a CorpPass\* or SingPass before he/she can login to PRISM to retrieve the application form. A person who drafts an application on behalf of his/her company and is not a Singaporean Citizen, Permanent Resident or Employment Pass holder can apply for a HSA PIN to login to PRISM. The CorpPass\* / SingPass or HSA PIN login is necessary for authentication and authorisation purposes.

*\* During the transition period from now to 31 August 2018, both SingPass and CorpPass can be used to login to PRISM. However, as CorpPass will eventually replace SingPass for business transactions with the government, companies / business entities are encouraged to familiarise themselves with the usage of CorpPass.*

*\* With effect from 1 September 2018, the applicant will require a CorpPass before he/she can login to PRISM.*

For more information on CorpPass, please refer to <http://www.corppass.gov.sg/>

3. No payment fee is required for submitting withdrawal applications.

## Application Form

Fields marked with an asterisk \* are mandatory.

This section allows the search for the relevant application for the licence to be withdrawn.

- (1) Select the **Licence Type**.
- (2) Enter the **Application Number** to be withdrawn.  
When the search result is displayed, click '**Withdraw**' button.

### PZ2001 WITHDRAW@PRISM

#### Important Notes:

For HSA CRIS registered companies, user has to be authorised with the appropriate access rights via CRIS management module to access the required eservices.

#### Search Criteria

Licence/Permit/Certificate/Listing/Registration Type*	<input type="text"/>
Application no.	<input type="text"/>
Product Name	<input type="text"/>
<input type="button" value="Search"/>	<input type="button" value="Reset"/>

Please do not create withdrawal application using the new window via right mouse click.

41 Matching Record(s) Page 1 Of 5 [First] | [Previous] | [Next] | [Last]

S/No	Application No	Action
1		<a href="#">Withdraw</a>

## Part 1. Application Summary

The applicable Licence No., the original application date and application status of the pending application will be displayed for your information. This section requires the applicant to verify the information.

- (1) Click '**Next**' button to proceed to **Part 2. Applicant Particulars** section.

1. Application Summary	
1.1 Application No.:	<input type="text"/>
1.2 Original Application Date:	<input type="text"/>
1.3 Application Status:	Pending Approval

## Part 2. Applicant Particulars

This section requires the applicant to fill in the name of applicant.

- (1) Input the name of applicant.
- (2) Click '**Next**' button to proceed to **Part 3. Withdrawal Details** section.

2. Applicant Particulars	
2.1 Name: *	<input type="text"/>

## Part 3. Withdrawal Details

This section requires the applicant to fill in the reason for withdrawal.

- (1) Specify the reason for withdrawal.
- (2) Click '**Next**' button to proceed to **Part 4. Confirmation and Declaration** section.

3. Withdrawal Details	
3.1 Reason for withdrawal: *	<input type="text"/>

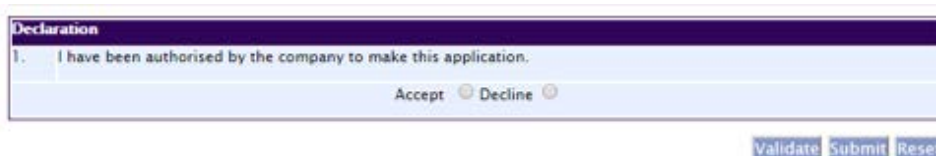
#### **Part 4. Confirmation and Declaration**

This section shows the information provided in all sections of the withdrawal application.

- (1) Applicant is required to confirm the information provided in all sections is correct and click the **'Validate'** button.

*(Note: Applicant may click **'Save'** button to save a copy of the draft application if he/she wishes to complete the application at a later time.)*

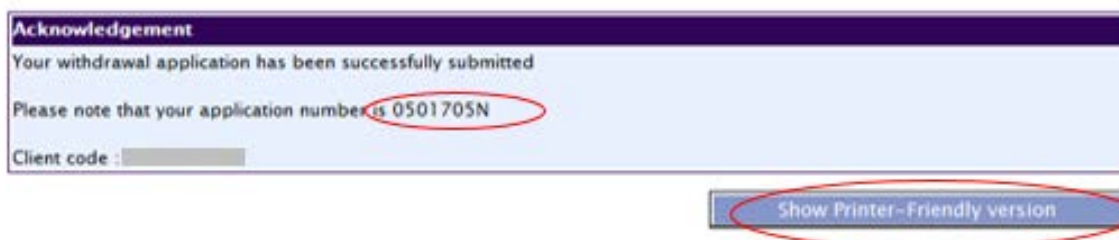
- (2) Once validation is successful, applicant is advised to read through the declaration carefully before accepting to undertake the conditions.
- (3) Click **'Submit'** button to submit the withdrawal application.



#### **Acknowledgement**

This section acknowledges that the application has been submitted to HSA for processing. An application number will be generated for the successful application submitted.

Applicant may wish to print a copy of this acknowledgement page or take note of the application number for ease of reference. Applicant may provide the application number if he/she wishes to communicate with HSA.



*Note: Applicant can click **'Show Printer- Friendly version'** button to print or view the application.*

#### **Other Useful Information**

1. Applicant may check on the status of the application upon submission at [track@prism](mailto:track@prism).
2. Kindly contact the HSA Helpdesk if any technical issues (IT problems) during the application submission are encountered.

HSA HelpDesk  
Tel : 6776 0168 (from 7:00 am to midnight daily)  
Fax : 6872 3054  
Email : [helpdesk@hsahelp.gov.sg](mailto:helpdesk@hsahelp.gov.sg)

3. For general enquiries or questions related to licences and certificates of manufacturers, importers and wholesalers, please contact the Audit and Licensing Division at Tel: 6866 1111 or write to <https://crm.hsa.gov.sg/event/feedback.aspx>.