

Frequently Asked Questions (FAQ) on Permit Applications

Q1: Do I need to apply for an advertisement and sales promotion permit?

A: First, determine whether your product is classified as a medicinal product, as medicinal products are subject to advertisement and sales promotion permit requirements. You may use the [Self-help Classification Tool](#) or submit a [Health Product Enquiry Form](#) which is available on HSA's website, to determine your product's classification and applicable regulatory controls.

You will require a valid permit from HSA before publishing any medical advertisements or conducting any sales promotion activities for medicinal products directed to the general public. Please refer to the section on 'What are advertisements and sales promotions' in [Advertisements and promotions of medicinal products](#) for more information.

Q2: How do I apply for an advertisement or a sales promotion permit?

A: Submit your application via [PRISM \(Medical advertisements and sales promotions\)](#). Refer to [Advertisements and promotions of medicinal products](#) for more information on advertising guidelines, permit requirements, application procedures and fees.

Q3: How do I check the status of my applications and permit details?

A: Check your application status via [Track@PRISM](#) and your permit details via [Enquire@PRISM](#). You need to log in to view the information and must be authorised by your company's [CRIS](#) administrator for the relevant access.

Q4: Can I transfer my company's existing permits to another company?

A: Yes. Your company may submit a transfer application via [Transfer@PRISM](#) available on [PRISM \(Medical advertisements and sales promotions\)](#). Transfer applications are chargeable. Please refer to [Advertisements and promotions of medicinal products](#) for the application fees.

Q5: Can I cancel my company's existing permits that I do not need anymore? How do I cancel a permit?

A: Yes. You may cancel existing permits via [Cancel@PRISM](#). Please note there is no refund for cancelled permits.

Q6: Can I make changes to applicant's details, such as name and contact details, for my company's existing permits? How do I make these changes? What is the fee payable for such updates?

A: Yes. You may update applicant's details such as name and contact information for your company's licences and applications via [Amend@PRISM](#) ('Amend applicant's details for licences and applications') and no fee required for this service.

Q7: Can I make minor changes to the content of my approved advertisements or sales promotion mechanics? Do I need prior approval?

A: Minor changes to approved content will require an amendment application. Refer to [Advertisements and promotions of medicinal products](#) for more information on requirements for amendment applications, including the application procedures and application fees. Submit your amendment application via Amend@PRISM (**'Amend medical advertisement and sales promotion permit'**).

You do not require prior approval for minor changes to approved advertisements that do not affect product claims, such as:

- Re-arranging text and visuals.
- Updating the company's contact details, such as address and telephone numbers.
- Updating retailer logos.
- Updating the product's usual selling price.