

FREQUENTLY ASKED QUESTIONS

HALAL CERTIFICATE EXTENSION (COVID-19 RELIEF PACKAGE)

1) What is Halal certificate extension (COVID-19 relief package)?

It is a free 3-month extension granted to eligible businesses in order to help businesses in food and beverages (F&B) sector tide through the current COVID-19 situation. The extension is a one-off relief measure.

2) Who is eligible for the relief package?

The relief package is only for businesses under the Eating Establishment (EE) and Food Preparation Area (FPA) schemes. These businesses must be holding a valid Halal certificate as of 1 August 2020.

3) Why is it only for businesses under Eating Establishment (EE) and Food Preparation Area (FPA) schemes?

Businesses under these schemes have been most affected by the safe distancing measures and the current economic downturn.

4) Do I have to apply for the relief package?

No application is required.

Eligible businesses will automatically be given the 3-month extension either via a Letter of Certificate Extension or the extension will be included in the renewal certificate.

5) How do I know if I will get the Letter of Certificate Extension or the extension is included in my renewal certificate?

Eligible businesses with a valid Halal certificate as of 1 August 2020 and do not have an ongoing renewal application will be issued with the Letter of Certificate Extension.

For businesses which have submitted a renewal application as of 1 August 2020, the free 3-month extension will be included in the renewal certificate.

6) How do I download the Letter of Certificate Extension?

You will be required to log into GoBusiness Licensing portal using your organisation's CorpPass account (corporate) or SingPass (personal).

Click on "MY PORTFOLIO" followed by the "Licences" tab.

Type **Halal Certification** in the search field and click the "SEARCH" button. Then click on the license number of interest.

Scroll down until you see "Licence Documents" heading. Click on the blue circle with "+" sign located next to the heading.

Click on the document name (.pdf) to download the Letter of Certificate Extension.

Please refer to Annex A Guide on downloading Letter of Certificate Extension for more information.

- 7) When will the Letter of Certificate Extension be made available on GoBusiness Licensing portal for me to download?**

You may download the Letter of Certificate Extension from 17 August 2020 onwards.

- 8) My business is eligible for the relief package. Why is there no Letter of Certificate Extension to be downloaded from the GoBusiness Licensing portal?**

Your business may have an ongoing renewal application in process.

However, if your company is eligible and you do not have any renewal application ongoing, you may contact us at 6812 6060 or email us at info@muis.gov.sg to enquire.

- 9) Can I make multiple copies of the Letter of Certificate Extension?**

Yes, you may make multiple copies of the letter.

- 10) Do I have to display the original Halal certificate with the Letter of Certificate Extension?**

The Letter of Certificate Extension is not valid without the original Halal certificate. The original Halal Certificate should be made available when displaying the Letter of Certificate Extension.

- 11) I do not wish to extend my certificate due to business-related reasons such as outlet closure. Who do I contact?**

You may contact us at 6812 6060 or email us at info@muis.gov.sg by 14 August 2020. Please provide your Halal certificate number (located at the top right-hand corner of the Halal certificate).