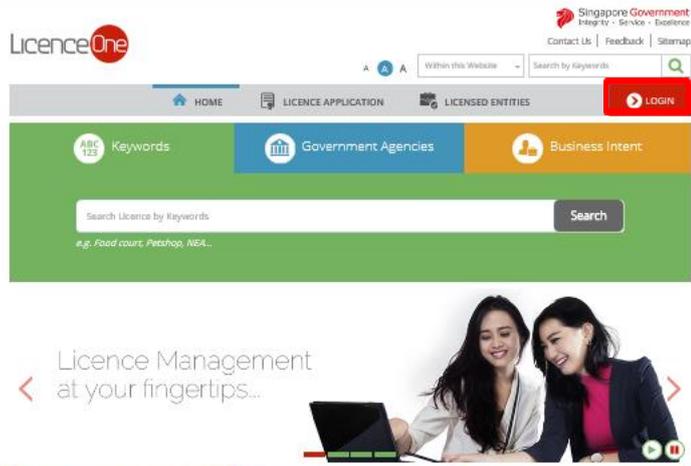


## Step-by-Step Guide for Amendment of Certificate of Registration and Hotel-keeper's Licence

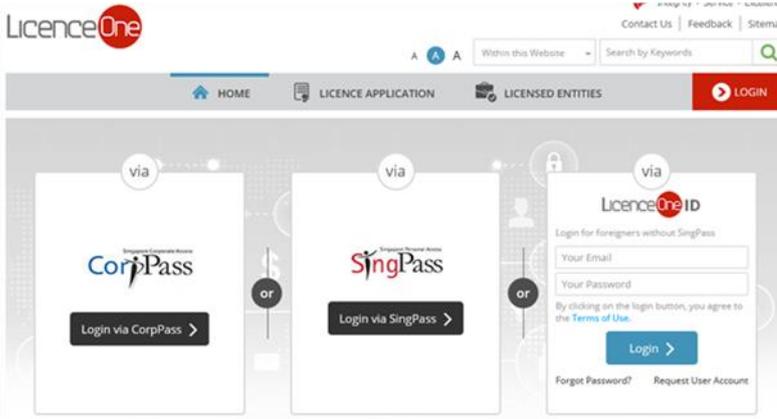
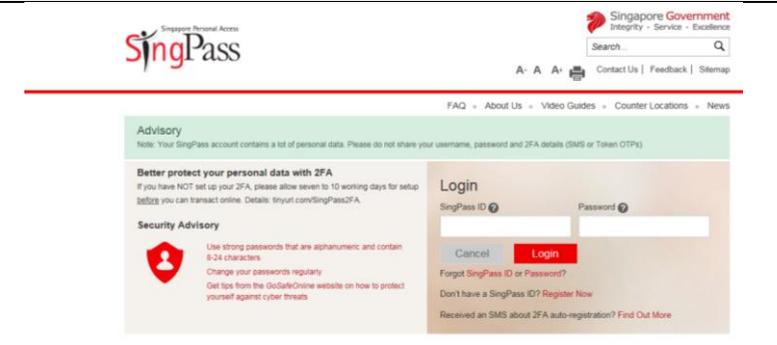
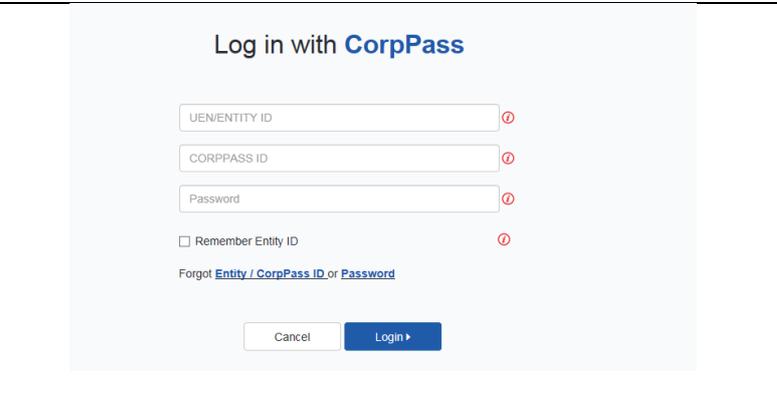
The Hotel-keeper or Company Director may submit an amendment application to amend the Certificate of Registration and Hotel-keeper's Licence. The five different types of amendment profiles are:-

Amendment Profile <sup>1</sup>	Purpose
Change of Hotel Name	Change the name of the hotel
Change of Hotel-keeper	Appoint a new Hotel-keeper for the hotel
Update of Hotel Ownership	Update the Hotel's owner details
Update of Existing Hotel and /or Hotel-keeper's Information	Update the existing hotel and/or hotel-keeper's information
Update of Room Information	Update the Hotel rooms' information

### Accessing LicenceOne

S/N	Step	Screenshot
1	Go to LicenceOne website <a href="https://licence1.business.gov.sg">https://licence1.business.gov.sg</a> and click on "Login"	

<sup>1</sup> You can select multiple options to amend the details relating to the Certificate of Registration and/or Hotel-keeper. However, a new licence application is required if you select Change of Hotel Name, Hotel-keeper and Hotel Ownership in one application.

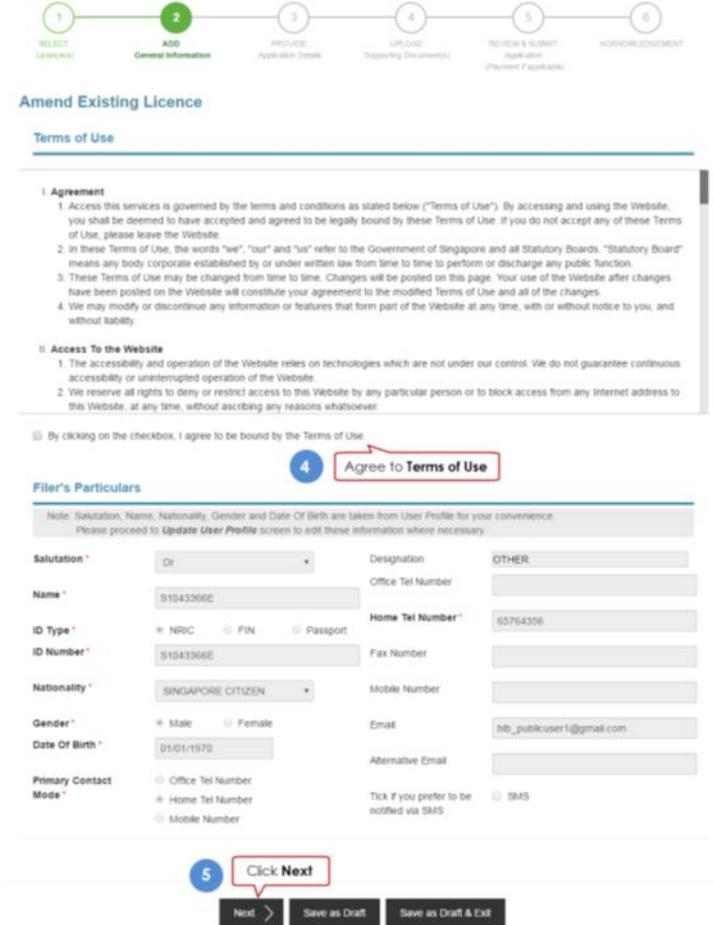
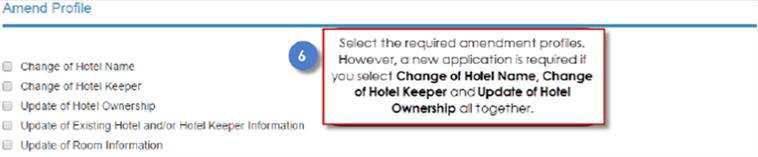
S/N	Step	Screenshot
2	<p>Log in to LicenceOne</p> <p>For user with valid SingPass ID and password: <i>Login via SingPass</i></p> <p>For company who has activated CorpPass<sup>2</sup> in LicenceOne: <i>Login via CorpPass</i></p> <p>For foreigner user: <i>Login via LicenceOne ID</i></p>	
2a	<p>For user with valid SingPass ID and password: Log in to LicenceOne using your SingPass</p>	
2b	<p>For company who has activated CorpPass in LicenceOne</p>	

<sup>2</sup> Singapore Corporate Access (or CorpPass) is the new digital identity business users will need to conduct Government-to-Businesses (G2B) transactions. Business users will now have the option of using CorpPass as a login mechanism to access LicenceOne, when transacting with the government online. For information on the registration & set up CorpPass for your business entity, please visit [www.corppass.gov.sg](http://www.corppass.gov.sg). For information on how to activate CorpPass in LicenceOne, please visit <https://licence1.business.gov.sg/web/frontier/help/corppass-in-licenceone>. Once CorpPass is activated, authorised CorpPass user can only use CorpPass to access LicenceOne

S/N	Step	Screenshot
2c	For foreigner user: Log in to LicenceOne using the email and password that you have registered with LicenceOne.	
3	[Only applicable for those who login using SingPass or LicenceOne ID.]  Select “Company” <sup>3</sup> and enter the company’s Unique Entity Number (UEN) <sup>4</sup>	
4	Click on “My Portfolio > licence”  Enter the Licence Number and Click on “Search”  Click on “Action > Amend”	
5	Select “Amendment of details in the Certificate of Registration and Hotel-keeper’s Licence and Click on “Next”	

<sup>3</sup> Only the existing Hotel-keeper or Company Director of the entity can amend the details of the licence.

<sup>4</sup> UEN is a multi-agency initiative aiming to develop one number that enables entities' convenient interactions with government agencies

S/N	Step	Screenshot
6	<p>Select the checkbox to agree to the Terms of Use</p> <p>Click on “Next”</p>	
7	<p>Select the relevant “Amendment Profile”<sup>5</sup>.</p>	

<sup>5</sup> Based on the selected amendment profile, only the respective fields will be available for editing and the remaining fields will be greyed off.

## Change of Hotel Name

Pursuant to Hotels Licensing Regulations R(14)(2), the owner or licensee of a hotel shall not change the name of the hotel without the prior written approval of the Board.

S/N	Step	Screenshot															
1	Select “Change of Hotel Name” under the Amend Profile section	<p><b>Amend Profile</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Change of Hotel Name</li> <li><input type="checkbox"/> Change of Hotel Keeper</li> <li><input type="checkbox"/> Update of Hotel Ownership</li> <li><input type="checkbox"/> Update of Existing Hotel and/or Hotel Keeper Information</li> <li><input type="checkbox"/> Update of Room Information</li> </ul>															
2	Enter the new Hotel Name by over-riding the existing name of the hotel.	<p><b>Hotel Related Information</b></p> <p>URA Information</p> <p>If I have obtained the relevant Grant of Written Permission/ relevant land use approval from Urban Redevelopment Authority (URA), I am submitting the said URA permission / approval online with this application.</p> <p>Hotel Information</p> <p>Name of Hotel* <input type="text" value="The Hotel"/> Hotel Telephone Number* <input type="text" value="51234785"/></p> <p>Postal Code* <input type="text" value="117611"/> <input type="button" value="Retrieve Address"/> Hotel Fax Number <input type="text"/></p> <p>Block / House Number* <input type="text" value="31"/> Email Address <input type="text"/></p> <p>Street Name* <input type="text" value="SCIENCE PARK ROAD"/> Website URL <input type="text"/></p> <p>Unit Number <input type="text"/> Hotel Owner* <input type="text" value="The Hotel"/></p> <p>Level <input type="text"/> Hotel Owner's UEN* <input type="text" value="192700049H"/></p> <p>Building Name <input type="text" value="CRIMSON, THE"/> Hotel Developer <input type="text"/></p> <p>Hotel Operator <input type="text"/></p>															
3	Scroll to the bottom of the page and Click on “Proceed”	<p><b>Organisation Address</b></p> <p>Type of Premises <input type="text" value="Standard (No floor/unit number)"/></p> <p>Postal Code <input type="text" value="229327"/></p> <p>Block / House Number <input type="text" value="51"/></p> <p>Street Name <input type="text" value="EMERALD HILL ROAD"/></p> <p>Level <input type="text"/></p> <p>Unit Number <input type="text"/></p> <p>Building Name <input type="text"/></p> <p><input type="button" value="Proceed"/> <input type="button" value="Save"/></p>															
4	Upload the supporting documents (if any) and Click “Next”	<p><b>Amend Existing Licence</b></p> <p>Certificate of Registration and Hotel-keeper's Licence</p> <p>11 <input type="button" value="Click to upload supporting document"/></p> <table border="1"> <thead> <tr> <th>Document Name</th> <th>Type</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Curriculum Vitae (CV) of Hotel Keeper Attached when Amendment Profile selected is "Change of Hotel Keeper" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</td> <td>ONLINE UPLOAD</td> <td><input type="button" value="Upload"/> <input type="button" value="Click to delete uploaded document"/></td> </tr> <tr> <td>Advertisements Attached when Amendment Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</td> <td>ONLINE UPLOAD</td> <td><input type="button" value="Upload"/></td> </tr> <tr> <td>ACRA Business Profile Attached when Amendment Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</td> <td>ONLINE UPLOAD</td> <td><input type="button" value="Upload"/></td> </tr> <tr> <td>Other Supporting Documents Multiple Files can be attached to this field if you have more than one file to include Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB</td> <td>ONLINE UPLOAD</td> <td><input type="button" value="Upload"/></td> </tr> </tbody> </table> <p>12 <input type="button" value="Click Next"/></p> <p><input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="Save as Draft"/> <input type="button" value="Save as Draft &amp; Exit"/></p>	Document Name	Type	Action	Curriculum Vitae (CV) of Hotel Keeper Attached when Amendment Profile selected is "Change of Hotel Keeper" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB	ONLINE UPLOAD	<input type="button" value="Upload"/> <input type="button" value="Click to delete uploaded document"/>	Advertisements Attached when Amendment Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB	ONLINE UPLOAD	<input type="button" value="Upload"/>	ACRA Business Profile Attached when Amendment Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB	ONLINE UPLOAD	<input type="button" value="Upload"/>	Other Supporting Documents Multiple Files can be attached to this field if you have more than one file to include Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB	ONLINE UPLOAD	<input type="button" value="Upload"/>
Document Name	Type	Action															
Curriculum Vitae (CV) of Hotel Keeper Attached when Amendment Profile selected is "Change of Hotel Keeper" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB	ONLINE UPLOAD	<input type="button" value="Upload"/> <input type="button" value="Click to delete uploaded document"/>															
Advertisements Attached when Amendment Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB	ONLINE UPLOAD	<input type="button" value="Upload"/>															
ACRA Business Profile Attached when Amendment Profile selected is "Change of Hotel Name" Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB	ONLINE UPLOAD	<input type="button" value="Upload"/>															
Other Supporting Documents Multiple Files can be attached to this field if you have more than one file to include Acceptable File Format: pdf, doc, docx Acceptable File Size: maximum 2 MB	ONLINE UPLOAD	<input type="button" value="Upload"/>															

S/N	Step	Screenshot										
6	<p>You may preview and print the application form at this screen</p> <p>Tick the check box under “General Declaration” and “Certificate of Registration and Hotel-keeper’s Licence and click “Submit”.</p>											
7	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “U” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application) You may choose to print or close the acknowledgement page.</p>	<table border="1" data-bbox="667 1198 1401 1254"> <thead> <tr> <th>Licence Name</th> <th>Application Number</th> <th>Agency</th> <th>Application Status</th> <th>Payment Status</th> </tr> </thead> <tbody> <tr> <td>Certificate of Registration and Hotel-keeper's Licence</td> <td>U1620002371</td> <td>HLB</td> <td>Submitted (No Upfront Payment Required)</td> <td>Stage1 : N/A Stage2 : Pending</td> </tr> </tbody> </table>	Licence Name	Application Number	Agency	Application Status	Payment Status	Certificate of Registration and Hotel-keeper's Licence	U1620002371	HLB	Submitted (No Upfront Payment Required)	Stage1 : N/A Stage2 : Pending
Licence Name	Application Number	Agency	Application Status	Payment Status								
Certificate of Registration and Hotel-keeper's Licence	U1620002371	HLB	Submitted (No Upfront Payment Required)	Stage1 : N/A Stage2 : Pending								

The Secretariat may request for additional information or outstanding documents (if any) via the “Request for Action”<sup>6</sup> feature. Upon receiving all the required documents and placement of the advertisements<sup>7</sup>, the Secretariat will process the application which will take an average of two weeks.

S/N	Step	Screenshot
8	Once the application has been approved by the Board, you will receive an email to inform you to make the payment for the licence fee. A copy of the correspondence can also be found under the “Correspondence” tab in LicenceOne.	<p style="text-align: center;"><b>Screenshot</b></p>
9	To make payment, click on the “Payment” tab and click to view the payment details or make payment	
10	Click the “Payment Advice” to view it in pdf format	

<sup>6</sup> Please refer to the step-by-step guide on “Request for Action”

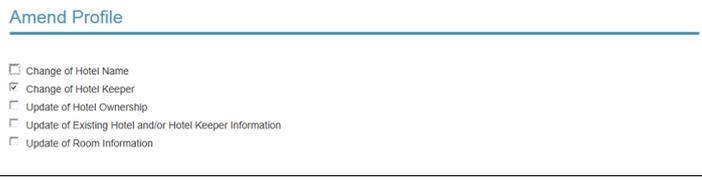
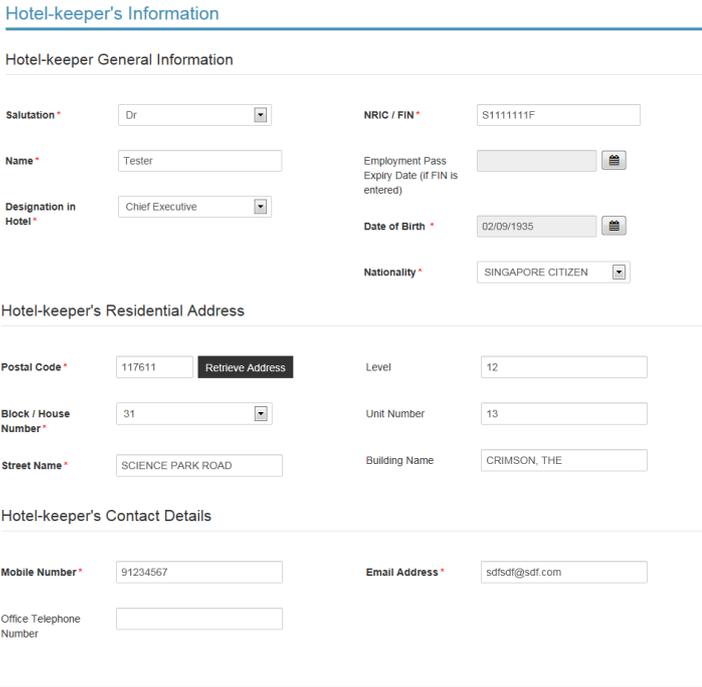
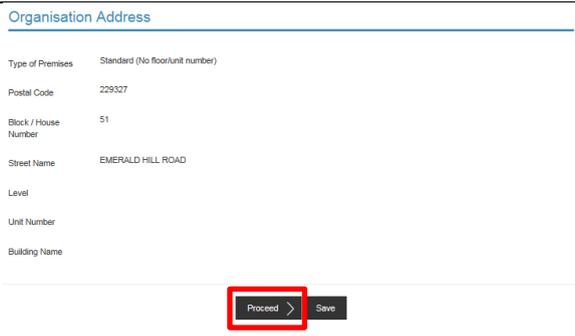
<sup>7</sup> Please note that the Board will only be able to process the application if there are no objections from the public within 14 days from the advertisement date

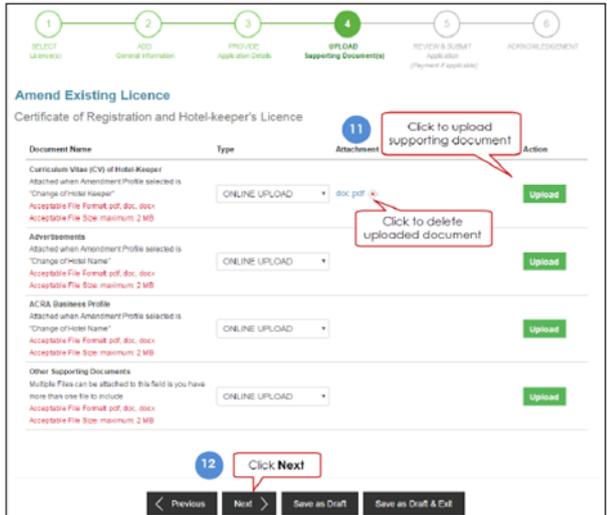
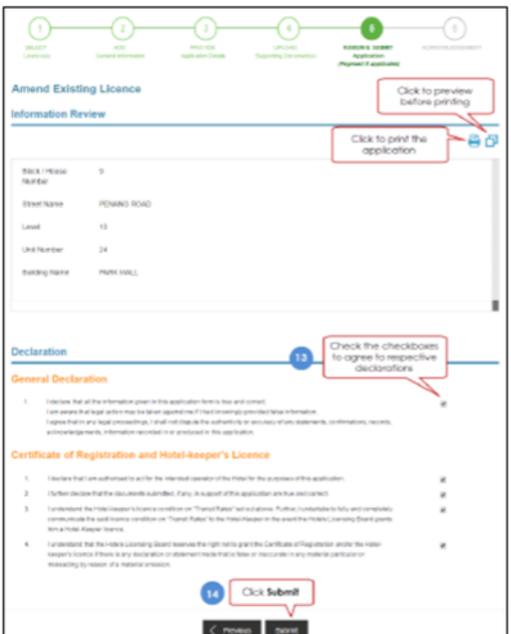
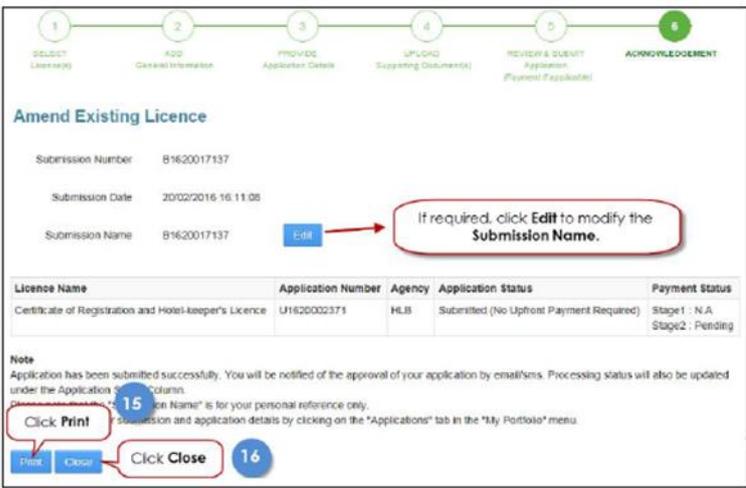
S/N	Step	Screenshot
11	<p>Click “Make Payment”, followed by “Proceed with Payment”.</p> <p>Payment can be made via eNets or Credit Card<sup>8</sup></p>	
12	<p>Once the payment is successful, a receipt will be generated.</p> <p>To view a copy of the receipt, click on “View Receipt”. Otherwise, click “Next”</p>	
13	<p>An acknowledgement page will be generated with the payment status updated as “Paid” under stage 2.</p>	
14	<p>Once the payment has been made, the hotel-keeper will receive an email on the licence collection details within 3 working days. A copy of the correspondence can also be found under the “Correspondence” tab in LicenceOne.</p>	

<sup>8</sup> The e-Payment process is handled via the PayPal payment gateway. For more details on e-Payment requirements, please refer to <https://www.paypal.com>.

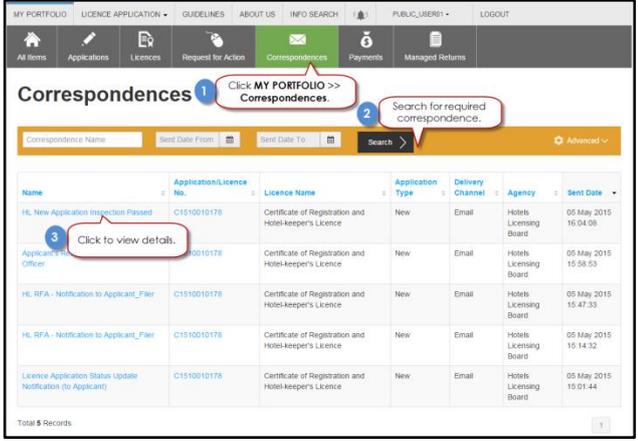
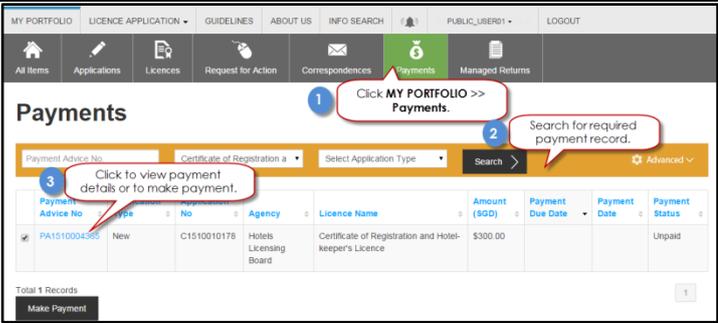
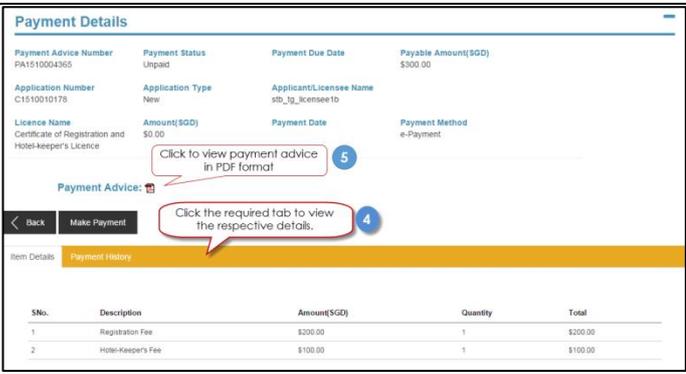
## Change of Hotel-Keeper

Persuant to Hotels Licensing Regulations R(14)(1), where any change is effected in the hotel-keeper of a hotel, the hotel owner shall notify the secretary in writing all the particulars of the change within 10 days of the effective date of such change.

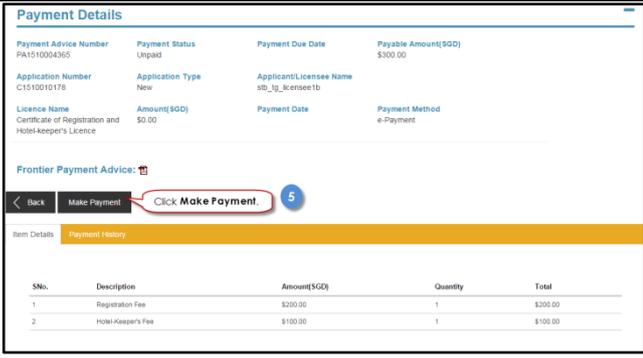
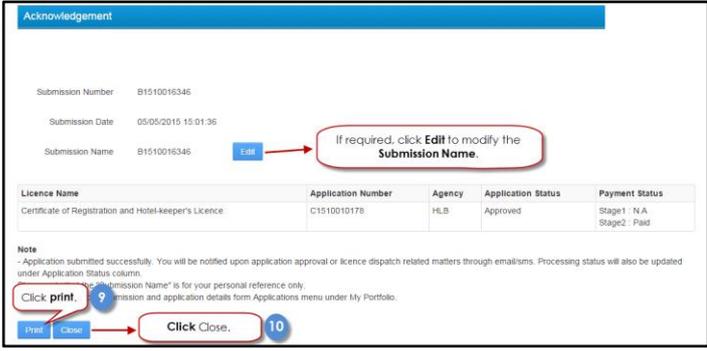
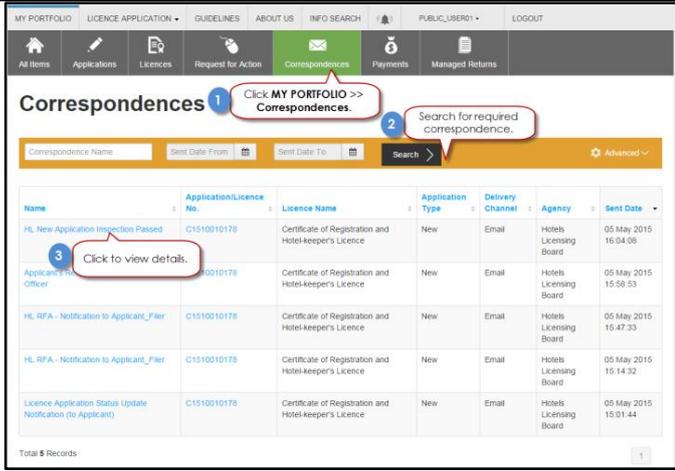
S/N	Step	Screenshot
1	Select "Change of Hotel Keeper" under the Amend Profile section	 <p><b>Amend Profile</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Change of Hotel Name</li> <li><input checked="" type="checkbox"/> Change of Hotel Keeper</li> <li><input type="checkbox"/> Update of Hotel Ownership</li> <li><input type="checkbox"/> Update of Existing Hotel and/or Hotel Keeper Information</li> <li><input type="checkbox"/> Update of Room Information</li> </ul>
2	Enter the new Hotel-keeper information such as Hotel-keeper General Information, Residential Address and Contact Details by over-riding the existing hotel-keeper's information.	 <p><b>Hotel-keeper's Information</b></p> <p>Hotel-keeper General Information</p> <p>Salutation * Dr  Name * Tester  Designation in Hotel * Chief Executive  NRIC / FIN * S1111111F  Employment Pass Expiry Date (if FIN is entered)  Date of Birth * 02/09/1935  Nationality * SINGAPORE CITIZEN</p> <p>Hotel-keeper's Residential Address</p> <p>Postal Code * 117611  Block / House Number * 31  Street Name * SCIENCE PARK ROAD  Level 12  Unit Number 13  Building Name CRIMSON, THE</p> <p>Hotel-keeper's Contact Details</p> <p>Mobile Number * 91234567  Email Address * sdfsd@sdf.com  Office Telephone Number</p>
3	Scroll to the bottom of the page and Click on "Proceed"	 <p><b>Organisation Address</b></p> <p>Type of Premises Standard (No floor/unit number)  Postal Code 229327  Block / House Number 51  Street Name EMERALD HILL ROAD  Level  Unit Number  Building Name</p> <p>Proceed Save</p>

S/N	Step	Screenshot
4	Upload the supporting documents (if any) and Click “Next”	
5	<p>You may preview and print the application form at this screen</p> <p>Tick the check box under “General Declaration” and “Certificate of Registration and Hotel-keeper’s Licence and click “Submit”.</p>	
6	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “U” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application)</p> <p>You may choose to print or close the acknowledgement page.</p>	

The Secretariat may request for additional information or outstanding documents (if any) via the “Request for Action”<sup>9</sup> feature. Upon receiving all the required documents, the Secretariat will process the application which will take an average of two weeks.

S/N	Step	Screenshot
7	Once the application has been approved by the Board, you will receive an email to inform you to make the payment for the licence fee. A copy of the correspondence can also be found under the “Correspondence” tab in LicenceOne	
8	To make payment, click on the “Payment” tab and click to view the payment details or make payment	
9	Click the “Payment Advice” to view it in pdf format	

<sup>9</sup> Please refer to the step-by-step guide on “Request for Action”

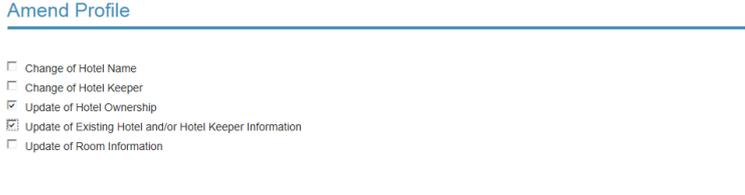
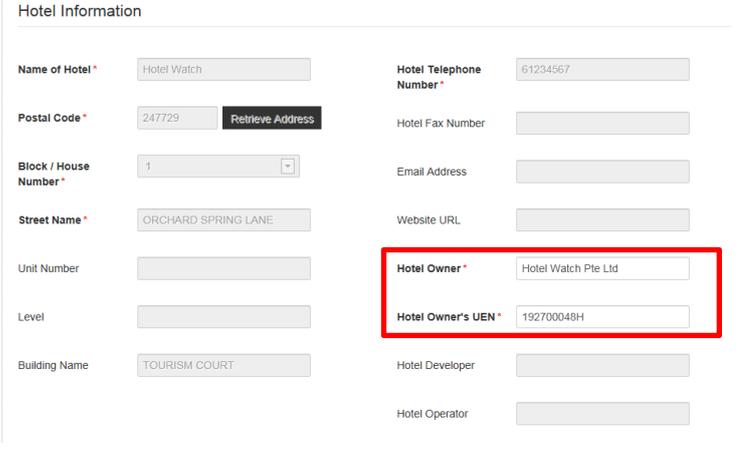
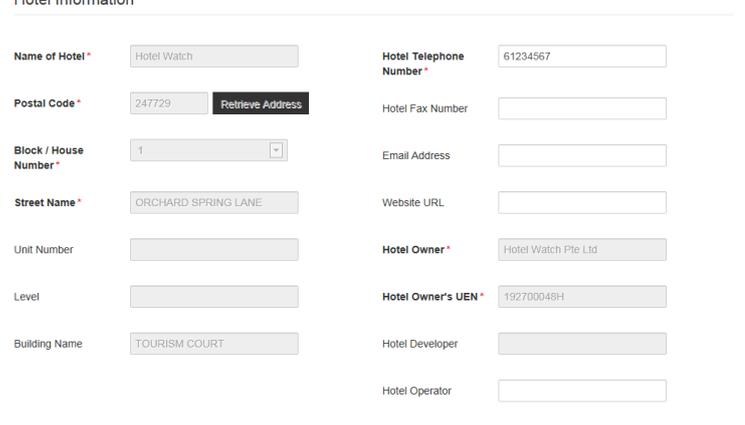
S/N	Step	Screenshot
10	<p>Click “Make Payment”, followed by “Proceed with Payment”.</p> <p>Payment can be made via eNets or Credit Card<sup>10</sup></p>	
11	<p>Once the payment is successful, a receipt will be generated.</p> <p>To view a copy of the receipt, click on “View Receipt”. Otherwise, click “Next”</p>	
12	<p>An acknowledgement page will be generated with the payment status updated as “Paid” under stage 2.</p>	
13	<p>Once the payment has been made, the hotel-keeper will receive an email on the licence collection details within 3 working days. A copy of the correspondence can also be found under the “Correspondence” tab in LicenceOne.</p>	

<sup>10</sup> The e-Payment process is handled via the PayPal payment gateway. For more details on e-Payment requirements, please refer to <https://www.paypal.com>.

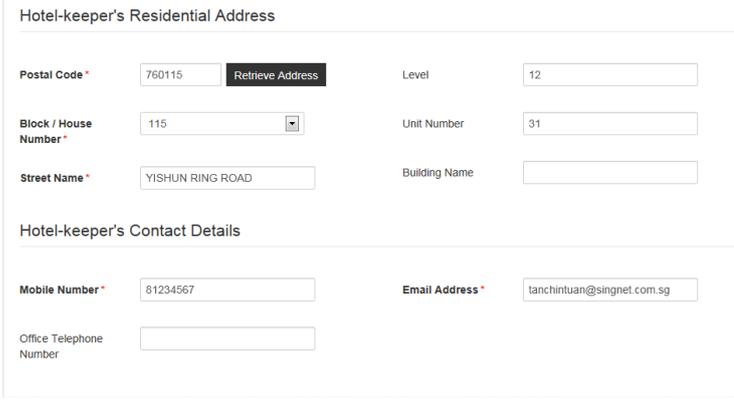
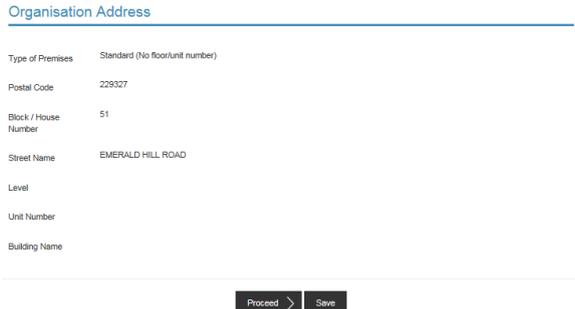
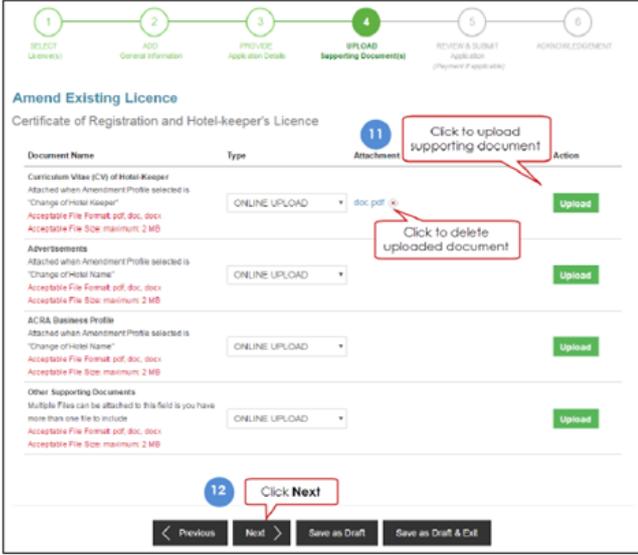
## Update of Hotel Ownership

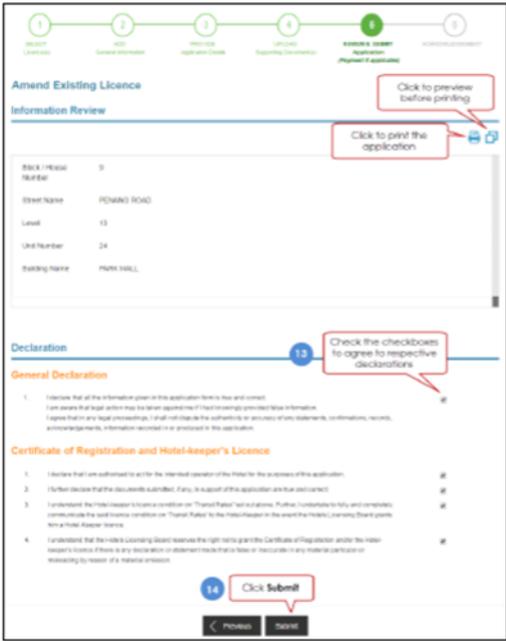
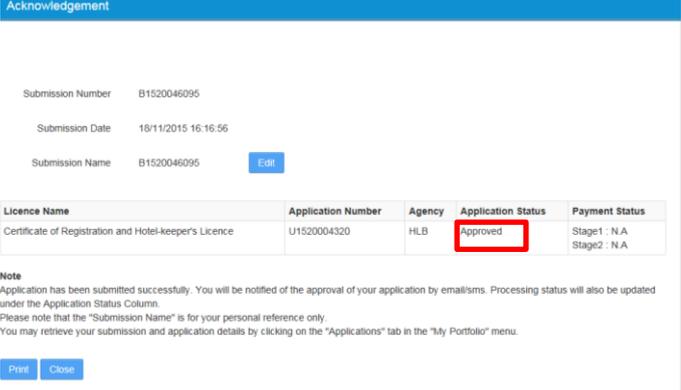
### Update of Existing Hotel and/or Hotel Keeper Information

For update of Hotel Ownership<sup>11</sup> or existing hotel and/or hotel-keeper information, these applications do not require approvals from the Board and will be auto-approved upon submission of the application.

S/N	Step	Screenshot
1	Select “Update of Hotel Ownership” or “Update of Existing Hotel and/or Hotel Keeper information under the Amend Profile section	
2a	For Update of Hotel Ownership, input the new Hotel Owner information by over-riding the existing data	
2b	For Update of existing Hotel information, only the Hotel Tel Number, Hotel Fax Number, Email Address, Website URL can be updated.	

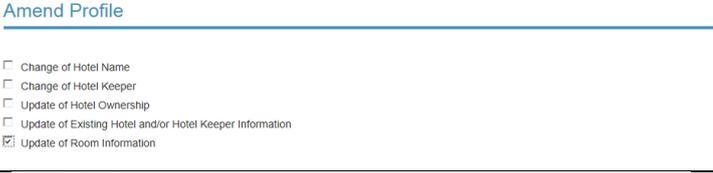
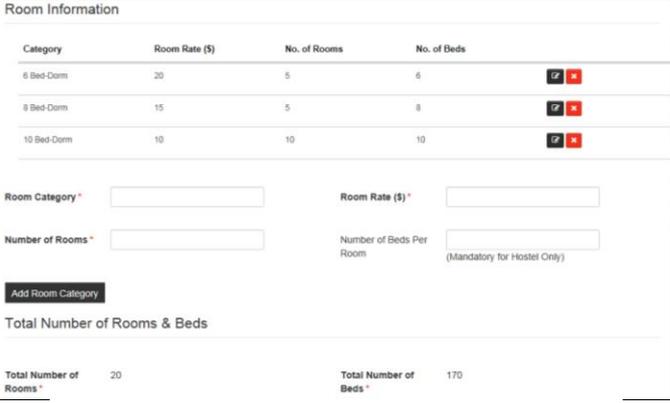
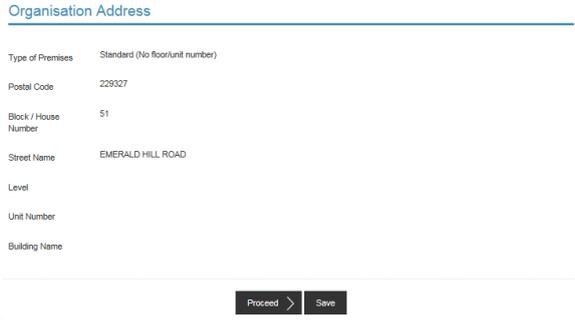
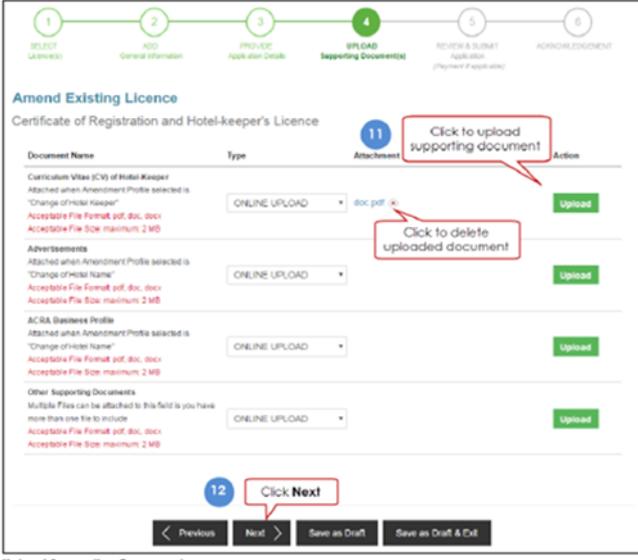
<sup>11</sup> Hotel Ownership means the company that owns the hotel or owns the business that operates the hotel. For e.g. Hotel XYZ is owned by Company A but Company B operates the hotel and applies for the hotel licence (i.e Company B is the hotel licensee). Should Company A sells the Hotel XYZ to Company C, but Company B continues to operate the hotel, only an update of the Hotel Ownership is required. However, should Company C wish to take over the operations of the hotel from Company B, a new application for a Certification of Registration and Hotel Keeper’s Licence is required as licenses are not transferable.

S/N	Step	Screenshot
	<p>For Update of existing Hotel-keeper information, only the Hotel-keeper's Residential Address and Contact details can be updated</p>	
3	<p>Scroll to the bottom of the page and Click on "Proceed"</p>	
4	<p>Upload the supporting documents (if any) and Click "Next"</p>	

S/N	Step	Screenshot
5	<p>You may preview and print the application form at this screen</p> <p>Tick the check box under “General Declaration” and “Certificate of Registration and Hotel-keeper’s Licence and Click “Submit”.</p>	
6	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “U”. (do take note of this application number as it will be your reference number for any enquiries pertaining to this application) The application status will be reflected as “Approved”. You may choose to print or close the acknowledgement page.</p> <p>No payment is required for “Update of Hotel Ownership, Update of Existing Hotel and/or Hotel-keeper Information”.</p>	

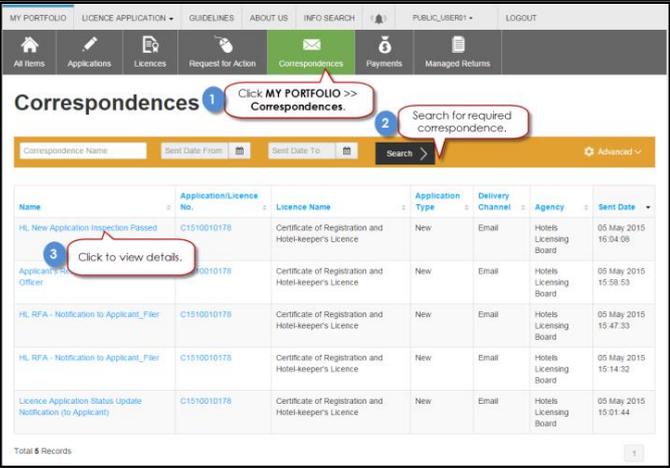
## Update of Room Information

The Company Director or licensee is required to update the Board should there be any changes to the hotel room information.

S/N	Step	Screenshot																
1	Select “Update of Room Information” under the Amend Profile section	 <p>Amend Profile</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Change of Hotel Name</li> <li><input type="checkbox"/> Change of Hotel Keeper</li> <li><input type="checkbox"/> Update of Hotel Ownership</li> <li><input type="checkbox"/> Update of Existing Hotel and/or Hotel Keeper Information</li> <li><input checked="" type="checkbox"/> Update of Room Information</li> </ul>																
2	Update the Room Information either by editing the existing data or adding new room category.  The total number of rooms & beds will be updated automatically.	 <p>Room Information</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Room Rate (\$)</th> <th>No. of Rooms</th> <th>No. of Beds</th> </tr> </thead> <tbody> <tr> <td>6 Bed-Dorm</td> <td>20</td> <td>5</td> <td>6</td> </tr> <tr> <td>8 Bed-Dorm</td> <td>15</td> <td>5</td> <td>8</td> </tr> <tr> <td>10 Bed-Dorm</td> <td>10</td> <td>10</td> <td>10</td> </tr> </tbody> </table> <p>Room Category * <input type="text"/> Room Rate (\$) * <input type="text"/></p> <p>Number of Rooms * <input type="text"/> Number of Beds Per Room <input type="text"/> (Mandatory for Hostel Only)</p> <p><b>Add Room Category</b></p> <p>Total Number of Rooms &amp; Beds</p> <p>Total Number of Rooms * 20 Total Number of Beds * 170</p>	Category	Room Rate (\$)	No. of Rooms	No. of Beds	6 Bed-Dorm	20	5	6	8 Bed-Dorm	15	5	8	10 Bed-Dorm	10	10	10
Category	Room Rate (\$)	No. of Rooms	No. of Beds															
6 Bed-Dorm	20	5	6															
8 Bed-Dorm	15	5	8															
10 Bed-Dorm	10	10	10															
3	Scroll to the bottom of the page and Click on “Proceed”	 <p>Organisation Address</p> <p>Type of Premises Standard (No floor/unit number)</p> <p>Postal Code 220327</p> <p>Block / House Number 51</p> <p>Street Name EMERALD HILL ROAD</p> <p>Level</p> <p>Unit Number</p> <p>Building Name</p> <p><b>Proceed</b> <b>Save</b></p>																
4	Upload the supporting documents (if any) and Click “Next”	 <p>Amend Existing Licence</p> <p>Certificate of Registration and Hotel-keeper's Licence</p> <p>11 Click to upload supporting document</p> <p>Click to delete uploaded document</p> <p>12 Click Next</p> <p>Previous Next Save as Draft Save as Draft &amp; Exit</p>																

S/N	Step	Screenshot										
5	<p>You may preview and print the application form at this screen</p> <p>Tick the check box under “General Declaration” and “Certificate of Registration and Hotel-keeper’s Licence and Click “Submit”.</p>											
6	<p>Once you submit the application, the system will provide you with an acknowledgement page and an application number which starts with “U” (do take note of this application number as it will be your reference number for any enquiries pertaining to this application) You may choose to print or close the acknowledgement page.</p>	<table border="1"> <thead> <tr> <th>Licence Name</th> <th>Application Number</th> <th>Agency</th> <th>Application Status</th> <th>Payment Status</th> </tr> </thead> <tbody> <tr> <td>Certificate of Registration and Hotel-keeper's Licence</td> <td>U1510003645</td> <td>HLB</td> <td>Submitted (No Payment Required)</td> <td>Stage1: N.A Stage2: N.A</td> </tr> </tbody> </table>	Licence Name	Application Number	Agency	Application Status	Payment Status	Certificate of Registration and Hotel-keeper's Licence	U1510003645	HLB	Submitted (No Payment Required)	Stage1: N.A Stage2: N.A
Licence Name	Application Number	Agency	Application Status	Payment Status								
Certificate of Registration and Hotel-keeper's Licence	U1510003645	HLB	Submitted (No Payment Required)	Stage1: N.A Stage2: N.A								

The Secretariat may request for additional information or outstanding documents (if any) via the “Request for Action”<sup>12</sup> feature. Upon receiving all the required documents, the Secretariat may request for an inspection and the application will take an average of two weeks for processing.

S/N	Step	Screenshot
7	<p>Once the application has been reviewed and approved, the hotel-keeper will receive an email acknowledgement. A copy of the correspondence can also be found under the “Correspondence” tab in LicenceOne.</p> <p>No payment is required for “Update of Room Information”.</p>	 <p>The screenshot displays the 'Correspondences' section of the LicenceOne portal. At the top, there is a navigation bar with various tabs including 'All Items', 'Applications', 'Licences', 'Request for Action', 'Correspondences', 'Payments', and 'Managed Returns'. The 'Correspondences' tab is active. Below the navigation bar, there is a search area with a 'Search' button and an 'Advanced' filter option. A table below the search area lists correspondence records. The table has columns for Name, Application/Licence No., Licence Name, Application Type, Delivery Channel, Agency, and Sent Date. The first row shows 'HL New Application Inspection Passed' with application number C1510010178. A red callout with the number '3' points to a 'Click to view details' link next to this row. Another red callout with the number '2' points to the search bar, and a third red callout with the number '1' points to the 'MY PORTFOLIO &gt;&gt; Correspondences' link in the navigation bar.</p>

<sup>12</sup> Please refer to the step-by-step guide on “Request for Action”