



TRUST 2.0

End User Training

Travel Agents (TA)

23 July 2026



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Training Outline

S/N	Programme
1	Introduction
2	Updated Travel Agents Regulations (TAR) 2017
3	Dashboard Navigation
4	Submitting Audited Statement of Accounts (AA) and Annual Business Profile Returns (ABPR)
5	Updating Business Entity (BE) Details
6	Key Executive (KE) Changes
7	Licence Renewal
8	Q&A



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Introduction

SECTION 1



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What is TRUST 2.0?

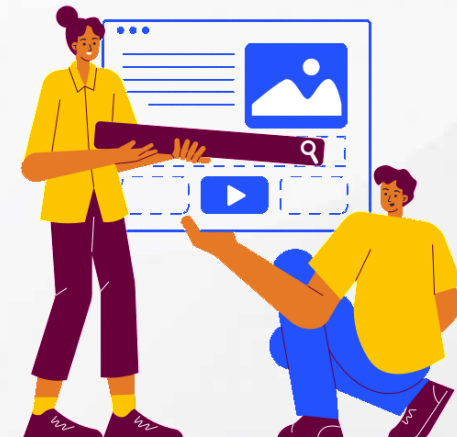
TRUST 2.0 is the enhanced Travel Agents (TAs) and Tourist Guides (TGs) Licensing System. It is a centralised licensing, compliance & enforcement (C&E) and information portal designed for TAs, TGs, and the public.

Why this change?

- ✓ User-friendly interface with intuitive dashboard
- ✓ Enhances efficiency and accuracy
- ✓ Streamlined and automated workflows

When did TRUST 2.0 launch?

It launched on 27 April 2026.





Updated Travel Agents Regulations (TAR) 2017

Travel Agent Regulation & Licensing,
Travel Agents & Tourist Guides Division,
Singapore Tourism Board

SECTION 2



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Updated Travel Agents Regulations (TAR) 2017

Changes to the TAR 2017, effective 27 Apr 2026, help to:

- ✓ Reduce regulatory burden for Travel Agents; and
- ✓ Ensure continued relevance of licensing requirements.

3 Key Changes at a Glance

1 Change in Place of Business: STB's Approval No Longer Required

2 Financial Year End Change: Simplified Notification

3 Licence Fee: Clearer Description

1) Change in Place of Business: STB's Approval No Longer Required

Before

TAs must obtain STB's prior approval before changing their place of business.

Now

TAs must update STB of the change to their place of business **at least 7 days before** carrying on business there.

How to Update Address on TRUST?

1. Update the Address on ACRA first.
2. Log in to TRUST → Entity and Personal Updates → Update Business Entity Details. Info will be auto-retrieved via Myinfo Business.

For detailed steps, please refer to the **“How to Update Business Entity Details” User Guide.**
(QR code to be provided at the end.)

2) Financial Year End Change: Simplified Notification

Before

TAs must notify STB
before changing their financial year
within 6 months
after the close of the preceding financial
year.

Now

TAs must notify STB
of the change in their financial year
within 14 days after the change.

How to Update Financial Year on TRUST?

1. Seek ACRA's approval for the change in Financial Year End.
2. Log in to TRUST → Entity and Personal Updates → Update Financial Year End Details.
Information will be retrieved via MyInfo Business.
3. Upload the Directors' Resolution and ACRA approval.

For detailed steps, please refer to the **“How to Update Financial Year End (FYE)” User Guide.**
(QR code to be provided at the end.)

3) Licence Fee: Clearer Description



Before

In Schedule Item 3,
the \$40 refers to the
issuance fee for a certified copy of a
licence.

Now

The \$40 fee is clarified to refer to
the issuance fee for
any **certified copy of a licence,**
i.e. the branch licence.

For more details of the latest TAR 2017, please refer to **Singapore Statutes Online**:

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For more details on the user guides, please scan the QR code below.



<https://go.gov.sg/taregs>

If you require personalised help, please contact us at stb_ta@stb.gov.sg.



Dashboard Navigation

SECTION 3



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Dashboard Navigation | Overview

After successful login authentication, you will be directed to the TA Portal dashboard. The interface is structured:

1. **Top Section (Navigation & Overview):** Features primary navigation, your licence summary, and Financial Year End date.
2. **Left Section (Tasks & Actions):** Displays your open tasks and any actions requiring your attention.
3. **Right Section (Licence and Application):** For managing licence renewals, e-licences, and application submissions.

The screenshot shows the TRUST TA Portal dashboard. At the top, there is a navigation bar with links: Dashboard, Directory, InfoHub, Legislation, Help, and Back to Website. A search bar is also present. Below the navigation bar, the main content area is divided into three sections:

- Section 1 (Top Section):** Labeled 'Welcome to TRUST', it contains a 'My Travel Agent Licence' summary. This summary includes fields for Licence Number, Licencee Name, Licence Status (Active), Licence Tier (General), UEN (T99LL1997E), Issue Date (08/01/2026), Expiry Date (07/01/2028), Financial Year Start Date (09/03/2026), and Financial Year End Date (08/03/2027). A 'View Details' button is located to the right.
- Section 2 (Left Section):** Labeled 'My Open Tasks', it displays a table of tasks. The table has columns for Task Name, Application Type, and Due Date. The tasks listed are: 'Pending Payment for Financial Penalty' (Due Date: 14/2/2026), 'Pending Payment for Financial Penalty', 'Submit Audited Statement of Accounts and Annual Business Profit Returns' (Due Date: 8/9/2026), and 'Pending Payment for Application Fee' (Due Date: 6/6/2026). A 'View All' link is at the bottom of the table.
- Section 3 (Right Section):** Labeled 'Your licence is not due for renewal yet.', it contains a 'My e-licences' section for 'YCK INTERIOR' (Date of Last Download: 30/12/2025) and a 'Licence Management' section with links for 'Licence Cancellation' and 'Switch Licence Tier'. Below this is a 'Branch Management' section with links for 'Branch Application' and 'Branch Cancellation'. At the bottom is an 'Entity and Personal Updates' section with links for 'Update Business Entity Details', 'Update Financial Year End Details', 'Update Key Executive Details', and 'Key Executive Resignation/Reassignment'.



Submitting Audited Statement of Accounts (AA) and Annual Business Profile Returns (ABPR)

SECTION 4

Submitting AA / ABPR | Overview

1. **Automated Task Generation** – Find the auto-generated task in My Open Tasks the day after your Financial Year End (FYE).
2. **MyInfo Business Integration** – Pull official company data automatically via Singpass.
3. **Unified Form Data Entry** – Complete the combined AA and ABPR form and input metrics as percentages.
4. **Review & Final Lock** – Verify details on the read-only preview page and completing the final submission.

The screenshot displays the submission interface for the Audited Statement of Accounts (AA) and Annual Business Profile Returns (ABPR). The interface is divided into several sections:

- Header Section:** Contains fields for Company Name, UEN, Submission ID, and Status (Draft).
- Steps Section:** A vertical list of steps: Instruction, Financial Year of Submission, Audited Statement of Account and Annual Business Profile Return (highlighted with a blue box), Preview, Verification, and Confirmation.
- Main Form Section:** Contains the following fields:
 - Financial Year of Submission:** Includes Current Financial Year Period (17/04/2025 to 16/04/2026) and Submission Due Date (16/10/2026).
 - Financial Year Reference:** Set to 2025.
 - Supporting Document(s):** Includes a section for Auditor-Certified Account / Audited Accounts with an Upload Files button and a drop files area.
 - Other Supporting Documents (Optional):** Includes an Upload Files button and a drop files area.



Updating Business Entity (BE) Details

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Updating BE Details | Overview

1. **Portal Access & Pre-fill** – Locate the module and pull official ACRA records via MyInfo Business.
2. **Editing Restrictions** – Identify locked fields versus editable contact and operating address details.
3. **The 7-Day Rule** – Understand the mandatory timeline for notifying STB of an operating address change.
4. **Review & Final Submission** – Complete the read-only verification and final legal declaration.

Business Entity Application

Company Name
PROPER PARTNERS LP

UEN
T15LP0023D

Submission ID
-

Status
Draft

Steps

Instruction

Business Entity Details

Preview

Verification

Confirmation

Business Entity Details

Please click [here](#) to view the user guide

Business Entity

Organisation Name *

PROPER PARTNERS LP

Registration Date *

26/05/2012

Business Constitution *

OTHERS

Entity Type

LIMITED PARTNERSHIPS

Primary Activity *

MANUFACTURE OF VARNISHES AND LACQUERS (INCLUDING ENAMELS)

SSIC Primary Code *

20222

Secondary Activity

RETAIL SALE OF PAINTS

SSIC Secondary Code

47521

Business Email Address *

jasonpham9102025@gmail.com

Business Contact Number *

63465257

Website

www.travelocal.com

Financial Year End

22/06/2027

UEN *

T15LP0023D

Entity Status *

LIVE

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Key Executive (KE) Changes

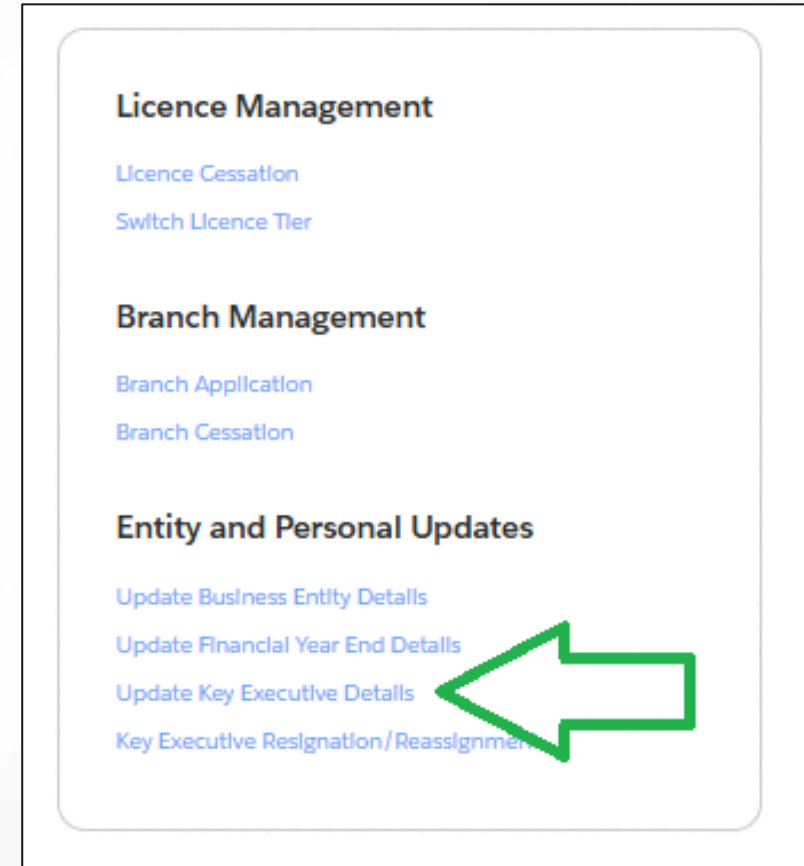
SECTION 6



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KE Changes | Overview

1. **Updating Current KE Details** – Navigate to **Update Key Executive Details** to modify contact numbers and email addresses while ACRA fields remain locked.
2. **KE Reassignment (Resign & Appoint)** – Select the combined workflow to process a departure and a replacement simultaneously.
3. **KE Resignation Only** – Enter the resignation date, upload the resignation letter, and locate the auto-generated appointment task in **My Open Tasks** upon approval.
4. **Incoming KE Onboarding** – Use **MyInfo Business** to auto-populate records if you are the incoming KE or send an email invite to the candidate if you are not.
5. **Declarations & Uploads** – Complete the compliance checkboxes and upload the mandatory supporting appointment files.





Licence Renewal

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Licence Renewal | Overview

1. **Button Logic** – Enabled strictly for the KE when all criteria are met; hidden if expiry is ≥ 6 months away; disabled with red warnings if conditions are outstanding.
2. **Resolving Blockers** – Rectify shortfalls, resolve vacant KE roles, or clear financial penalties to unlock renewal.
3. **Data & Declarations** – Auto-populate details via **Retrieve MyInfo Business** and complete the mandatory KE legal declarations.
4. **Upfront Payment** – Review the summary and pay renewal fees via Card or PayNow *prior* to submission, not post-approval.
5. **Receipts** – Download the tax invoice immediately on the success screen or via **Transaction History** later.

1

Your Licence Is Up For Renewal
Renewal Period: 24/11/2025 - 23/05/2026

Meet Minimum Financial Requirements:
☒ Completed on 04/03/2026

Appoint Key Executive:
☒ Completed on 03/12/2025

Clear Outstanding Financial Penalties:
☒ Completed on 04/03/2026

Renew

2

Your Licence Is Up For Renewal
Renewal Period: 23/01/2026 - 22/07/2026

Meet Minimum Financial Requirements:
☐ Not Completed

Appoint Key Executive:
☐ Not Completed

Clear Outstanding Financial Penalties:
☒ Completed on 07/04/2026

Renew

3

Your licence is not due for renewal yet.
Renewal Period: 08/07/2027 - 07/01/2028

Q&A

SECTION 8



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Last Activity of the Day: Feedback

Thank you for participating in the TRUST 2.0 Training Session!

Please take a minute to fill out
this survey form before you leave.

www.go.gov.sg/tatgif2026breakoutfeedback



Thank you!

Please contact stb_ta@stb.gov.sg if you have any further questions.



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