CYBERSECURITY SERVICE PROVIDER

LICENSEE INFORMATION PACKAGE



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Quick Reference Guide

Who requires a licence?



Managed Security Operations Centre Service Provider

Penetration Testing Service Provider



What is the validity period of a licence?



5 years

What are the obligations of a Licensee?*

Compliance with licence conditions :-



- Maintain required certification
- Professional Conduct
- Record Keeping
- Assist in investigation
- Timely notification of changes
- Fulfil fit and proper criteria
- No unauthorized usage of CSRO logo

What constitute a change that requires notifying CSRO?*



Changes related to:

- Details affecting the licensee's suitability to continue to hold the licence
  i.e. no longer fit and proper due to criminal convictions, bankruptcy, etc
- Appointment of officers
  i.e. new appointment or cessation
- Particulars of the licensee and/or officers of the business entity
  i.e. names or identification number



When to renew my licence?*

At least one day before expiry



Where to submit licence renewal application?

[GoBusiness Licensing]

When do I need to request to cancel my licence?*



When your business is no longer providing the licensable cybersecurity service(s)

Who can I contact for more info?



Cybersecurity Services Regulation Office
92 Punggol Way, Level 8 North Singapore 829854
[contact@csro.gov.sg]
[https://www.csro.gov.sg]



**Refer to the subsequent pages for more information*

A Licensee's Obligations

Licensee shall comply with the following.

Compliance with Licence Conditions

Licensee shall comply with the licence conditions published on CSRO's website (*hyperlinked*).

Mandatory Cyber Trust Mark ("CTM") Promoter (Tier 3) certification

*With effect from 16 March 2026, Licensees shall hold an active **CTM Promoter (Tier 3)** or equivalent certification. Details of CTM certification are available on CTM website (hyperlinked).*

Note: Licensees have a grace period until 30 June 2027 to obtain the required certification.

Fit and Proper Criteria

Licensee shall ensure that he (individual licensee) or the officers of the business entity as well as the business entity (business entity licensee), fulfil the following fit and proper criteria at the point of licence application as well as during the tenure of the licence.





Individual / Officers of the business entity	Business entity
Has not been convicted in Singapore or elsewhere of any offence involving fraud, dishonesty or moral turpitude	
Is or was not suffering from a mental health condition[1]	
Has not had a judgment entered against the individual/ business entity in civil proceedings that involves a finding of fraud, dishonesty or breach of fiduciary duty on the part of the individual/ business entity	
Is not an undischarged bankrupt/ in liquidation/ be a subject of a winding up order, or does not had a receiver appointed in relation to the business entity	
Has not entered into a composition or scheme of arrangement with the creditors of the individual/business entity	
Has not had a licence revoked by a licensing authority	

[1] Examples of mental health condition include psychotic disorder, psychosis, schizophrenia, schizoaffective disorder, delusional disorder, bipolar disorder, psychotic depression, or personality disorder etc. If the mental health condition is properly managed and certified by a qualified physician or healthcare professional, the presence of a mental health condition will not affect a person's eligibility to be licensed.

Notification of Material Change



Licensee shall notify CSRO of the material changes below within the stipulated timelines with supporting documents submitted via GoBusiness Licensing or email.

Type of Material change	Channel and deadline to inform CSRO	Documents needed
Appointment / cessation of any officers of the business entity	Via GoBusiness Licensing within 30 calendar days after appointment/cessation	1. A copy of Register of Directors (ROD) from ACRA or equivalent obtained no earlier than 1 week before submission <u>For appointment of officers:</u> 1. Photocopy of both sides of NRIC/Work Pass, or photocopy of Passport showing the personal particulars and official descriptions (for overseas applicants) 2. (For overseas officers only) Certificate of Clearance or documentation from the relevant authorities in the home country obtained no earlier than 3 months before submission, certifying that the officer does not have any record of criminal conviction in the home country
Changes to or inaccuracies in the names, and/or identity number of the individual licensee and/or its officers of the business entity	Via GoBusiness Licensing within 30 calendar days	1. Photocopy of both sides of new NRIC/Work Pass, or photocopy of new Passport showing the personal particulars and official descriptions (for overseas officers)
Change in name of licensee	Via email within 30 calendar days	1. A copy of latest ACRA or equivalent records obtained no earlier than 1 week reflecting the change in name and the effective date of change

Type of Material change	Channel and deadline to inform CSRO	Documents needed
Changes in the licensee's and/or its *officers of the business entity*'s declarations submitted in the licence application(s) (e.g. criminal convictions, civil judgments, bankruptcy, CTM certification, etc)	Via email within 30 calendar days	1. Name of the licensee/officer involved <u>For criminal convictions</u> 2. The offence(s) committed, place(s) and date(s) of offence(s), and sentence(s) received 3. Charge(s), Statement(s) of Facts and any other relevant Court documents (where available) <u>For civil judgements</u> 4. The nature, date(s), and outcome(s) of the civil proceedings 5. Any relevant Court documents (where available) <u>For bankruptcy related changes involving the licensee</u> 6. The date of liquidation/winding-up/receivership/composition/arrangement 7. The total debt amount 8. Outstanding debt balance

Renewal of Licence



Licensees can submit a licence renewal application no less than **1 day prior to the expiry** of current licence with the supporting documents via GoBusiness Licensing. However, licensees are encouraged to submit their licence renewal application early to avoid disruption to the provision of the licensable cybersecurity services. If there are unnotified changes that have not been submitted prior to the renewal application, please duly declare the changes in the renew application. Upon issuance of the renewed licence, an amend application is required to be submitted immediately or as soon as practicable.

Renew via **GoBusiness Licensing**

Documents Required for Licence Renewal



Individual

- Supporting documents related to changes in Fit and Proper status of Licensee (if any)



Business Entity

- A copy of the Business entity's business/corporate profile (obtained no earlier than 1 week before submission) which includes information such as registration number, entity name, business activities, registration dates, owners and officers of a business entity
- Supporting documents related to changes of Fit and Proper status of Licensee and/or Key Officer(s) (if any)

- Renewed licence period will only start after the end of the current licence period.
- Licensee who fails to submit their renewal application at least 1 day prior to the expiry of the current licence will be required to apply for a new licence. If the new licence is not granted by the expiry of the current licence, licensee will be required to suspend its operations until the new licence is granted.
- Supporting documents not printed in the English language must be submitted together with an accurate translation in the English language. The translation must be certified by the person making it to be a correct translation.

Cancellation of Licence

