FREQUENTLY ASKED QUESTIONS
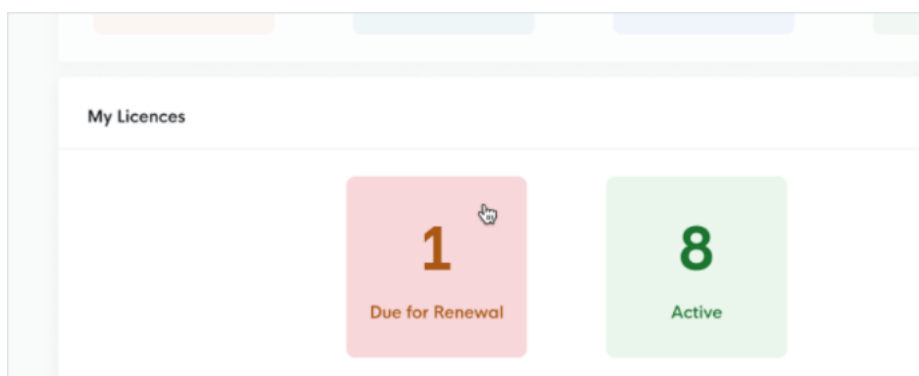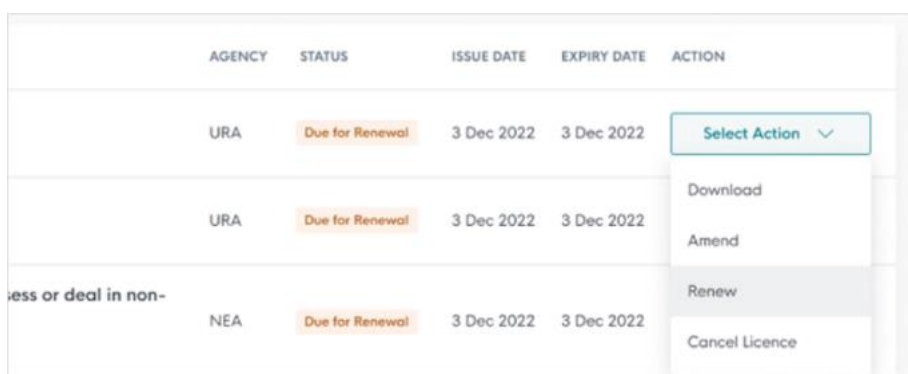

1.   Where can I locate the "renew" button in the GoBusiness Licensing Portal?

The renewal button will appear 6 months before your licence is due for renewal. Log in to GoBusiness Dashboard and scroll down to "My Licences" to view the total number of licences due for renewal.

Find your existing FEDA licence in your list of active licences, or 🔍 search for it on GoBusiness Dashboard.

Click on the "Select Action" dropdown menu to the right of the licence you wish to renew and select "Renew".

Reference: https://licensing.gobusiness.gov.sg/faq/manage-licences/renew

If you are still unable to locate the renew function in GoBusiness, please contact GoBusiness Helpdesk at AskGoBiz@crimsonlogic.com.sg or call 6336 3373 from 8:30am - 6.00pm on Mondays to Fridays.

2.   Can I increase my occupancy load when renewing my FEDA licence?

You may increase the occupancy load of your dormitory and renew the FEDA licence at the same time. However, you are required to select the correct type of application depending on the changes required. Please refer to the table below for more information.

Scenarios	Type of application to be submitted
FEDA licence for new dormitory	New
Change of dormitory operator	New
Change in occupancy load of dormitory, to take effect before existing FEDA licence can be renewed (option to renew is available earliest 6 months before the expiry of existing licence)	New
Renewal of existing FEDA licence, with no change in occupancy load	Renewal
Renewal of existing FEDA licence, with change in occupancy load but still within the same dorm licence class *For example, increase from 50 (Class 1) to 99 (Class 1)*	Renewal
Renewal of existing FEDA licence, with change in occupancy load that results in a change in the dorm licence class *For example, increase from 50 (Class 1) to 120 (Class 2)*	New

3. I intend to renew my FEDA licence but submitted a new FEDA application instead of a renewal application. What should I do?

You are required to withdraw the wrongly submitted FEDA application and submit a renewal application immediately. Please note that application fees are non-refundable.

4. How do I know if my FEDA licence is due for renewal?

The licence expiry is stated in your current FEDA licence. 6 months before your licence expires, you will receive a reminder email from MOM. The "renew" option will also be made available on your GoBusiness dashboard.

5. When should I submit a FEDA licence renewal application?

Dormitory operators should submit an application **no later than 3 months** before the expiry of their current FEDA licence. Otherwise, late renewal fees will be charged.

The late renewal fee is payable under the Foreign Employee Dormitories Regulation 6, based on the following schedule:

- 10% of renewal fee if submitted 2-3 months before current licence expiry
- 15% of renewal fee if submitted 1-2 months before current licence expiry
- 30% of renewal fee if submitted less than 1 month before current licence expiry

6. What documents are required for FEDA licence renewal?

You may find the list of required documents for various dormitory types on the MOM website.

7. How long does it take for a FEDA licence application to be approved?

The processing time for FEDA applications is generally 30 working days. More time would be required if there are missing documents in the submission, or if lapses are found during the pre-licensing inspection at the dormitory.

8. What should I do if I forget to renew my FEDA licence and my FEDA licence has expired?

You will not be able to renew your FEDA licence once it has expired. You are reminded to submit your renewal applications on time.

Please note that operating a dormitory without a valid FEDA licence is an offence, and enforcement action may be taken against errant operators.

9.   If my FEDA licence is not due for renewal, can I still increase my dormitory's occupancy load?

Yes, you may submit a new FEDA licence application through GoBusiness. Please ensure you have obtained the necessary approvals and certifications such as SCDF FSC from the relevant technical agencies like URA, PUB, NEA and SCDF before applying for an occupancy load increase. A new FEDA licence will be issued to you with the approved occupancy load, and the previous FEDA licence will be terminated.

10.   If I have submitted a FEDA licence renewal application but decided not to proceed as I am ceasing my dormitory operations, can I seek a refund of application fees?

Application fees paid are non-refundable. You may withdraw your application through GoBusiness.

11.   I sold my dormitory to another company. Is the FEDA licence transferable?

FEDA licences are non-transferable. The new dormitory operator is required to submit a new FEDA application through GoBusiness and obtain a FEDA licence **before** housing their workers.

12.   I am not familiar with the steps to apply for a licence on GoBusiness. Where can I get information to guide me through the processes?

For information on how to apply for a licence, you may visit the GoBusiness website.