

FREQUENTLY ASKED QUESTIONS FOR BOOKING OF ONLINE APPOINTMENT FOR SERVICE BUREAU (SB) SERVICES

Q1. What type of services offered at the Service Bureau are available by appointment only?

An appointment must be made to use the following services:

- a) Electronic filing of court documents to all Courts; and
- b) Collection of replies from the Courts

Appointments are not necessary for Cause Book Searches, File Inspection and Electronic Service of Documents.

Q2. How do I book an appointment?

Please go to <https://SBappointment.as.me/> or scan the QR Code below:

ONLINE APPOINTMENT



Online Appointment is to be made at least one day in advance. Please note that the Service Bureau is not able to schedule any appointments made by phone.

Q3. Can I still walk in to the Service Bureau to e-file documents or collect Court replies without an appointment?

Walk-in customers without an appointment will be required to book an appointment at the inquiry counter and may need to wait in queue. Same-day appointment slots are subject to availability. Customers are therefore advised to book appointments online in advance.

Q4. What are the timings available for booking an appointment?

The duration of the appointment ranges between 10 mins to 30 mins depending on the type of services selected. Appointments are available within the following hours for dates more than one day in advance:

| Booking Hours | Supreme Court Service Bureau | Chinatown Point Service Bureau |
|---------------------------|--|--|
| Mondays to Fridays | Filing (20 mins per slot): 9:00am to 12:00pm; 2:00pm to 4:40pm Collection (10 mins per slot): 9:00am to 12:20pm; 2:00pm to 4:50pm | Filing (30 mins per slot): 9:00am to 4:30pm Collection (10 mins per slot): 9:00am to 4:50pm |
| Saturdays | Closed | Filing (30 mins per slot): 9:30am to 11:30pm Collection (10 mins per slot): 9:30am to 11:50pm |

Q5. Do I need to register for an account to use the Service Bureau appointment system?

You can book the appointments by accessing <https://SBappointment.as.me/> without registering for an account. However, if you are planning to return to book new appointments later or reuse the information provided, you may wish to register for an account to save time.

Q6. Can a representative attend an appointment at the Service Bureau on my behalf?

a) Filing Services

An individual who books an appointment for filing services will need to attend in person to complete his filings at the Service Bureau for identity verification. Service Bureau staff will not accept submission of court documents by a representative even though a letter of authorisation has been given by the individual to the representative.

The only exceptions are representatives of:

- i) Law firms who have a signed Letter of Authorisation from their clients
- ii) Companies who are parties to a case

For these exceptions, the representative who appears at the Service Bureau with the Letter of Authorisation need not be the same representative who books the appointment.

b) Collection of Court Replies

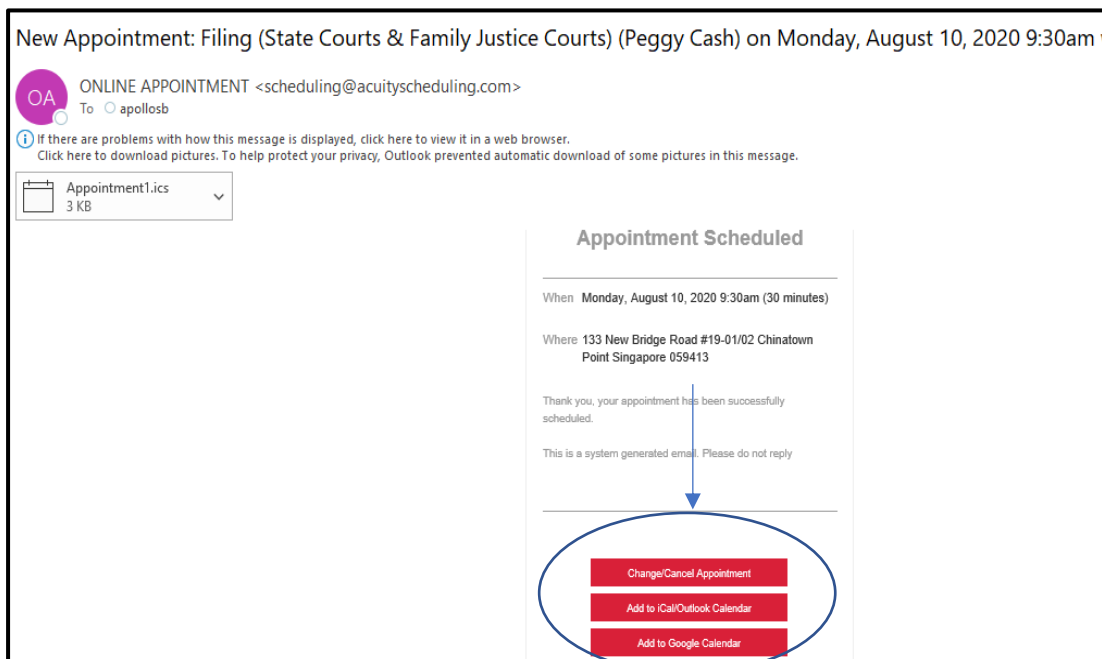
For collection of court replies, you may send a representative to collect it on your behalf. The representative needs to present the Original Requisition Form with the Acknowledgement Slip number and receipt at the collection counter.

Q7. How will I be notified once an appointment has been confirmed?

You will receive a confirmation email from **ONLINE APPOINTMENT <scheduling@acuityscheduling.com>**. Please always check your spam folder if you have not received any confirmation within minutes after you see a confirmation of successful booking on the booking website.

Q8. How do I cancel or change an appointment?

You may cancel or change an appointment by clicking on the “Change/Cancel Appointment” link in the e-mail confirming your appointment. A screenshot of the e-mail confirmation is appended below.



Alternatively, you can register an account and log in with your id to view your upcoming appointments. You will need to click the date/time link to cancel or reschedule the appointment.



Q9. Will I still need to complete the filing templates and/or provide supporting documents to complete my filings at the Service Bureau?

The appointment system was installed to help promote shorter waiting times and to ensure safe distancing. Requirements for completing filing templates and other e-filing workflows and processes at the Service Bureau remain unchanged.

Q10. What do I need to do when I arrive at the service bureau for my appointment?

For appointments related to filing services, please approach the Service Bureau's inquiry counter to inform that you have an appointment for filing. You will need to provide your name and appointment time slot that you have booked for registration. The duty officer will attend to your case within 20 minutes of your appointment time.

For appointments related to Collection of Court Reply, please approach the Service Bureau's collection counter to inform that you have an appointment for collection. You will need to present the Requisition Form with the Acknowledgement Slip Number and receipt for collection.

Q11. What happens if I am late for my appointment?

We may not be able to attend to you or guarantee you a slot on the same day once you are late or miss your appointment. You can approach the inquiry counter to try to book another appointment on the same day, or you can reschedule your appointment to another date and time.