



FAQs for SERVICE BUREAU

Content

1. Role of Service Bureau
2. Scope of Services
3. Operating Hours
4. Modes of Payment
5. Filing Documents at the Service Bureau
6. Electronic Service of Documents
7. Checking Status of Documents Filed
8. File Inspection
9. Cause Book Search
10. Legal Assistance and Information
11. Addresses and Contacts
12. Download Filing Forms and Templates

1. ROLE OF SERVICE BUREAU

Q1.1 What is the role of the Service Bureau?

Ans: The role of the Service Bureau is to submit court documents electronically to the Court according to the instructions of the filing Applicant. The Applicant must decide on what instructions he or she wishes to execute through the Service Bureau. The Service Bureau and/or CrimsonLogic Pte Ltd will not be responsible for providing advice on issues of legal or Court procedure, and it is the sole responsibility of the Applicant to seek independent legal advice.

Q1.2 Can the Service Bureau represent me in court proceedings?

Ans: No. The Service Bureau cannot represent the Applicant in court proceedings as the Service Bureau is not a law firm.

Q1.3 Can officers of the Service Bureau help me draft court documents for filing into courts?

Ans: No. Officers of the Service Bureau are not permitted to provide legal advice. They cannot draft court documents for you or help you prepare your case for court proceedings.

2. SCOPE OF SERVICES

Q2.1 What types of service does the Service Bureau provide?

Ans: The Service Bureau provides these services:

- (1) Electronic Filing of court documents
- (2) Electronic Service of court documents
- (3) File Inspection
- (4) Cause Book Searches
- (5) Scanning of documents/images

3. OPERATING HOURS

Q3.1 What are the operating hours of the Service Bureau?

Ans: With effect from 12 July 2022, the operating hours for the CrimsonLogic Service Bureaus are as follows:

STATE COURTS SERVICE BUREAU OPERATING HOURS		Cut-off Time for Walk-in Appointment
Mon to Fri	8.30am – 12.30pm [12.30pm – 2.00pm Closed] 2.00pm – 5.00pm	11.30am 4.00pm
Sat	8.30am – 12.30pm	11.30am
Sun & Public Holidays	Closed	-

SUPREME COURT SERVICE BUREAU OPERATING HOURS		Cut-off Time for Walk-in Appointment
Mon to Fri	8.30am – 12.30pm [12.30pm – 2.00pm Closed] 2.00pm – 5.00pm	11.30am 4.00pm
Sat	Closed	-
Sun & Public Holidays	Closed	-

4. MODES OF PAYMENT

Q4.1 What are the payment modes available for filing at the Service Bureau?

Ans: All payments for services rendered at the Service Bureau should be made either in 'Cash', 'Nets' or 'Cheque' made in favour of 'CrimsonLogic Pte Ltd'.

Please note that the Service Bureau does not accept personal cheques. Only cheques issued by filing law firm are accepted.

Q4.2 Can I pay via credit card, AXS, ATM or Internet Banking?

Ans: No. Payment via credit card, AXS, ATM and Internet Banking are not available for filing court documents at the Service Bureau.

Q4.3 Must I pay when I file, or can I pay later after the filing of the document?

Ans: Payment must be made at the Service Bureau counter at the point of filing. An acknowledgment slip and an invoice will be issued as proof of payment. If payment is not made, the Service Bureau reserves the right to decline or withhold services and retain any documents or materials provided by the Applicant.

5. FILING DOCUMENTS AT THE SERVICE BUREAU

Q5.1 Can I send court documents for filing at the Service Bureau via email, fax or registered mail?

Ans: No. All filing forms, templates and documents must be submitted in hardcopy by hand at the Service Bureau counter. All filings are subject to the Service Bureau's verification of the filing party's identity.

Q5.2 Can I authorise someone to file court documents on my behalf?

Ans: No. You cannot authorise someone to file court documents on your behalf if you are an individual party in a case and do not have a legal representative to act on your behalf. The party is required to file documents personally at the Service Bureau. Only a law firm (representing its client) or a company (as a party in the case) can authorise a representative to file documents on behalf of its client or a company.

Q5.3 Do I need to be personally present to file court documents? Do I have to be present whenever I file subsequent court documents? Why?

Ans: Yes. You need to file court documents personally if you are an individual party in a case and do not have a legal representative to act on your behalf. This also applies to filing of all subsequent court

document. As filing of court documents is a serious matter, all filings are subject to the Service Bureau's verification of the filing party's identity.

Q5.4 I am overseas. Can I authorise someone to file court documents on my behalf?

Ans: No. You cannot authorise someone to file court documents on your behalf if you are an individual party in a case and do not have a legal representative to act on your behalf. If you are unable to attend to the case, you may consider engaging a Singapore law firm to attend to it on your behalf.

Q5.5 How do I file documents at the Service Bureau?

Ans: Filing of court documents at the Service Bureau comprises of 2 stages:

- (a) Submission of documents by hand
- (b) Collection of replies

(a) Submission of Documents by Hand:

1. Complete information on the Paper Filing Templates for documents to be filed. This information will be transcribed into the electronic templates for filing into Court.
2. For each set of Paper Filing Template, prepare 2 copies of the Requisition Forms.
3. If the person submitting the court document is filing on behalf of a law firm or a company, a Letter of Authorization with the firm's or company's letterhead is required for every submission of court documents at the Service Bureau. The letter should specifically identify the name and identification of the representative filing the documents.
4. Submit the Paper Filing Templates, the Requisition Forms, and the documents (if any).
5. Payment of fees. One copy of the Requisition Form with a receipt will be returned as proof of submission upon payment.

Before visiting the Service Bureau, you should have the following items ready:

- (1) Two (2) copies of Requisition Forms
- (2) One (1) set of Paper Filing Templates
- (3) One (1) set of court documents (if any)
- (4) A Letter of Authorisation (for a law firm or company, as the case may be)
- (5) Payment

(b) Collection of Replies:

1. Present the Requisition Form with the Acknowledgement slip and receipt to the Service Bureau's officer.
2. When collecting the document and/or court replies, please verify the status of the filing, hearing date, and court's comments, if any.
3. Sign the "Acknowledgement for Collection"

Q5.6 Can I request to file my document urgently?

Ans: You may request urgent filing when you submit your documents at the Service Bureau. The applicant may indicate that the document is "Urgent" by indicating it on the Requisition Form and Paper Filing Template. Documents marked as "Urgent" will be given priority processing over normal filing by the Service Bureau. Please note that an additional surcharge will be levied for "Urgent" processing. Kindly check with the Service Bureau on the fee for urgent processing.

Q5.7 Can I request that the Service Bureau process the documents by today? Will the Service Bureau file my document to the Court on the same day?

Ans: All documents will be processed within 48 hours of registration if submitted before the 4.00 pm daily cut-off time. Any documents received after 4.00 pm will be processed within 48 hours from the next working day. You can request urgent filing if you need to process the documents on the same day. Please check with the Service Bureau staff on the Urgent filing fees.

Q5.8 Can I request the Court to process my documents urgently via the Service Bureau?

Ans: You may request urgent filing when you submit your documents at the Service Bureau, subject to an additional urgent processing fee. However, the processing of your document and/or the response by the Court in respect of your document filed is at the discretion of the Court, which the Service Bureau has no control over.

6. ELECTRONIC SERVICE OF DOCUMENTS

Q6.1 Does the Service Bureau provide service of documents? Can I request e-service when I file documents at the Service Bureau?

Ans. Yes. You can request electronic service of documents (e-service) at the same time when you submit your documents for filing at the Service Bureau. A service charge of S\$2.00 per document per party to be served will be imposed for electronic service. For e-service, please complete the 'E-Service of Documents' template. The e-service of documents can only be effected by law firms that are eLitigation subscribers. Before e-serving, the Service Bureau will check if the intended party to be served is a registered user. You cannot e-serve to a company or a litigant in person.

7. CHECKING STATUS OF DOCUMENTS FILED

Q7.1 How do I check whether my document(s) is approved or accepted by the Court? How do I know if my document(s) is/are approved by the Court? How do I find out the status of my filing or submission?

Ans: If you had requested SMS and/or email alert notification service during the submission of the document at the Service Bureau, you will be alerted via SMS and/or email on the status of your application once the Court replies to your submission. If you had not requested SMS and/or email alert notification service, you may check status of your filing or submission via:

1. 'Online Status Checking Utility' at the eLitigation portal. This is done by entering the 'Acknowledgement Slip Number' (a pre-numbered ticket, e.g. B1234) issued by the Service Bureau for your submission.
2. Email the respective Service Bureau to which you submitted your document, quoting either the Acknowledgement Number or Case Number, if any.

Q7.2 I received the SMS notification but I am not able to log in to eLitigation to view my application or document. What must I do?

Ans: You cannot log in to eLitigation as it is only meant for Service Bureau and law firm subscribers. Once you receive the SMS notification of the status, you can re-visit the Service Bureau to collect the document and/or the Court's replies.

8. FILE INSPECTION

Q8.1 How do I request a File Inspection at the Service Bureau?

Ans: You must file a 'Request for Inspection of Case File' via the Service Bureau for the Court's approval before you can inspect the case files.

Q8.2 What is the procedure for inspecting case files at the Service Bureau?

Ans: After the 'Request for Inspection of Case File' is approved by the Court, Service Bureau staff would inform the inspecting party to re-visit the Service Bureau with a thumb drive. The requested documents/case file will be downloaded to the inspecting party's thumb drive for his/her inspection. File inspection must be completed within 14 days upon the Court's approval of the request and within 72 hours of viewing time from the start of the file inspection.

Q8.3 Can I authorise a representative to inspect?

Ans: You may authorize a company representative to apply for inspection of case file by indicating his/her name and identification in the 'Request for Inspection of Case File' during submission. The party to be inspected must be the party stated in the 'Request for File Inspection' and is subjected to

Court's approval. You cannot reassign another representative to inspect or change the party to be inspected after the Court has approved your request.

Q8.4 Is there time limit for File Inspection?

Ans: Yes. File inspection must be completed within 14 days upon the Court's approval of the request and within 72 hours of viewing time from the start of the file inspection.

Q8.5 Can I return to request again if I misplaced the thumb drive which the inspection of files was initially downloaded to?

Ans: Yes. You may return to request for case files to be re-downloaded within the time limit for file inspection.

9. CAUSE BOOK SEARCH

Q9.1 How do I conduct a Cause Book Search?

Ans: To conduct a Cause Book Search, the Applicant is required to submit a simple search request form with required payment at the Service Bureau counter.

Q9.2 Can I request to perform the Cause Book Search online?

Ans: No. You cannot perform the search online.

Q9.3 Can I request to conduct a cause book search by emailing or faxing the Service Bureau?

Ans: No. You cannot make a cause book search request to the Service Bureau via email or fax. The Applicant is required to make payment at the Service Bureau when submitting the request to search.

Q9.4 Must I come personally to conduct a Cause Book Search? Can I authorise someone to conduct the Cause Book Search?

Ans: Any person can request to conduct a Cause Book Search by completing the search request form.

Q9.5 Can I collect my search report on the same day of request? How long does it take for my search report to be ready for collection?

Ans: You may collect your search report on the same day. Estimated time for each search request is about 15 minutes.

10. LEGAL ASSISTANCE AND INFORMATION

Q10.1: Where can I get legal advice?

Ans: You may seek legal advice through one of the following channels:

(1) Legal aid and advice

Applicants must satisfy the means and merits tests administered by the Legal Aid Bureau before aid is extended.

Legal Aid Bureau

45 Maxwell Road

#07-11 The URA Centre (East Wing)

Singapore 069118

Tel: 1800 2255 529

<http://lab.mlaw.gov.sg>

(2) Consult a lawyer or Pro Bono Services

Find a lawyer from the directory of lawyers in Singapore and/or find out more about the Law Society Community Legal Clinic which may provide a limited session of legal advice to those who apply.

The Law Society of Singapore

39, South Bridge Road

Singapore 058673

Tel: +65 6538 2500 (general inquiries)

<http://www.lawsociety.org.sg>

Q10.2: Where can I find information about the Court procedures, forms, etc.?

Ans: For information on matters within the jurisdiction of Singapore Courts, please visit <https://www.judiciary.gov.sg/>. If you are uncertain of your legal rights or options, you are advised to seek independent legal advice. CrimsonLogic Pte Ltd, Service Bureau, and its staff will not be responsible for providing advice on issues of legal or Court procedures.

11. ADDRESSES AND CONTACTS

SERVICE BUREAU (SUPREME COURT)

Supreme Court

1 Supreme Court Lane, Level 1,

Supreme Court Building

Singapore 178879

Tel: (65) 6337 9164

Email: supremesb@crimsonlogic.com.sg

SERVICE BUREAU (STATE COURTS)

State Courts

1 Havelock Square, Level 2,

Singapore 059724

Tel: (65) 6538 9507

Email: apollosb@crimsonlogic.com.sg

12. DOWNLOAD FILING FORMS AND TEMPLATES

To download the Service Bureau's Requisition Form and Filing Templates, please visit <https://www.elitigation.sg>