



## **FAQs for SERVICE BUREAU**

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## **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 are the 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 to address the court proceedings?**

Ans: The Service Bureau does not have the capacity to represent the Applicant to address the court proceedings as the Service Bureau is not a law firm.

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

Ans: The officer of the Service Bureau are not permitted to provide legal advice. Therefore the officer cannot prepare your documents or help you prepare your case for court proceedings.

## **2. Scope of Services**

### **Q2.1 What types of service do the Service Bureau provide?**

Ans: The Service Bureau provide 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

**Q2.2 Why have you introduced a fee for scanning and an administrative fee for re-filing of rejected documents?**

Ans: Over the last few years, due to the inflationary pressures, the Service Bureau has incurred higher operational costs in delivering services on behalf of the filing applicants. Scanning and administrative fees are collected from users of these services to recover nominal costs.

### **3. Operating Hours**

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

Ans: With effect from **2 April 2018**, the operating hours for the CrimsonLogic Service Bureaux are as follows:

<b>Service Bureau (SB)</b>	<b>Monday to Friday</b>	<b>Saturday</b>
Supreme Court (SB)	8:30am to 12:30pm and 2:00pm to 5:00pm  Closed:12.30pm to 2.00pm	Closed
Chinatown Point (SB)	8:30am to 5:00pm	9:30am to 12:00pm

### **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', 'Cash Card', 'Cheque' or 'Cashier's Order' made in favour of 'CrimsonLogic Pte Ltd'.

The Service Bureau do not accept personal cheque, however, cheque issued by the filing law firm will be 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 is not available for filing court document at the Service Bureau.

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

Ans: Upfront payment will be required to be made at the Service Bureau Cashier at the point of filing. An acknowledgment slip and a cash register's receipt will be issue as proof of payment.

In the event when 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 to the Service Bureau via email, by fax or by registered mail?**

Ans: No, you cannot send documents for filing via email, by fax or by registered mail to the Service Bureau. All filing forms, templates and documents have to be submitted in hardcopy by hand at the Service Bureau counter. This is because the Service Bureau needs to verify the identity of the filing party to ensure that the filing party is mentioned in the case.

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

Ans: You cannot authorise someone to file the court documents on your behalf if you are an individual party mentioned in the case and do not have a legal representative to act on your behalf. The party mentioned is required to file personally at the Service Bureau.

Only a law firm (representing its client) or a company (name of company mentioned in the case) can authorise a representative to file the documents on behalf of its client or a company, as the case may be.

**Q5.3 Do I need to be personally present in order to file court documents? Do I have to be present each and every time when I file subsequent court documents? Why?**

Ans: Yes, you need to file personally if you are an individual party mentioned in the case and do not have a legal representative to act on your behalf. This will also apply to filing of each and every subsequent court documents. The reason is because filing a court document to the Court is a serious matter, and we have to verify the identity of the litigant in person.

**Q5.4 I am in overseas, can I authorise someone to file on my behalf?**

Ans: You cannot authorise someone to file the court documents on your behalf if you are an individual party mentioned in the case and do not have a legal representative to act on your behalf. In this case, you will want to consider engaging a Singapore lawyer to handle the filings and proceedings on your behalf.

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

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

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

(a) Submission of Documents by Hand:

1. Complete the information on the *Paper Filing Templates* for the documents to be filed. This information will be transcribed into the electronic templates for filing into Court.
2. For each set of Paper Filing Templates, prepare 2 copies of the *Requisition Forms*.

3. If the person who submits 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 the court documents at the Service Bureau. The letter should specifically identifies 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*, whereupon one copy of the Requisition Form with a receipt will be returned as proof of submission.

Before you visit to file via 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 document (if any)
- (4) A Letter of Authorisation (for 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 collection counter.
2. When collecting the document and/or court replies, please verify status of filing, hearing date, and court's comments, if any.
3. Sign the "Acknowledgement for Collection".

**Q5.6 What are the requirements for submitting the court documents at the Service Bureau?**

Ans: You have to complete the following:

- (1) Two (2) copies of Requisition Forms
- (2) One (1) set of Paper Filing Templates
- (3) One (1) set of court document (if any)

- (4) A Letter of Authorisation (for law firm or company, as the case may be)
- (5) Payment.

**Q5.7 Can I request to file my document urgently?**

Ans: You may request for urgent filing when you submit your documents at the Service Bureau. Applicant may indicate that the document is "Urgent" by indicating on the Requisition Form & Paper Filing Template.

Documents marked as "Urgent" will be given priority processing over normal filing by the Service Bureau. Please note that additional surcharge shall be levied for "Urgent" processing. Kindly check with the Service Bureau on the fee for urgent processing.

**Q5.8 Can I request for the Service Bureau to process the documents by today? Will 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 4.00pm daily deadline.

Any documents received after 4.00pm will be processed within 48 hours from the next working day.

You can request for 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.

**Q5.9 Can I request the Court to process my documents urgently via Service Bureau?**

Ans: You may request for urgent filing when you submit your documents at the Service Bureau, subject to 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 Document**

### **Q6.1 Do the Service Bureau provide service of documents? Can I request for e-service when I file documents at Service Bureau?**

Ans. Yes, you can request for 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 on law firms that are eLitigation subscriber. Before e-serve, 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 Document Filed**

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

Ans. If you had requested for 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 reply to your submission.

If you had not requested for SMS and/or email alert notification service during the submission of the document at the Service Bureau, you may check the status of your filing/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 to the respective Service Bureau that you submit your document, quoting either the Acknowledgement Number or Case Number, if any.



3. By direct call. (Quote Acknowledgment Slip Number or Case Number, if any)
4. By fax. (Quote Acknowledgment Slip Number or Case Number, if any)
5. Via the self-help workstation at the Service Bureau's counter.

**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 received the SMS notification of the status, you can re-visit the Service Bureau to collect the document and or Court's replies.

## **8. File Inspection**

**Q8.1 How do I request for File Inspection at Service Bureau?**

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

**Q8.2 Where do I go to for inspecting Court files? Where to inspect case files?**

Ans. For Supreme Court and State Courts matters, you will inspect the Court/case files at the Service Bureau's premises after Court has granted approval to your 'Request for Inspection of Case File'.

For Family Justice Courts matters, you will inspect the case files at the Family Court's Registry Counter.

**Q8.3 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, the party authorised to inspect (as stated in the request form) can proceed to the respective Service Bureau to inspect the case file.

The inspecting party is required to present the approved request before the Service Bureau's officer for verification.

File inspection at the Service Bureau is limited to 1 hour. Any extension of time to inspect is subject to additional charges stipulated by the Service Bureau.

The validity period for file inspection must be carried out within 14 days upon Court's approval of the request, and within 72 hours of viewing time upon the start of the file inspection.

**Q8.4 Can I authorize a representative to inspect?**

Ans. You may authorize a representative to inspect the case file by indicating his/her name and identification in the 'Request for Inspection of Case File' during the submission, i.e. the party authorize to inspect must be the party stated in the 'Request for File Inspection'

You cannot re-assign another representative to inspect or change the party to inspect after Court has granted approval to your request.

**Q8.5 Is there any time limit for File Inspection?**

Ans. The validity period for file inspection must be carried out within 14 days upon Court's approval of the request, and within 72 hours of viewing time upon the start of the file inspection.

File inspection at the Service Bureau is limited to 1 hours viewing time. Any extension of time to inspect is subject to additional charges stipulated by the Service Bureau.

**Q8.6 Can I return to inspect again if I missed out some information during the initial inspection?**

Ans. Yes, you may return to inspect the case files if the validity period has not expired. However, you may be charged a fee if you have exceeded the 1 hour viewing time permitted.

**Q8.7 Can I inspect the file in my office/home?**

Ans. No, you cannot inspect the file in your office or home. You may, however, request the Service Bureau to download or print the case files when you visit the Service Bureau to inspect. Additional service charges shall apply for downloading and/or printing of case files.

**Q8.8 Can I print/download the file during inspection?**

Ans. Yes, you can request the Service Bureau to print and/or download the case files. Additional service charges will apply for printing and/or downloading of the case files.

**9. Cause Book Search**

**Q9.1 How do I conduct a cause book search?**

Ans: To conduct a cause book search, Applicant is required to submit a simple search request form with the 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 cause book search by emailing/faxing to the Service Bureau?**

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

**Q9.4 Must I come personally to conduct 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 is the time taken to collect my search report?**

Ans: Yes, you will collect the search report on the same day. The 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 have to satisfy the means and merits tests administered by the Legal Aid Bureau before aid is extended.

Legal Aid Bureau  
45 Maxwell Road  
URA Centre, East Wing  
Singapore 069118  
Tel: 1800 325 1424  
<http://www.mlaw.gov.sg/lab>

**(2) Consult a lawyer**

Find a lawyer from a list of lawyers in Singapore

Law Society  
39 South Bridge Road  
Singapore 058673  
<http://www.lawsociety.org.sg>

### (3) **Legal Clinic – Pro Bono Services**

To find out more on the Law Society Community Legal Clinic that may provide a limited session of legal advice to those who apply.

The Law Society of Singapore  
Pro Bono Services Office  
State Courts, Level 1  
1 Havelock Square  
Singapore 059724  
Tel: 6536 0650  
Fax: 6534 5237

You may also wish to apply via online at <http://probono.lawsociety.org.sg>

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

Ans: You can find information via the following websites:

For information on matters within the jurisdiction of the Family Justice Courts, please visit <https://www.familyjusticecourts.gov.sg>

For information on matters within the jurisdiction of the State Courts, please visit <https://www.statecourts.gov.sg>

For information on matters within the jurisdiction of the Supreme Court, please visit <https://www.supremecourt.gov.sg>

You are advised to seek independent legal advice, CrimsonLogic Pte Ltd, Service Bureau and its staffs will not be responsible for providing advice on issues of legal or Court procedure.

## **11. Addresses and Contacts**

### **LAWNET SERVICE BUREAU**

1 Supreme Court Lane  
Level 1, Supreme Court Building  
Singapore 178879  
Tel: (65) 6337 9164  
Fax: (65) 6337 9980  
Email: [supremesb@crimsonlogic.com](mailto:supremesb@crimsonlogic.com)

### **LAWNET & CRIMSONLOGIC SERVICE BUREAU**

133 New Bridge Road  
#19-01/02  
Chinatown Point  
Singapore 059413  
Tel: (65) 6538 9507  
Fax: (65) 6438 6350  
Email: [apollosb@crimsonlogic.com](mailto:apollosb@crimsonlogic.com)

## **12. Download Filing Forms and Templates**

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