



APPLICATION GUIDE FOR CATEGORY A, CATEGORY B AND CATEGORY C1 SPECIAL EMPLOYEE LICENCE

(Dated 1 January 2021)

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Application Guide for Category A, B and C1 Special Employee Licence

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1. Introduction

- (a) The Casino Regulatory Authority of Singapore (“CRA”) is the regulatory authority responsible for supervising and regulating the casino gaming industry in Singapore.
- (b) Special employees are required under the Casino Control Act (Cap. 33A) (“Act”) to be licensed by CRA. CRA’s regulatory regime recognises the different roles which special employees may undertake in a casino and sets out different categories of special employees being Category A, Category B, Category C1 and Category C2 respectively.
- (c) This document outlines the process and requirements for an application for a Category A, Category B or Category C1 special employee licence¹. This document **must** be read with the Act and the regulations made thereunder (“Regulations”). For the avoidance of doubt, Regulations include but are not limited to the Casino Control (Licensing of Special Employees) Regulations 2009 (“Licensing of Special Employees Regulations”).
- (d) Before any application is made, please ensure that you have read and understand the obligations of a Special Employee Licence holder under the Act and Regulations.
- (e) Unless stated otherwise or the context otherwise requires, all terms shall have the same meanings as used in the Act and the Regulations.
- (f) CRA reserves the right to amend this document from time to time.

2. Category A, Category B or Category C1 Special Employees

Details of the regulatory regime for Category A, Category B or Category C1 special employees, including who is considered a Category A, Category B or Category C1 special employee respectively, are set out in the Act and the Licensing of Special Employees Regulations.

3. Application Procedure

(a) Applications

A casino operator shall submit on behalf of its employee (“applicant”), the application for Category A, Category B or Category C1 special employee licence to CRA, as applicable.

Enquiries

Please visit CRA website (<http://www.cra.gov.sg>), and the “FAQs” section for responses to the frequently asked questions. Alternatively, enquiries may be made to CRA at the following address and contact numbers: -

¹ The process and requirements for Category C2 special employee applications are set out in a separate document called the “Application Guide for Category C2 Special Employee”.

Casino Regulatory Authority of Singapore
460 Alexandra Road
mTower #12-01
Singapore 119963
Attention: Licensing Division

Telephone No : (65) 6501 7000
Fax No : (65) 6273 0917
Email Address : licensing@cra.gov.sg

- (b) The Applicant must submit an Application Package containing the documents specified in paragraph 3.1 through the casino operator.
- (c) Any attachment included as part of the Application Package must be written in or translated into the English language. Translated documents are to be endorsed by the original person who signed off the document or by a certified translator.
- (d) CRA may request for additional disclosures, documents, information and/or records for the purpose of CRA's investigation of the application.

3.1 Application Package

- (a) An Application Package to be submitted to CRA should comprise: -
 - (i) A softcopy of either —
 - (1) a Personal History Disclosure Form (“PHDF”) completed by the applicant applying for a Category A or Category B licence; **or**
 - (2) an Abridged Personal History Disclosure Form (“APHDF”) completed by the applicant applying for a Category C1 licence.
 - (ii) All attachments stipulated in the PHDF/APHDF.
 - (iii) A Personal Release Authorisation form completed and signed.
 - (iv) The applicant's Credit Bureau Report highlighting his credit history from his country of citizenship and from his present country of residence where he has lived for a continuous period of at least 6 months. The Credit Bureau Report (or its equivalent) must be dated within the 3 months preceding the date of licence application to CRA.
 - (v) The applicant's Certificate(s) of No Criminal Conviction (“CNCC”) or its equivalent, where applicable, from the following countries (other than Singapore) and must be dated within 3 months preceding the date of licence application to CRA:-
 - (1) Country of citizenship; and
 - (2) Country of residence where the applicant has resided for a continuous period of at least 6 months since the age of 18 years or the last 15 years, whichever is shorter.
 - (vi) The applicant's latest three months' pay slips preceding the date of licence application to CRA.

- (vii) A colour photo of the applicant in “.jpg” file format² with a maximum file size of 60KB.
- (b) The PHDF, APHDF and Personal Release Authorisation form can be obtained from CRA’s website (<http://www.cra.gov.sg>) under the “Licenses & Approvals” section.
- (c) The Application Package must also be accompanied by a Certificate of Competence submitted by the casino operator directly to CRA, for the applicant to exercise the function authorised by the licence.
- (d) If a requirement under this section is not complied with, CRA may refuse to consider the application.

3.2. Submission Process

- (a) The applicant is required to comply with the following: -
 - (i) Original copy of the following documents is to be submitted:-
 - Personal Release Authorisation form;
 - (ii) For the detailed steps to be taken before submission of the PHDFs/APHDFs, please refer to the “Important Information” section, paragraph 3 of the forms.
 - (iii) Please note that once the PHDFs/APHDFs have been prepared for submission by clicking on “Prepare Form Submission” under the Form Preparation section, they can no longer be printed out in full. If the applicant wishes to print a hardcopy for his own retention, he must do so before preparing the form for submission. Alternatively, he can save a copy of the form at this juncture (with a different filename from the copy to be submitted).
 - ~~(iv)~~ In the event where documents requested in paragraphs 3.1(a)(ii) to (vi) have not been submitted to CRA through the casino operator, the outstanding documents must be submitted to CRA directly in either hardcopy or via email during / prior to the applicant’s interview with CRA.
- (b) The applicant is to note that the Application Package and other relevant documents submitted for the purpose of CRA’s investigation of the application will not be returned under any circumstances. The applicant is advised to retain a copy of the Application Package for his own records.

3.3. Updating of Application Documents

If a change occurs in the information provided in the application documents or in connection with the application while pending the outcome of the application, the applicant shall, without delay, submit to CRA written particulars of the change via email to licensing@cra.gov.sg, together with the new version of the application documents affected by the change through the casino operator.

4. Investigation Process

- (a) For the purpose of evaluating the application, the applicant may be subject to checks by CRA with but not limited to the following entities in Singapore and other countries: -

² The file must be within (250 x 384 pixels) by (300 to 480 pixels).

- (i) Law enforcement agencies;
 - (ii) Gaming and/or casino regulatory bodies;
 - (iii) Corporate and securities regulatory bodies;
 - (iv) Revenue authorities and other relevant agencies;
 - (v) Financial Institutions;
 - (vi) Courts.
- (b) The applicant is expected to fully cooperate with CRA officers in the investigation process, including but not limited to attending an interview with CRA, answering questions truthfully and providing any information requested. Any partial or non-disclosure of the required information and failure to respond to document/information requests within the stipulated periods may lead to CRA drawing an adverse inference against the applicant and constitute grounds for CRA to refuse to consider or reject the application.
- (c) As part of the investigation process, the applicant's finger prints, palm prints and photographs may be taken and stored by CRA officers. If the applicant fails to or refuses to allow CRA officers to take his finger prints, palm prints and photographs, CRA may refuse to consider the application.
- (d) The applicant can only exercise the function of a special employee after a special employee licence has been issued by CRA and a Certificate of Competence for that function has been issued by the casino operator.
- (e) CRA will inform the casino operator applying on behalf of the applicant of the outcome of the application. An approval will be granted if CRA is satisfied that the applicant meets the suitability criteria under section 85(1) of the Act.

5. Application Fees and Probity Investigation Deposit

- (a) The application fees payable are as specified in the Second Schedule of the Licensing of Special Employees Regulations. All fees and charges resulting from the application for a Category A, Category B or Category C1 licence shall be payable to CRA by the casino operator.
- (b) Payment for the application fees shall be made by the casino operator via Interbank Giro or Telegraphic Transfer to the bank account of CRA specified by CRA in a notice to the casino operator. Payment must be made within 7 days from the date of CRA's notification, failing which the application will be rejected. Bank charges, if any, shall be borne by the casino operator.
- (c) Apart from the application fees payable, the casino operator will be required to bear the costs of any investigation which CRA may conduct for the purposes of evaluating the application. The probity investigation costs may vary between applicants due to different degree of checks to be conducted. Details of the costs of investigation are set out in the Licensing of Special Employees Regulations.

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