

## **FREQUENTLY ASKED QUESTIONS**

### **Issuance Of Verifiable Electronic Certificates For Exporters (CPP, FSC, SLS)**

*Launch date – 1 June 2025*

**1. When will HSA start issuing verifiable electronic certificates?**

From 1 June 2025, the Audit & Licensing Division (ALD) of HSA will start issuing verifiable electronic certificates for Certificate of a pharmaceutical product (CPP), Free Sale Certificate (FSC) and Statement of Licensing Status (SLS) which are for Therapeutic Products, Chinese Proprietary Medicines, Active Ingredients and exempted medicinal products (e.g. medicated oils and balms, quasi-medicinal products, traditional medicines, homoeopathic medicines). Applications for these certificates submitted from 1 June 2025 onwards will be issued with a verifiable electronic certificate upon approval.

**2. What is a verifiable electronic certificate?**

A verifiable electronic certificate is an electronic version of the certificate where its authenticity may be verified at a trusted GovTech website [trustdocs.gov.sg/verify](https://trustdocs.gov.sg/verify).

**3. Are there any changes to the application process, regulatory requirements or application fees for the export certificates concerned?**

The application process, regulatory requirements and application fees for these export certificates remain unchanged.

**4. How will I receive the electronic certificate?**

The electronic certificate will be sent as a PDF attachment to the applicant through an email notification.

**5. How do I verify the authenticity of an electronic certificate? What should I look out for when verifying the authenticity of an electronic certificate?**

Scan or click on the QR code provided in the PDF file of the electronic certificate or drop the PDF file at [trustdocs.gov.sg/verify](https://trustdocs.gov.sg/verify). Always look out for the 3 green verification ticks indicating that the document is issued by the Singapore Government, has not been tampered with and has not been revoked.

**6. Do the electronic certificates have a different validity period from the hard copy certificates?**

Electronic certificates have the same validity period as the respective hard copy certificates which were issued previously.

**7. Can I opt for a hard copy or physical certificate in addition to or instead of an electronic certificate?**

Hard copy/physical certificates will not be issued once electronic certificates are issued.

**8. Can I print an electronic certificate?**

Yes, you can print a copy of your electronic certificate with its unique QR Code for your records.

**9. I have not received my electronic certificate although my application has been approved.**

There may be some processing time required before the issuance of an electronic certificate following application approval. Do also check your spam/junk emails to ensure that the email notification has not been missed.

**10. If I only have a printed copy of the electronic certificate, how do I verify its authenticity?**

You may scan the QR code to view and verify the electronic certificate online. If the QR Code is not provided with the printed copy of the certificate, please request for the PDF file of electronic certificate from the initial recipient of the electronic certificate. Please refer to Question 5.

**11. I am unable to view the contents of the TrustDocs.PDF attachment that I have received.**

Please ensure that you have a PDF file viewer such as Adobe Reader available on your internet device. Alternatively, you may wish to proceed directly to <https://www.trustdocs.gov.sg/verify> and upload the TrustDocs.PDF attachment to access the verified certificate online.

**12. Who can I contact if I have any problems regarding the electronic certificate, or if I have further questions/feedback?**

If you require any assistance regarding your electronic certificate, please contact us at [HSA\\_Certification@hsa.gov.sg](mailto:HSA_Certification@hsa.gov.sg).