



Singapore Registered Office: Three Hours, 14 Days

Description

A local company must have a registered office in Singapore that can receive communications and is open and accessible to the public for at least three hours during normal office hours on each business day. Address or office-hour changes generally need to reach ACRA within 14 days.

[ACRA common company offences](#): ACRA states that a Singapore registered office must meet access and communications requirements and identifies the offence for failing to maintain it. [ACRA entity information update guide](#): ACRA's updating guide explains the Bizfile changes and the 14-day deadline for entity information.

What a registered office must do

Fact pattern	Evidence or decision
Address still receives mail but is not accessible	Fix access; a mailbox alone does not satisfy the office rule
Company moves premises	Record the effective date and file within 14 days
Office hours change	Update the hours as entity information
Registered office differs from operating site	Keep both roles documented; they need not be the same place

Access hours and mail control

Run an access test. During the registered hours, confirm a visitor can reach the address and that someone or a process can accept official communications.

Keep a dated service log. Record mail collection, scanned notices, responsible person and escalation. Missing an authority or court notice can create risk beyond a filing penalty.

Changing the address in Bizfile

Calculate the 14-day clock. Use the actual effective date, not the day someone noticed the move. File early and retain the Bizfile acknowledgement.

A missed-notice stress test

Distinguish registered and business addresses. The registered office is a statutory contact and record location. It does not by itself prove where all operations occur.

Review public exposure. ACRA data may display the registered office. A home-based address choice should account for privacy and permitted-use rules.

Set an office-mail protocol

A company moves on 8 August. Its 14-day update date falls on 22 August in ACRA's example method. The secretary records the effective date, updates address and office hours, checks the Bizfile acknowledgement and reroutes pending mail before the old service ends.

Offences to avoid

1. Confirm the Singapore address
2. Verify three accessible hours
3. Test notice receipt
4. Record the move effective date
5. Update address and hours in Bizfile
6. Save acknowledgement
7. Retest mail and access

Errors that change the conclusion

- Using only a P.O. box
- Publishing hours no one supports
- Counting from the wrong date
- Updating address but not office hours
- Letting old mail forwarding expire early

Registered-office answers

Must the registered office be the trading location?

Not necessarily, but it must meet the statutory office requirements.

How soon must changes be filed?

ACRA states within 14 days for registered entities, with a different 30-day rule for foreign companies.

What can failure cost?

ACRA lists fines and default penalties for company and officers in default.

Design the office around service of notices

A registered office is not simply a correspondence label. Record the Singapore address, the public access hours required for the company's arrangement and the person who can retrieve, scan and escalate official mail. If a corporate-service provider supplies the address, the company still needs an internal owner for notices and deadlines.

Use a mail register with received date, sender, company name, document type, action owner and due date. A misaddressed or unfamiliar envelope should be investigated, not left unopened. The point of the register is to show when a notice entered the company's control and who was responsible for the next step.

When moving, coordinate the physical change, Bizfile update, stationery, contracts, bank records and counterparties. Record the effective date and file the address update within the applicable 14-day window. Keep access to the old mail stream during the transition so a notice sent before databases update does not disappear between providers.

Test the registered-office process by sending a tracked internal letter and measuring how long it takes to reach the action owner. If the envelope is received but not escalated, the address is technically present but operationally weak. Repeat the test after changing provider, staff or premises, and keep emergency contact details outside the mailbox system. Review the log monthly for unopened items, missing owners and approaching deadlines; the office control is only as reliable as its follow-through.

Public accessibility and reliable mail handling are related but not identical. A staffed business premise may still fail if official correspondence is not routed to the company, while a mail service may receive envelopes without meeting the required public access arrangement. The company should verify both the registered particulars and the real operating practice instead of assuming the provider's standard package covers every obligation.

When several entities share an address, the mail register should identify the correct legal name and registration number before assigning the item. Regulators, courts and counterparties may use the registered office for time-sensitive communications. Clear entity labels, an escalation contact and cover during staff leave reduce the risk that one company's notice is opened late or routed to another client.

Remote work does not remove the registered-office requirement. A director's home, serviced office or provider address may be usable only if the legal and access conditions are genuinely met and mail can be controlled. Consider privacy and tenancy restrictions as separate practical issues. The address should be selected for compliance and continuity, not simply because it is the cheapest mailbox.

Confirm who covers access and urgent notices during holidays or staff absences.

Related reading: After completing this step, [The company secretary's statutory role](#) is the natural progression. [The annual filing calendar](#) addresses a different need.

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