Corenet e-Submission

Frequently Asked Questions

Where do I register for a Netrust Smartcard?	**Netrust Pte Ltd** 10 Collyer Quay, #09-05/06 Ocean Building, Singapore 049315 Operating hours: 9am to 5:30pm (Monday to Friday) Nearest MRT station: Raffles Place
What do I have to bring?	• Identification document of Applicant - Identity Card, Passport or Work Permit (foreigners); • Photocopy of front and back of identification document; • Netrust Digital Certificate Application Form (see Annex A); • ***Original*** *or* ***certified true copy*** of either one of the following if applicable: ▪ Practising Certificate from the Professional Engineers Board OR ▪ Practising Certificate from the Board of Architects; • Letter of Authorization, authorizing the Applicant to apply for the card (see Annex B); • ***Original*** *or* ***certified true copy*** of the RCB (Registry of Companies & Businesses) Certificate. • Printout of the ***Acknowledgement of Registration* with CORENET e-Submission***. * Please visit www.corenet-ess.gov.sg for registration
How much do I have to pay?	1. Netrust Digital Certificate: $50 (renewable annually) 2. Registration Fee: $10 (one-time cost) 3. Netrust-ready Smartcard: $25 4. Netrust-ready Reader (serial port): **or** $55 5. Netrust-ready Reader (USB port): $65 GST: **5%** Mode of payment: Cash/cheque/NETS/VISA/MASTER upon collection
What are my responsibilities for using the card?	The Smartcard with the Netrust Digital Certificate is like an identity card. The onus is on the Applicant to safeguard his/her card. If the card is stolen or lost, it must be reported to Netrust Pte Ltd immediately so that Netrust can

	revoke it. The password must always be kept private and confidential. There will be legal implications if the card is transferred or used by another person for unauthorized activities. The Applicant shall be held liable in the event of any breach of trust.
What if I forget my password?	If the Applicant forgets his/her password or the card is locked after seven (7) consecutive **unsuccessful** attempts to provide the correct password, the Applicant has to apply to Netrust Pte Ltd for a re-issuance of smartcard at the following charges: 1. Re-issuance of Smartcard: $25 2. Administration Fee: $10 GST(5%): $1.75 Total with GST: **$36.75** There will be no resetting of password for security reasons.
What if my card is damaged, lost or stolen?	• Inform Netrust Pte Ltd immediately by submitting a Netrust Certificate Management Request Form (see Annex C). The certificate will then be revoked. • Cost for replacement of card is $36.75, similar to cost of re-issuance.
What type of support does Netrust provide?	On-site technical support is available by appointment. On-site services include certificate generation, software installation or trouble shooting and are available at the following charges: Transportation Charge: $50.00 per trip (to and fro) On-site Service: $150.00 per man-hour (**1st hour** subject to the min. of 1 hour) $100.00 per subsequent man-hour (to the nearest following hour)
What operating systems are supported by Netrust software?	Supported platforms: • Windows NT • Windows 95/98 • Windows 2000 Professional/Server
Who to contact for enquiries or help?	• Netrust Customer Service Hotline: 6212 1388 (please leave voicemail, if necessary) • Email: infoline@netrust.net • Website: www.netrust.net

All prices quoted are correct at the time of printing