



**Reference Number: MUIS/CIR-03/20**

4 February 2020

Dear Valued Certificate Holders,

**REQUEST FOR ACTION (RFA)**

We thank you for your interest and commitment to continue to be Muis Halal-Certified.

2 We have received several feedbacks / queries seeking assistance in uploading and/or responding to the RFA. Below are some guidelines to observe.

3 Kindly ensure all the items listed in the RFA:

- i. are replied to **by the given deadline**;
- ii. are replied to **in accordance to the steps given in Annex A**;
- iii. are uploaded as per sample attachment in **Annex B** (MS Excel format).
- iv. No uploading of multiple MS Excel files for any category.

4 We moved to LicenceOne in Oct 2018 and GoBusiness in Oct 2019. In order to mitigate teething issues with the new systems, auto-rejection of applications due to non-response to RFA was deactivated in Oct 2018.

5 We wish to inform you that, effective **Monday, 17 February 2020**, any incomplete response to RFA and/or non-response to RFA will render the application incomplete and such applications will be **auto-rejected** by the LicenceOne / GoBusiness systems. We urge you to be mindful of the deadline for RFA and ensure completeness when replying to RFA via LicenceOne / GoBusiness systems.

6 Upon rejection / auto-rejection of an application, the applicant may submit a new application, which is subject to prevailing fees (application fee and 40% certification fee). All fees are **non-refundable**.

7 Please feel free to contact us for clarifications, if any. Alternatively, you may refer to the Frequently Asked Questions (FAQ) in **Annex C**.

8 We thank you again for your kind support and continued co-operation.

Best regards,

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*(This is a computer-generated circular. No signature is required.)*