



**Reference Number: MUIS/CIR-32/24**

5 April 2024

Dear Valued Certificate Holders,

**UPDATES ON SUBMISSION OF SPECIAL REQUEST FORM**

Dear Certificate Holders,

The Islamic Religious Council of Singapore (Muis) would like to inform that there will be an updated Special Request Form, which is currently used for the following purposes:

- i. Replacement of a valid Halal certificate
- ii. Certified true copy of a valid Halal certificate
- iii. Halal certificate for specific product item(s)
- iv. Endorsement letter

2 Effective 15 April 2024, we will no longer accept the PDF submission of the current form. Instead, all requests for the above items listed shall be made via the updated form through the following link: <https://go.gov.sg/specialrequestform>. This link can also be found in our Muis Halal subsite under the resources tab or at <https://www.muis.gov.sg/halal/resources>.

3 Consequently, **all payments for the above request shall be made via PayNow / Credit / Debit Card** through a link that will be provided via email from [no-reply@pay.gov.sg](mailto:no-reply@pay.gov.sg) once the request has been approved. This new payment method aims to simplify the payment process and ensure a seamless experience for our certificate holders.

4 We would also like to remind you to remain vigilant and verify the security of the link and legitimacy of the email before proceeding to input your card details. Please ensure to check for the lock logo at the top to confirm the security of the website. Sample email and landing page are appended in the [annexes](#) for your reference.

5 We appreciate your cooperation and understanding as we implement these changes to improve our certification services. Should you have any questions or require further assistance regarding the new request process and payment method, please do not hesitate to reach out to our team at [info@muig.gov.sg](mailto:info@muig.gov.sg). Additionally, you may refer to our [Frequently Asked Questions \(FAQs\)](#) for more information.

6 We wish you continued success in your business. Thank you for your support and continued cooperation.

Best regards,

Nurul Hidayah Abubakar (Ms)  
Asst Director, Halal Certification | Halal Development  
Majlis Ugama Islam Singapura  
(Islamic Religious Council Singapore)  
Email: [info@muig.gov.sg](mailto:info@muig.gov.sg) | Tel: +65 6359 1199

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

## Frequently Asked Questions

**Question 1: My company has a valid Direct Debit Authorisation (DDA) with Muis. Are we still required to make payment through the link if we have submitted a special request form, can we still make payment via DDA?**

Answer: All payments for a special request form submission will be strictly processed through the designated payment link. All other payments, except for special request form submissions, will remain status quo and can proceed via DDA.

**Question 2: We would require a tax invoice for our tax claims. Would we still need to email Muis for a copy of the tax invoice?**

Answer: A tax invoice in compliance with IRAS guidelines will be shown after payment has been done. You can proceed to save a copy for your records.

**Question 3: We have made payment previously but forgot to save a copy. What can we do?**

Answer: An email will be sent to the email indicated in the special request form. You can find the email to retrieve the tax invoice / receipt.

# Annex A - Sample Email to be received to make payment for the Special Request Form

Islamic Religious Council of Singapore (MUIS) - Payment Collection for Muis Halal Services

PaySG <no-reply@pay.gov.sg>

Fri 3/15/2024 12:13 PM

To: [REDACTED]



Majlis Ugama Islam Singapura  
(Islamic Religious Council of Singapore)

Dear Sir/Madam,

Please make payment via the payment link below. For enquiries, please contact [info@muis.gov.sg](mailto:info@muis.gov.sg)

Payment Reference	PAYSG/A2312000000
Name	Halimah
NRIC / UEN	2312000002
Amount (SGD)	10.90
About payment	Certified True Copy x 1 copy

[Proceed to Payment Page](#)

Islamic Religious Council of Singapore (MUIS)  
Singapore Islamic Hub, 273 Braddell Road, Singapore 5797024  
<https://www.muis.gov.sg/>

This is a computer-generated email. Please do not reply.

---

**If you are having trouble with the button above, you can copy and the whole URL below and paste it into your browser.**



Please access the links on browsers such as Chrome, Edge, Firefox and Safari. Users have reported that they are unable to view the links on Internet Explorer.

If you are still having trouble accessing the link, please try forwarding this email to a personal email, as your office email may have certain firewalls preventing the link from being accessible.

If you have any questions about this payment, you can submit an enquiry at <https://eservices.muis.gov.sg/faq/apps/feedback.aspx>.



## Payment Collection for Muis Halal Services

Islamic Religious Council of Singapore (MUIS)

Singapore Islamic Hub, 273 Braddell Road, Singapore 5797024

<https://www.muis.gov.sg/>

GST registration number: M90009989R



Payment Reference	PAYSG/A2312000000
Name	Halimah
Address	Tampines Ave 1
Payer Identifier	2312000002
Email	[REDACTED]
Amount (SGD)	10.90

### Summary

Description	Amount (SGD)
Certified True Copy x 1 copy	\$10.00
GST rate (9%)	\$0.90
Sub-total	\$10.90
<b>Total</b>	<b>\$10.90</b>

[Proceed →](#)

✓ Thank you! We have received your payment.

### Payment Collection for Muis Halal Services

Islamic Religious Council of Singapore (MUIS)

Singapore Islamic Hub, 273 Braddell Road, Singapore 5797024

<https://www.muis.gov.sg/>

GST registration number: M90009989R




Payment Reference	PAYSG/A2312000000
Name	Halimah
Address	Tampines Ave 1
Payer Identifier	2312000002
Email	[REDACTED]
Amount (SGD)	10.90

### Tax Invoice / Receipt

Invoice no	tAGZwWjMlxqRffkxI5Led
Payment date	28 Mar 2024

### Summary

Description	Amount (SGD)
Certified True Copy x 1 copy	\$10.00
GST rate (9%)	\$0.90
Sub-total	\$10.90
<b>Total</b>	<b>\$10.90</b>

 Print Invoice