

National Parks Board (NParks)



PALS User Guide

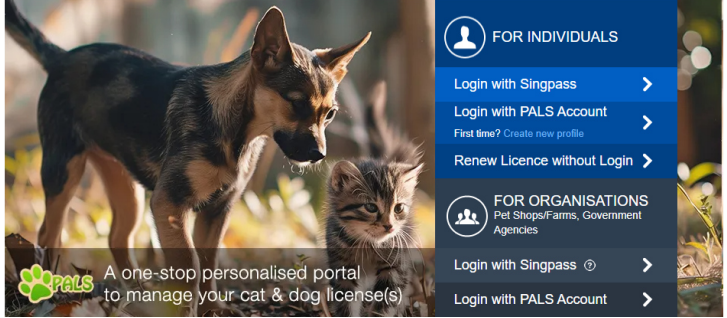
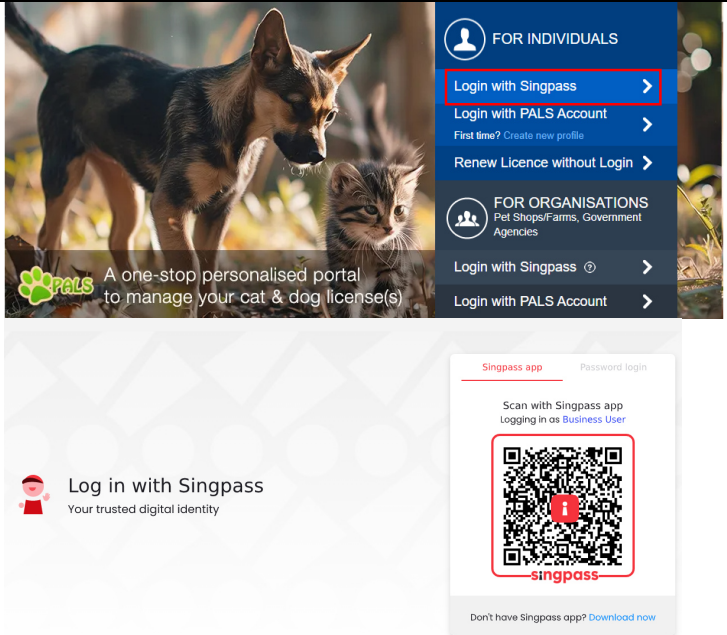
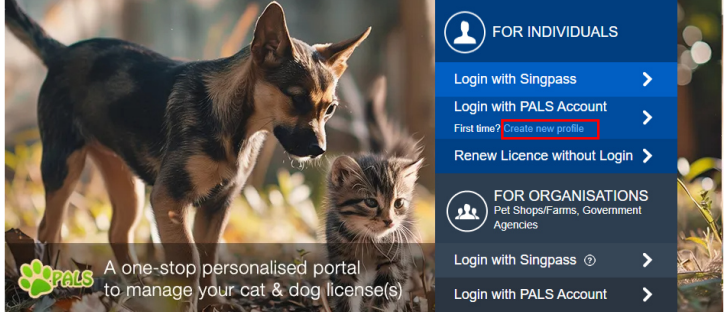
For Pet Owners

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1. Account Registration for First-time Singpass and Non-Singpass Users

First-time users who have a Singpass account can log in using their Singpass; For those without a Singpass account, please create a PALS account.

SN	Step	Screenshot
1	Go to AVS PALS website: pals.avs.gov.sg	
2a	For first-time users with Singpass: Click on 'Login with Singpass' Log in with your Singpass app or enter your Singpass ID and password.	
2b	For first-time users without Singpass: Click on 'Create new profile'	

3

Complete 'Create Profile' by entering your particulars. Mandatory fields are marked with red asterisk (*).

Click 'Save' to proceed.

Note: Password must contain: (i) At least one alphabet and numeric; (ii) At least one special character: ~!@#%&* _ - +=`|\\(){}[]:;'"<>,.?/ (iii) At least 8 characters: e.g. abc#1234

Create Profile

Home > Create Profile

Personal Info

Salutation: *

Name: *

Gender: * ☐ Male ☐ Female

Residence Type: * ☐ Singapore Citizen ☐ Permanent Resident ☐ Foreigner (FIN) ☐ Foreigner (Passport)

Country of Citizenship: *

NRIC/FIN/Passport No.: *

Date of Birth: *

Password: *

Confirm Password: *

Password must contain:
a. At least one alphabet and numeric
b. At least one special characters ~!@#%&* _ - +=`|\\(){}[]:;'"<>,.?/
c. At least 8 characters.
For example: abc#1234

Contact Info

Mobile No.: *

Home Tel No.:

Office Tel No.:

Email: *

Postal Code: *

Retrieve

Address Type: *

Blk / House No.: *

Level:

Unit No.:

Building Name:

Street Name: *

Alternate Contact Details

Name: *

Relationship: *

Mobile No.: *

Email Address:

Electronic Notification

Electronic Notification: * ☒ Email

Yes, I wish to opt for electronic delivery of all correspondences from AVA via my email address provided above. I understand that it is my responsibility to ensure that my email address is correct, updated and not subjected to unauthorised access.

☐ Postal Mail

No, I wish to receive all correspondences from AVA via postal mail.

☒ SMS

In addition, I wish to receive renewal reminders and other notifications via SMS.



Enter the characters as shown in the image above.

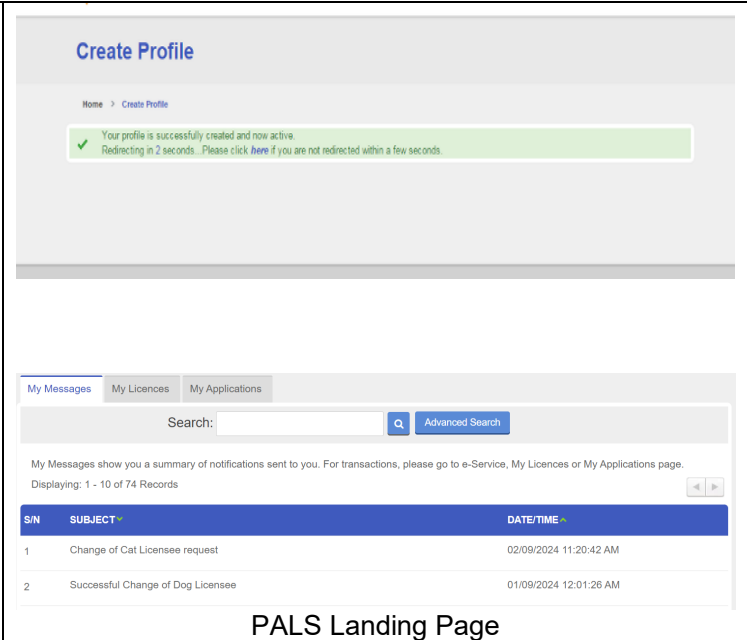
Verification Code:

Terms of Use: * ☒ Yes, I agree to the [Terms of Use](#) and [Privacy Statement](#) governing the use of this site. I declare that all the information given is correct and true to the best of my knowledge.

Cancel

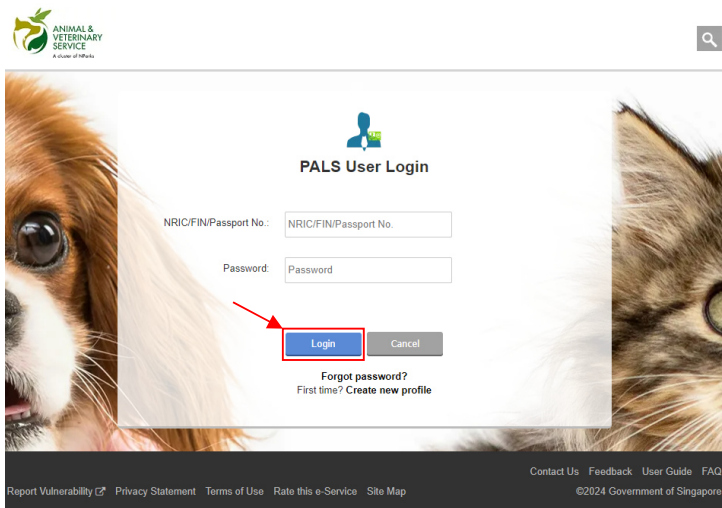
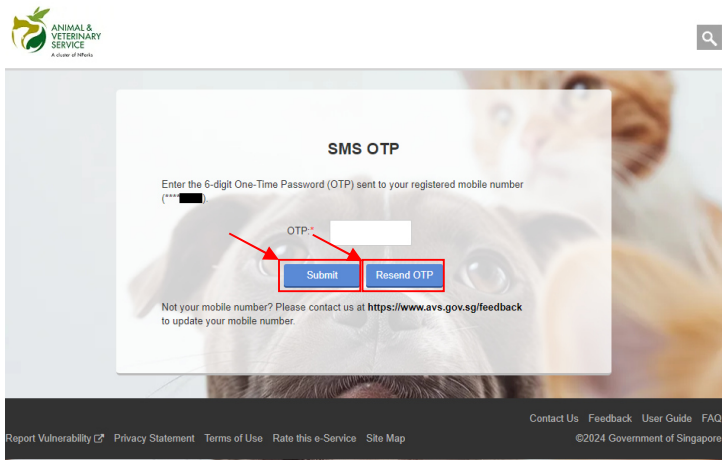
Save

Clear

4	<p>Once your user profile is saved, a notification will inform you that your profile is successfully created and active.</p> <p>You will be redirected automatically to the post-login landing page.</p>	 <p>The screenshot displays the 'Create Profile' page with a green success message: 'Your profile is successfully created and now active. Redirecting in 2 seconds. Please click here if you are not redirected within a few seconds.' Below this is the 'PALS Landing Page' header with tabs for 'My Messages', 'My Licences', and 'My Applications'. The 'My Messages' tab is active, showing a search bar and a table of messages.</p> <table border="1"><thead><tr><th>S/N</th><th>SUBJECT</th><th>DATE/TIME</th></tr></thead><tbody><tr><td>1</td><td>Change of Cat Licensee request</td><td>02/09/2024 11:20:42 AM</td></tr><tr><td>2</td><td>Successful Change of Dog Licensee</td><td>01/09/2024 12:01:26 AM</td></tr></tbody></table>	S/N	SUBJECT	DATE/TIME	1	Change of Cat Licensee request	02/09/2024 11:20:42 AM	2	Successful Change of Dog Licensee	01/09/2024 12:01:26 AM
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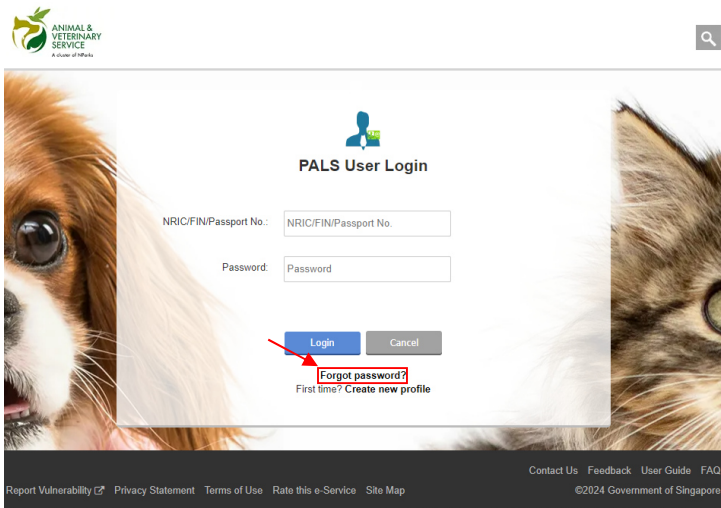
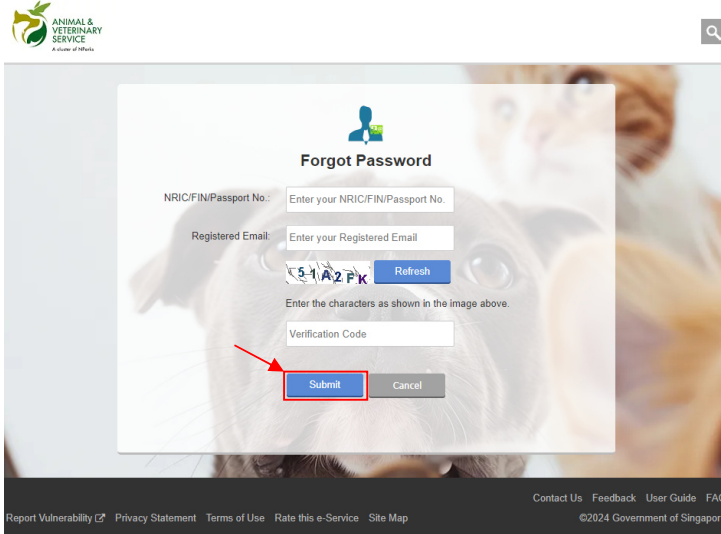
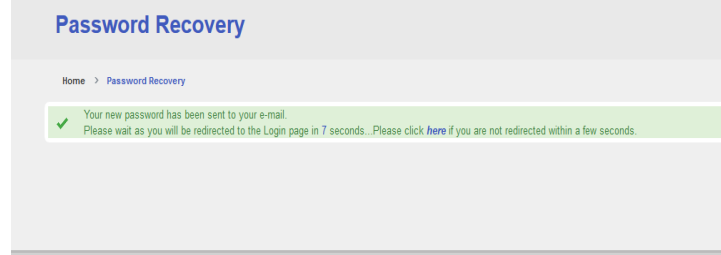
2. Account Login for Existing Users

SN	Step	Screenshot
1	Go to AVS PALS website: pals.avs.gov.sg	
2a	For existing Singpass users: Click on 'Log in with Singpass' Log in with your Singpass app or enter your Singpass ID and password. Click 'Login' to proceed.	
2b	For existing users without Singpass: Click on 'Login with PALS Account'	

	<p>Enter 'NRIC/FIN/Passport No.' and 'Password'.</p> <p>Click on 'Login' to proceed.</p>	
<p>2c</p>	<p>SMS One-Time Password (OTP) will be sent to your registered mobile number upon entering correct password.</p> <p>Input the OTP into the field and click 'Submit' to proceed.</p> <p>If SMS OTP is not received, please click 'Resend OTP' and wait for SMS OTP. When OTP is received, input the OTP into the field and click 'Submit' to proceed.</p>	

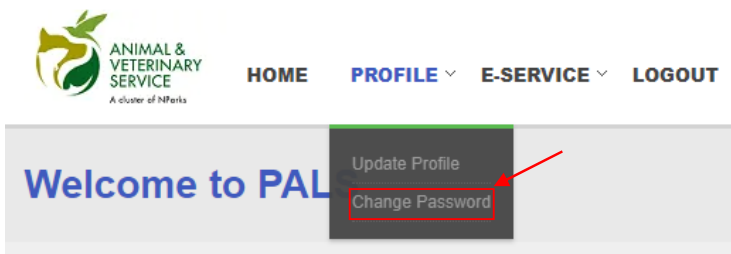
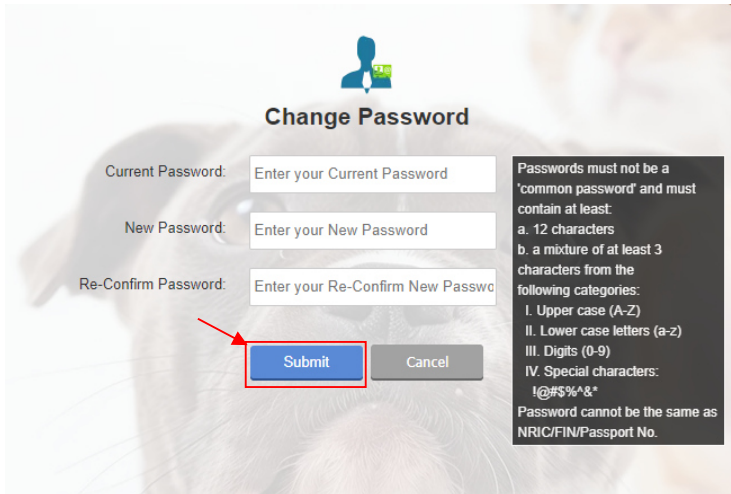
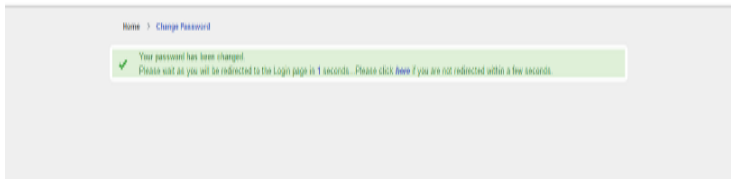
3. Password Management

3.1 Password Reset (Applicable to PALS Account only)

SN	Step	Screenshot
1	Click on 'Forgot Password' in PALS login page to reset your password.	
2	Enter 'NRIC/FIN/Passport', 'Registered Email' and the 'verification code'. Click 'Submit' to continue.	
3	A new password will be sent to your email.	

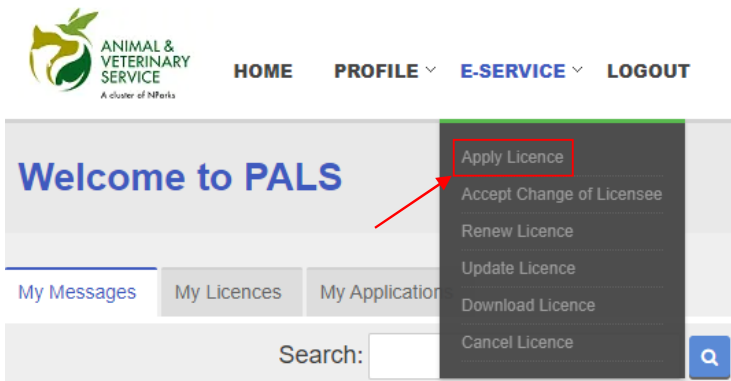
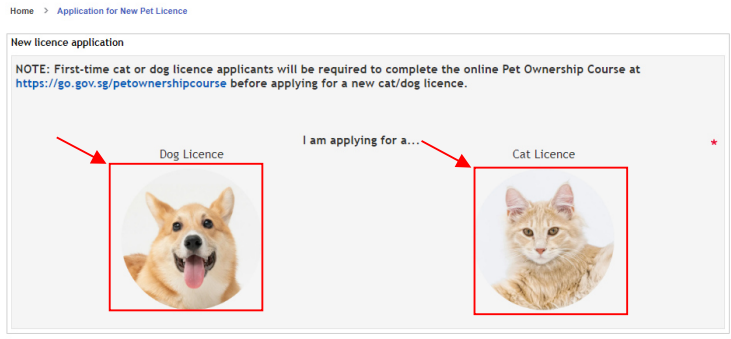
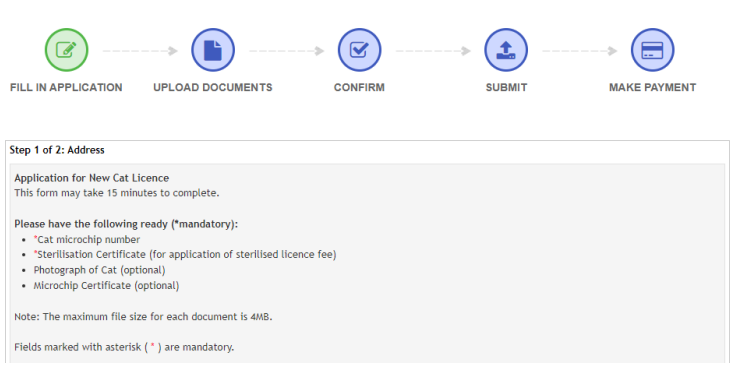
4	Retrieve the new password from your email and login to PALS with the new password.	<p>Dear [REDACTED],</p> <p>We have received a request to reset the password for your PALS account.</p> <p>Please log in using the Login ID and password below.</p> <p>Login ID: [REDACTED]</p> <p>Password: [REDACTED] [system generate password]</p> <p>Please change your password after your first login.</p> <p>*****</p> <p>This is a computer generated email. Please do not reply to this email.</p>
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3.2 Change Password

SN	Step	Screenshot
1	Click on 'Profile' → 'Change Password'.	
2	<p>Enter 'Current Password', 'New Password' and 'Re-confirm Password'.</p> <p>Note: Password must contain: (i) At least one alphabet and numeric; (ii) At least one special character: ~!@#\$%^&* _ - +=` \\(){}[]:;'"<>.,?/ (iii) At least 8 characters: e.g. abc#1234</p> <p>Click 'Submit' to proceed</p>	
3	An acknowledgement message indicating 'Your password has been changed' will be displayed.	

4. Applying for New Cat/Dog Licence

4.1 Applying for New Cat/Dog Licence

SN	Step	Screenshot
1	Click on 'e-Service' → 'Apply Licence'.	
2	Select application for Cat or Dog Licence. You will need to complete the online Pet Ownership Course before you can make the application for a new cat/dog licence.	
3	Complete the details for: (i) 'Cat/Dog Licensee Particulars'; and (ii) 'Address (where cat/dog is kept)'.	

(Click the checkbox indicating 'Same as Cat/Dog Licensee' if the cat/dog is kept at the same address as indicated under the Cat/Dog Licensee Particulars)

Mandatory fields are marked with red asterisk (*).

Click 'Next' to proceed.

Cat Licensee Particulars

Name of Licensee

NRIC/FIN/Passport No.

Contact No.

Email Address

Postal Code

Address Type

Blk / House No.

Level

Unit No.

Building Name

Street Name

Address (where cat is kept)

Same as Cat Licensee

Type of Residence * HDB

Please click here to go back

Next

4 Complete the details for 'Cat/Dog Particulars'. Mandatory fields are marked with red asterisk (*).

Only check on the 'Apply Diplomat Cat/Dog Licence' checkbox if you are a foreign diplomat on official duty in Singapore.

If the cat is sterilised but you do not have the sterilisation certificate / document, please tick the box to declare the cat is sterilised. (This is applicable to transition period only.)

Select licence type.

Check the checkbox to indicate that you have read and understood the terms of the application.

Click 'Submit' to proceed.

Home > Licence > Application for New Cat Licence

FILL IN APPLICATION

UPLOAD DOCUMENTS

CONFIRM

SUBMIT

MAKE PAYMENT

Step 2 of 2: Cat Details

Cat Particulars

Microchipped in *

Overseas

Singapore

Microchip No. *

Name of Cat

Sex *

Female

Male

Colour *

Breed *

Estimated Date of Birth(dd/mm/yyyy)

Cat obtained from *

Animal Welfare Group

Pet Shop

Pet Farm

Breeder

Import

Others

Apply Diplomat Cat Licence

☐

Sterilisation Status

Sterilised *

Yes

No

You are required to upload a sterilisation document at the next page.

If the cat is sterilised but you do not have the sterilisation certificate / document, please tick the box below to declare that the cat is sterilised. (This is applicable to transition period only.)

☐

declare that this cat is sterilised.

Licensee Declaration

Cat owners are allowed to license and continue to keep all their existing pet cats owned prior to 1 September 2024 as long as they license them during the transition period and are able to ensure that the cats' health and welfare are taken care of. Please tick the box below if this cat is an existing cat.

☐

This is an existing cat owned before 1 September 2024.

Licence Type Selection

Licence fee during transition period (From 1 September 2024 to 31 August 2026)

Licence Type	1-year licence	2-year licence	3-year licence	One-time licence
Sterilised Cat	N.A.	N.A.	N.A.	Free
Non-Sterilised Cat	Free licence covering the transition period (Licence is renewable upon expiry after the transition period)			N.A.

Licence fee after transition period (From 1 September 2026)

Licence Type	1-year licence	2-year licence	3-year licence	One-time licence
Cat Below 5 Months Old	\$15.00 (\$13.50)	N.A.	N.A.	N.A.
Sterilised Cat	\$15.00 (\$13.50)	\$25.00 (\$22.50)	N.A.	\$35.00 (\$31.50)
Non-Sterilised Cat	\$90.00 (\$81.00)	\$165.00 (\$148.50)	\$230.00 (\$207.00)	N.A.
4th or Subsequent Cat/Dog	\$180.00 (\$162.00)	\$325.00 (\$292.50)	\$460.00 (\$414.00)	\$460.00 (\$414.00) *for sterilised cat/dog only

* Fees with 10% rebate for payment made via electronic payment platforms i.e, GIRO, online or AXS stations are indicated in (brackets).

Licence Type *

2-year

Total Amount

0.00

☐

understand that:

Licences for unsterilised cats will be chargeable upon renewal after the transition period, according to the fee table below;

The default licence type for the next renewal will be based on the above selection, and I will be able to change my selection during the next renewal.

Previous

Submit

5 Upload the required

supporting documents
(where relevant).

Click 'Next' to proceed.

Note: For licensees of a Specified Dog, you are not required to upload any documents at this point of licence application.

The respective deadlines for the documents to be submitted after the licence is approved are as follows:

- a) 4 weeks: Insurance Policy and Banker's Guarantee.
- b) 10 weeks: Dog Training Certificate

Visit <https://go.gov.sg/pet-licensing> for more information on Specified dog breeds and the additional licensing conditions.

Home > Licence > Application for New Cat Licence

Microchip Certificate : [Browse Files](#) (Only support file type: jpg, jpeg, png, pdf)

Cat Photo : [Browse Files](#) (Only support file type: jpg, jpeg, png)

Animal Welfare Group Adoption Document : [Browse Files](#) (Only support file type: jpg, jpeg, png, pdf)

Sterilisation Certificate / Document : [Browse Files](#) (Only support file type: jpg, jpeg, png, pdf)

[Back](#) [Next](#)

The following table list the supporting documents to be uploaded based on the various application criteria.

Application Criteria	Supporting Documents
Cat/Dog is adopted from an Animal Welfare Group (AWG)	AWG Adoption / Fosterer Agreement
Cat/Dog is imported	Import Permit
Cat/Dog is sterilised	Veterinarian Sterilisation Certificate, Vet Examination Letter or Vaccination Card with sterilisation status displayed
Licensee is a diplomat	<ul style="list-style-type: none"> • MFA ID card • Copy of passport
For dogs only: Breed of dog -Specified Dogs or their crosses	<ul style="list-style-type: none"> • Insurance Policy • Banker's Guarantee • Dog Training Certificate

6

Verify the details you have entered are correct.

Click 'Next' to proceed.

Licence Type Selection

Licence fee during transition period (From 1 September 2024 to 31 August 2026)

Licence Type	1-year licence	2-year licence	3-year licence	One-time licence
Sterilised Cat	N.A.	N.A.	N.A.	Free
Non-Sterilised Cat	Free licence covering the transition period (Licence is renewable upon expiry after the transition period)			

Licence fee after transition period (From 1 September 2026)

Licence Type	1-year licence	2-year licence	3-year licence	One-time licence
Cat Below 5 Months Old	\$15.00 (\$13.50)	N.A.	N.A.	N.A.
Sterilised Cat	\$15.00 (\$13.50)	\$25.00 (\$22.50)	N.A.	\$35.00 (\$31.50)
Non-Sterilised Cat	\$90.00 (\$81.00)	\$165.00 (\$148.50)	\$230.00 (\$207.00)	N.A.
4th or Subsequent Cat/Dog	\$180.00 (\$162.00)	\$325.00 (\$292.50)	\$460.00 (\$414.00)	\$460.00 (\$414.00) *for sterilised cat/dog only

* Fees with 10% rebate for payment made via electronic payment platforms i.e. GIRO, online or AXS stations are indicated in brackets.

Licence Type

One-time

Total Amount

0.00

☒ I understand that:

Licences for unsterilised cats will be chargeable upon renewal after the transition period, according to the fee table below;

The default licence type for the next renewal will be based on the above selection, and I will be able to change my selection during the next renewal.

Upload Documents

Microchip Certificate:

Cat Photo:

Animal Welfare Group Adoption Document:

Back

Next

7

Read the declaration terms carefully.

Click on the checkbox to indicate that you have read and understood the terms of the declaration.

Click 'Submit' to proceed.

Home > Licence > Application for New Cat Licence

FILL IN APPLICATION

UPLOAD DOCUMENTS

CONFIRM

SUBMIT

MAKE PAYMENT

I, NRIC/Passport/FIN No. declare that

(1) I am aware that under the Housing and Development (Animals) Rules 2024, up to 2 cats can be kept in the flat. I can be fined up to a maximum of \$4,000 by HDB, upon conviction, if I contravene the above Rules.
(Residents in an HDB flat can keep more than 2 cats which are owned before 1 September 2024, as long as the cats are licensed on or before 31 August 2026. Nevertheless, if the cats are causing nuisance to neighbours, HDB reserves the right to revoke its prior permission and disallow the HDB resident from keeping more than 2 cats, and require the additional cats to be rehomed.)

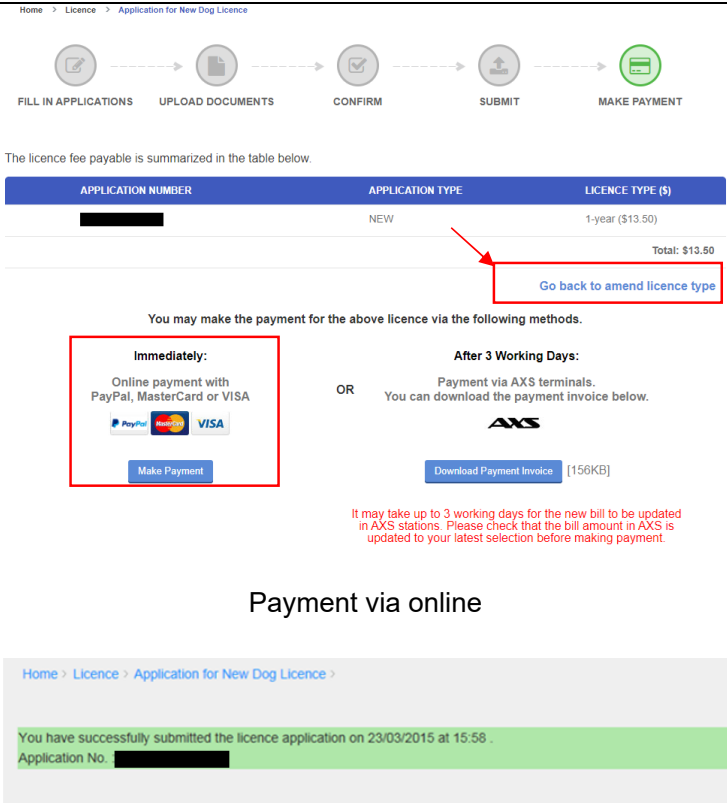
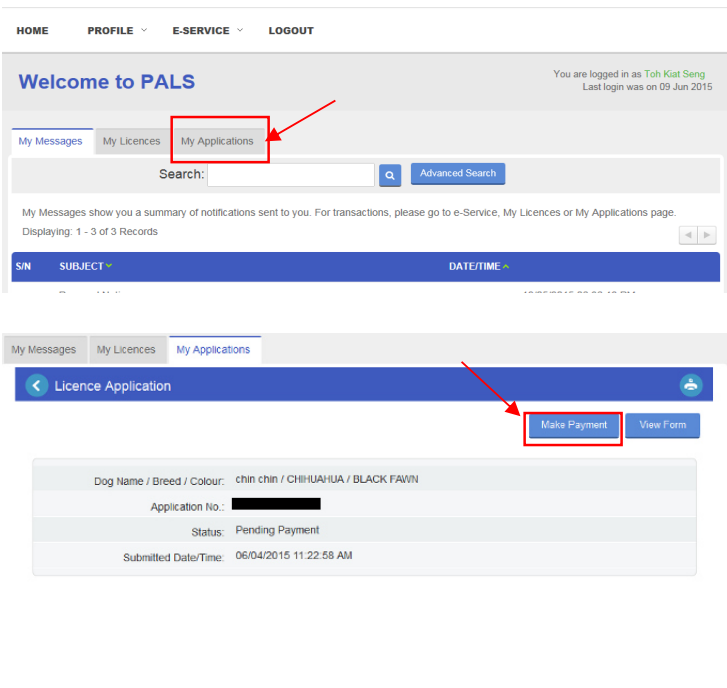
(2) I also understand that any fee paid for a licence is non-refundable.

(3) All the information given is correct and true to the best of my knowledge. I am fully aware that the licence would be revoked and I may be prosecuted if a false declaration is made.

* This cat licence is solely for licensing purposes and is not an approval for you to keep the cat at the stated premises. It is your responsibility to ensure that you are allowed by HDB to keep the cat in the registered premises, as stated in your licence application.

☒ I have read and understood the above declaration.

Submit

<p>8a For online payment:</p> <p>Click on the 'Make Payment' button to proceed with payment.</p> <p>If payment is not required, this page will not be shown. You may skip to Section 4.2 Download Licence.</p> <p>Click on 'Go back to amend licence type' button if you wish to amend the licence type selected.</p> <p>An acknowledgement page stating that your licence has been applied successfully will be displayed upon the completion of your online payment.</p> <p>Refer to Section 4.2 Download Licence on how to download your licence.</p>	
<p>8b If you have exited the payment page and wish to return to make payment, go to 'Home' → 'My Applications' tab.</p> <p>Select and click on the application that had been submitted earlier.</p> <p>Click on 'Make Payment' to proceed with the payment.</p> <p>Note: Payment must be made within 2 weeks from the time of licence approval. If payment is not received within 2 weeks, you will be required to resubmit your cat/dog licence</p>	

application and make payment for a new cat/dog licence.

Select licence type.
Read and understand the terms, click the checkbox and 'Confirm'.

Click on 'Make payment' button.

An acknowledgement page stating that your licence has been applied successfully will be displayed upon the completion of your online payment.

Refer to Section [4.2 Download Licence](#) on how to download your licence.

Licence Type	1-year licence	2-year licence	3-year licence	One-time licence
Dog Below 5 Months Old	\$15.00 (\$13.50)	N.A.	N.A.	N.A.
Sterilised Dog	\$15.00 (\$13.50)	\$25.00 (\$22.50)	N.A.	\$35.00 (\$31.50)
Non-Sterilised Dog	\$90.00 (\$81.00)	\$165.00 (\$148.50)	\$230.00 (\$207.00)	N.A.
4th or Subsequent Dog	\$180.00 (\$162.00)	\$325.00 (\$292.50)	\$460.00 (\$414.00)	\$460.00 (\$414.00) *for sterilised dogs only

* Fees with 10% rebate for payment made via electronic payment platforms i.e. GIRO, online or AXS stations are indicated in (brackets).

Please select the licence type (1-year, 2-year or 3-year/One-time) that you wish to apply for.

The multi-year licence fees indicated below includes a 10% rebate for online, AXS and GIRO payment only.

For dogs less than 5 months of age, you can only apply for a 1-year licence.

APPLICATION NUMBER	APPLICATION TYPE	LICENCE TYPE (\$)
██████████	NEW	1-year (\$13.50) ▾
Total: \$13.50		

☐ I understand that:

- The default licence type for the next renewal will be based on my above selection, and I will be able to change my selection during the next renewal;
- No refund will be given after licence is paid.

Home > Licence > Application for New Dog Licence



The licence fee payable is summarized in the table below.

APPLICATION NUMBER	APPLICATION TYPE	LICENCE TYPE (\$)
██████████	NEW	1-year (\$13.50)
Total: \$13.50		

[Go back to amend licence type](#)

You may make the payment for the above licence via the following methods.

Immediately:

Online payment with PayPal, MasterCard or VISA



[Make Payment](#)

OR

After 3 Working Days:

Payment via AXS terminals.
You can download the payment invoice below.



[Download Payment Invoice](#) [156KB]

It may take up to 3 working days for the new bill to be updated in AXS stations. Please check that the bill amount in AXS is updated to your latest selection before making payment.

8c For payment via AXS terminals:

Home > Licence > Application for New Dog Licence



The licence fee payable is summarized in the table below.

APPLICATION NUMBER	APPLICATION TYPE	LICENCE TYPE (\$)
██████████	NEW	1-year (\$13.50)
Total: \$13.50		

[Go back to amend licence type](#)

You may make the payment for the above licence via the following methods.

Immediately:

Online payment with PayPal, MasterCard or VISA



[Make Payment](#)

OR

After 3 Working Days:

Payment via AXS terminals.
You can download the payment invoice below.



[Download Payment Invoice](#) [156KB]

It may take up to 3 working days for the new bill to be updated in AXS stations. Please check that the bill amount in AXS is updated to your latest selection before making payment.

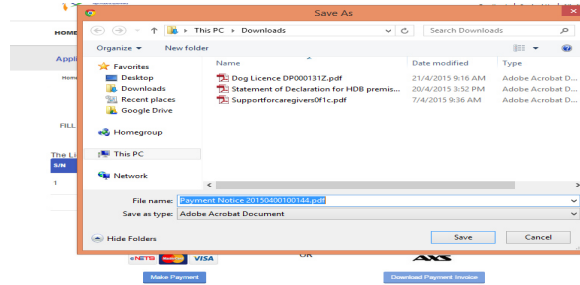
Payment via AXS

Click 'Download Payment Invoice' to download and print the invoice.

You may key in the application number, or use the printed invoice to scan the barcode to proceed to make the payment at any AXS station.

Your licence status will take 2-3 days to be updated in PALS upon AXS payment.

Refer to [4.2 Download Licence](#) on how to download your licence.



Download Payment Invoice

[Redacted]		Generation Date	[Redacted]
[Redacted]		Generation Time	[Redacted]
[Redacted]		Application No	[Redacted]
[Redacted]		Amount	[Redacted]
[Redacted]		Expiry Date	[Redacted]

Particular of Dog Owner	
Name	[Redacted]
NRIC/Passport/FIN No	[Redacted]
Description of Dog	
Breed	CHIHUAHUA
Colour	WHITE FAWN
Sex	Female
Microchip No.	[Redacted]
Address (Where the dog kept)	[Redacted]

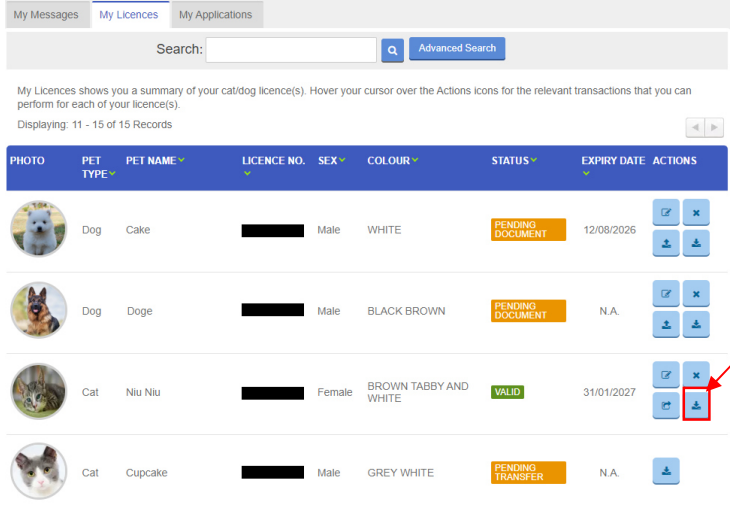
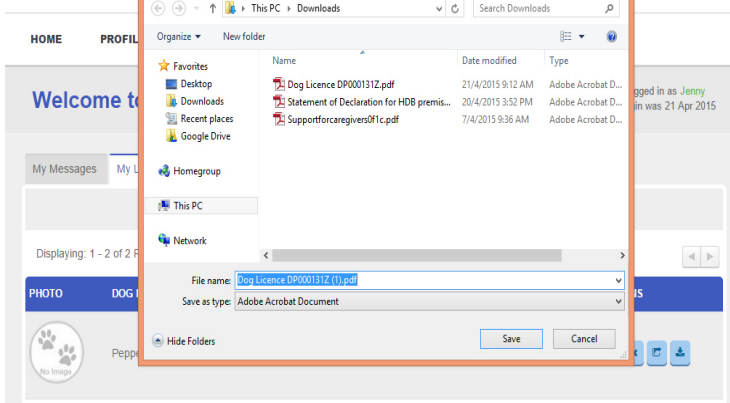


Name	[Redacted]	NRIC/PP No.	[Redacted]
Application No	[Redacted]	Amount Due	\$15.00

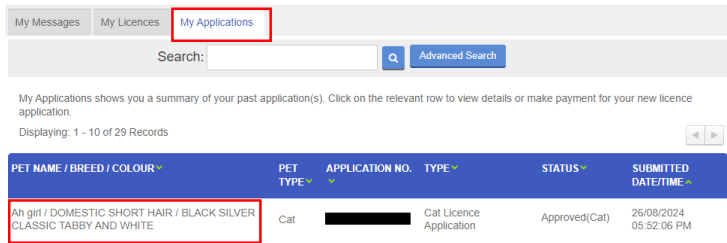
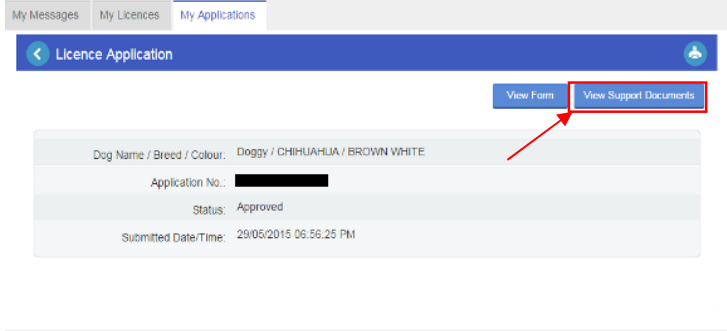

20150500108689

Sample Payment Invoice (PDF)

4.2 Download Licence

SN	Step	Screenshot
1	<p>Click on 'My Licences' tab.</p> <p>Select and click on the 'Download Licence' icon.</p>	 <p>The screenshot shows the 'My Licences' tab with a search bar and a table of pet licences. The table has columns: PHOTO, PET TYPE, PET NAME, LICENCE NO., SEX, COLOUR, STATUS, EXPIRY DATE, and ACTIONS. There are four rows of data. The third row, for a cat named 'Niu Niu', has a 'VALID' status and an expiry date of 31/01/2027. The 'ACTIONS' column for this row contains three icons: a document, a download, and a delete. The download icon is highlighted with a red box and a red arrow.</p>
2	<p>A 'Save As' window will appear.</p> <p>Save the licence into your desired file location for ease of retrieval.</p>	 <p>The screenshot shows a 'Save As' dialog box with the file name 'Dog Licence DP000131Z (1).pdf' and the save type 'Adobe Acrobat Document'. The dialog box is open over the 'My Licences' tab, and the 'Save' button is highlighted.</p>

4.3 View Application

SN	Step	Screenshot												
1	<p>Click on ‘My Applications’ tab.</p> <p>Click on the relevant application to view its details.</p>	 <p>The screenshot shows the 'My Applications' tab selected. Below the tabs is a search bar and a table of applications. The first row of the table is highlighted with a red box.</p> <table><tr><th>PET NAME / BREED / COLOUR</th><th>PET TYPE</th><th>APPLICATION NO.</th><th>TYPE</th><th>STATUS</th><th>SUBMITTED DATE/TIME</th></tr><tr><td>Ally girl / DOMESTIC SHORT HAIR / BLACK SILVER CLASSIC TABBY AND WHITE</td><td>Cat</td><td>[REDACTED]</td><td>Cat Licence Application</td><td>Approved(Cat)</td><td>26/08/2024 05:52:06 PM</td></tr></table>	PET NAME / BREED / COLOUR	PET TYPE	APPLICATION NO.	TYPE	STATUS	SUBMITTED DATE/TIME	Ally girl / DOMESTIC SHORT HAIR / BLACK SILVER CLASSIC TABBY AND WHITE	Cat	[REDACTED]	Cat Licence Application	Approved(Cat)	26/08/2024 05:52:06 PM
PET NAME / BREED / COLOUR	PET TYPE	APPLICATION NO.	TYPE	STATUS	SUBMITTED DATE/TIME									
Ally girl / DOMESTIC SHORT HAIR / BLACK SILVER CLASSIC TABBY AND WHITE	Cat	[REDACTED]	Cat Licence Application	Approved(Cat)	26/08/2024 05:52:06 PM									
2	<p>Click on ‘View Form’ to view the application details.</p> <p>Click on ‘View Support Documents’ to view the uploaded supporting documents.</p>	 <p>The screenshot shows the 'Licence Application' details page. The 'View Support Documents' button is highlighted with a red box and an arrow.</p> <p>View Form View Support Documents</p> <p>Dog Name / Breed / Colour: Doggy / CHIHUAHUA / BROWN WHITE</p> <p>Application No.: [REDACTED]</p> <p>Status: Approved</p> <p>Submitted Date/Time: 29/05/2015 06:56:25 PM</p>												

5. Licence Renewal

5.1 Licence Renewal

SN	Step	Screenshot																																																					
1a	<p>For first-time PALS user, refer to Section 1 to create your profile.</p> <p>For online payment:</p> <p>(i) Login to PALS (ii) Go to 'Home' → 'My Licences' (iii) Click on the 'Payment' icon to make payment</p> <p>Select licence type. Read and understand the terms, click the checkbox and 'Confirm'.</p> <p>Click on 'Make payment' button.</p> <p>An acknowledgement page stating that your licence has been successfully renewed will be displayed upon the completion of your online payment.</p> <p>Refer to Section 4.2 on how to download your licence.</p> <p>Note: For GIRO customers, the licence fee will be deducted from your GIRO account on the date stated in your renewal notice. Visit www.avsgov.sg for information on GIRO application. Licence fees for licensees with successful GIRO application will be deducted at the next renewal.</p>	<div><div>My MessagesMy LicencesMy Applications</div><div>Search:Advanced Search</div><div>Displaying: 1 - 1 of 1 Records</div><div><table><tr><th>PHOTO</th><th>DOG NAME</th><th>LICENCE NO.</th><th>SEX</th><th>CLOUR</th><th>STATUS</th><th>EXPIRY DATE</th><th>ACTIONS</th></tr><tr><td></td><td>Junkie</td><td>[REDACTED]</td><td>Male</td><td>APRICOT SABLE</td><td>RENEWABLE</td><td>17/05/2015</td><td></td></tr></table></div><div><table><tr><th>Licence Type</th><th>1-year licence</th><th>2-year licence</th><th>3-year licence</th><th>One-time licence</th></tr><tr><td>Dog Below 5 Months Old</td><td>\$15.00 (\$13.50)</td><td>N.A.</td><td>N.A.</td><td>N.A.</td></tr><tr><td>Sterilised Dog</td><td>\$15.00 (\$13.50)</td><td>\$25.00 (\$22.50)</td><td>N.A.</td><td>\$35.00 (\$31.50)</td></tr><tr><td>Non-Sterilised Dog</td><td>\$90.00 (\$81.00)</td><td>\$165.00 (\$148.50)</td><td>\$230.00 (\$207.00)</td><td>N.A.</td></tr><tr><td>4th or Subsequent Dog</td><td>\$180.00 (\$162.00)</td><td>\$325.00 (\$292.50)</td><td>\$460.00 (\$414.00)</td><td>\$460.00 (\$414.00) *for sterilised dogs only</td></tr></table><p>* Fees with 10% rebate for payment made via electronic payment platforms (i.e. GIRO, online or AXS stations are indicated in brackets).</p><p>Please select the licence type (1-year, 2-year or 3-year/One-time) that you wish to apply for.</p><p>The multi-year licence fees indicated below includes a 10% rebate for online, AXS and GIRO payment only.</p><p>For dogs less than 5 months of age, you can only apply for a 1-year licence.</p><table><tr><th>APPLICATION NUMBER</th><th>APPLICATION TYPE</th><th>LICENCE TYPE (\$)</th></tr><tr><td>[REDACTED]</td><td>NEW</td><td>1-year (\$13.50)</td></tr></table><p>Total: \$13.50</p><div><input type="checkbox"/> I understand that:<ul style="list-style-type: none">The default licence type for the next renewal will be based on my above selection, and I will be able to change my selection during the next renewal;No refund will be given after licence is paid.</div><div>Confirm</div><div>Payment via online (amend licence type)</div><p>The licence fee payable is summarized in the table below.</p><table><tr><th>APPLICATION NUMBER</th><th>APPLICATION TYPE</th><th>LICENCE TYPE (\$)</th></tr><tr><td>[REDACTED]</td><td>NEW</td><td>1-year (\$13.50)</td></tr></table><p>Total: \$13.50</p><p>Go back to amend licence type</p><p>You may make the payment for the above licence via the following methods.</p><div><div><div>Immediately:</div><div>Online payment with PayPal, MasterCard or VISA</div><div></div><div>Make Payment</div></div><div>OR</div><div><div>After 3 Working Days:</div><div>Payment via AXS terminals. You can download the payment invoice below.</div><div></div><div>Download Payment Invoice [156KB]</div></div></div><p>It may take up to 3 working days for the new bill to be updated in AXS stations. Please check that the bill amount in AXS is updated to your latest selection before making payment.</p><div>Payment via online</div></div></div>	PHOTO	DOG NAME	LICENCE NO.	SEX	CLOUR	STATUS	EXPIRY DATE	ACTIONS		Junkie	[REDACTED]	Male	APRICOT SABLE	RENEWABLE	17/05/2015		Licence Type	1-year licence	2-year licence	3-year licence	One-time licence	Dog Below 5 Months Old	\$15.00 (\$13.50)	N.A.	N.A.	N.A.	Sterilised Dog	\$15.00 (\$13.50)	\$25.00 (\$22.50)	N.A.	\$35.00 (\$31.50)	Non-Sterilised Dog	\$90.00 (\$81.00)	\$165.00 (\$148.50)	\$230.00 (\$207.00)	N.A.	4th or Subsequent Dog	\$180.00 (\$162.00)	\$325.00 (\$292.50)	\$460.00 (\$414.00)	\$460.00 (\$414.00) *for sterilised dogs only	APPLICATION NUMBER	APPLICATION TYPE	LICENCE TYPE (\$)	[REDACTED]	NEW	1-year (\$13.50)	APPLICATION NUMBER	APPLICATION TYPE	LICENCE TYPE (\$)	[REDACTED]	NEW	1-year (\$13.50)
PHOTO	DOG NAME	LICENCE NO.	SEX	CLOUR	STATUS	EXPIRY DATE	ACTIONS																																																
	Junkie	[REDACTED]	Male	APRICOT SABLE	RENEWABLE	17/05/2015																																																	
Licence Type	1-year licence	2-year licence	3-year licence	One-time licence																																																			
Dog Below 5 Months Old	\$15.00 (\$13.50)	N.A.	N.A.	N.A.																																																			
Sterilised Dog	\$15.00 (\$13.50)	\$25.00 (\$22.50)	N.A.	\$35.00 (\$31.50)																																																			
Non-Sterilised Dog	\$90.00 (\$81.00)	\$165.00 (\$148.50)	\$230.00 (\$207.00)	N.A.																																																			
4th or Subsequent Dog	\$180.00 (\$162.00)	\$325.00 (\$292.50)	\$460.00 (\$414.00)	\$460.00 (\$414.00) *for sterilised dogs only																																																			
APPLICATION NUMBER	APPLICATION TYPE	LICENCE TYPE (\$)																																																					
[REDACTED]	NEW	1-year (\$13.50)																																																					
APPLICATION NUMBER	APPLICATION TYPE	LICENCE TYPE (\$)																																																					
[REDACTED]	NEW	1-year (\$13.50)																																																					

1b

For online payment without logging into PALS:

(i) Click on 'Renew Licence without Login'

(ii) Key in the last 5 characters of your NRIC/FIN/Passport no. and cat/dog licence no.

(iii) Click on 'Next'.

Select licence type.
Read and understand the terms, click the checkbox and 'Confirm'.

Click on 'Make payment' button.

An acknowledgement page stating that your licence has been applied successfully will be displayed upon the completion of your online payment.

Refer to [4.2 Download Licence](#) on how to download your licence.

FOR INDIVIDUALS

- Login with Singpass >
- Login with PALS Account >
First time? Create new profile
- Renew Licence without Login >**

FOR ORGANISATIONS
Pet Shops/Farms, Government Agencies

- Login with Singpass >
- Login with PALS Account >

Online Payment for Cat/Dog Licence Renewal

You may take about 5 minutes to complete this transaction. You will need the following:

- The NRIC/FIN/Passport No. of the cat/dog licensee.
- Cat/Dog Licence No.
- PayPal account, or a valid credit / debit card (VISA or MasterCard only) for payment

Note:

- Your cat/dog licence is renewable 8 weeks before licence expiry.
- If your licensed cat/dog is sterilised, please update the sterilisation status at <https://pals.avs.gov.sg> before renewing your licence.

NRIC/FIN/Passport No.* Input last 5 characters, e.g. 4567A

Cat/Dog Licence No.*

Next

Licence Type	1-year licence	2-year licence	3-year licence	One-time licence
Dog Below 5 Months Old	\$15.00 (\$13.50)	N.A.	N.A.	N.A.
Sterilised Dog	\$15.00 (\$13.50)	\$25.00 (\$22.50)	N.A.	\$35.00 (\$31.50)
Non-Sterilised Dog	\$90.00 (\$81.00)	\$165.00 (\$148.50)	\$230.00 (\$207.00)	N.A.
4th or Subsequent Dog	\$180.00 (\$162.00)	\$325.00 (\$292.50)	\$460.00 (\$414.00)	\$460.00 (\$414.00) *for sterilised dogs only

* Fees with 10% rebate for payment made via electronic payment platforms i.e. GIRO, online or AXS stations are indicated in (brackets).

Please select the licence type (1-year, 2-year or 3-year/One-time) that you wish to apply for.

The multi-year licence fees indicated below includes a 10% rebate for online, AXS and GIRO payment only.

For dogs less than 5 months of age, you can only apply for a 1-year licence.

APPLICATION NUMBER	APPLICATION TYPE	LICENCE TYPE (\$)
<input type="text"/>	NEW	1-year (\$13.50)

Total: \$13.50

☐ I understand that:

- The default licence type for the next renewal will be based on my above selection, and I will be able to change my selection during the next renewal;
- No refund will be given after licence is paid.

Confirm

☐ I understand that:

- The default licence period for the next renewal will be based on my above selection, and I will be able to change my selection during the next renewal;
- No refund will be given after licence is paid.

Confirm

Online Payment for Dog Licence Renewal

NRIC/FIN/Passport No.

Licence No.

APPLICATION NUMBER	STERILISATION STATUS	LICENCE PERIOD (\$)
<input type="text"/>	Non-sterilised	2 years (\$148.50)

Total: \$148.50

[Go back to amend licence type](#)

Make Payment

1c

For payment via AXS terminals:

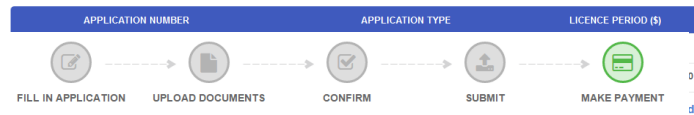
Click 'Download Payment Invoice' to download and print the invoice.

You may key in the application key in the application number or use the printed invoice to scan the barcode to proceed to make the payment at any AXS station.

Your licence status will take 2-3 days to be updated in PALS upon AXS payment.

Refer to [4.2 Download Licence](#) on how to download your licence.

The licence fee payable is summarized in the table below.



You may make the payment for the above licence via the following methods.

Immediately:

Online payment with PayPal, MasterCard or VISA



Make Payment

After 3 Working Days:

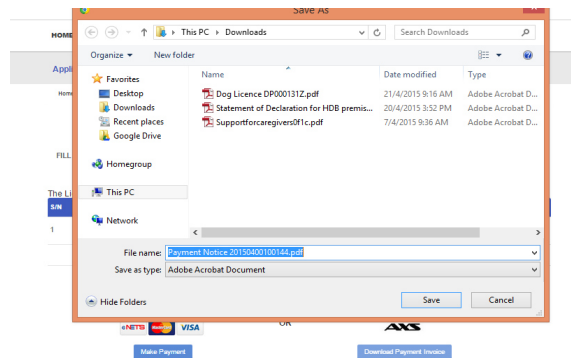
OR Payment via AXS terminals. You can download the payment invoice below.



Download Payment Invoice

It may take up to 3 working days for the new bill to be updated in AXS stations. Please check that the bill amount in AXS is updated to your latest selection before making payment.

Payment via AXS



Download Payment Invoice

Generation Date:	
Generation Time:	
Application No:	
Amount:	
Expiry Date:	

Particular of Dog Owner	
Name:	
NRIC/Passport/FIN No:	
Description of Dog	
Breed:	CHIHUAHUA
Colour:	WHITE FAWN
Sex:	Female
Microchip No.:	
Address (Where the dog kept):	



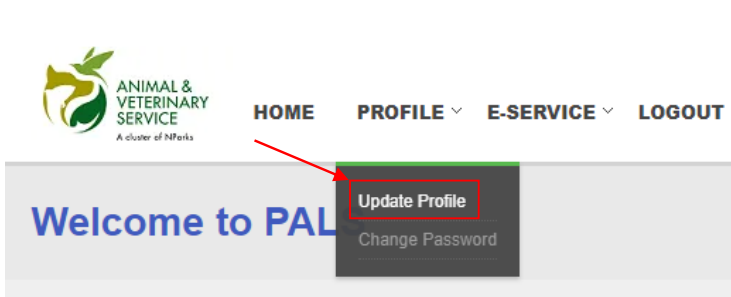
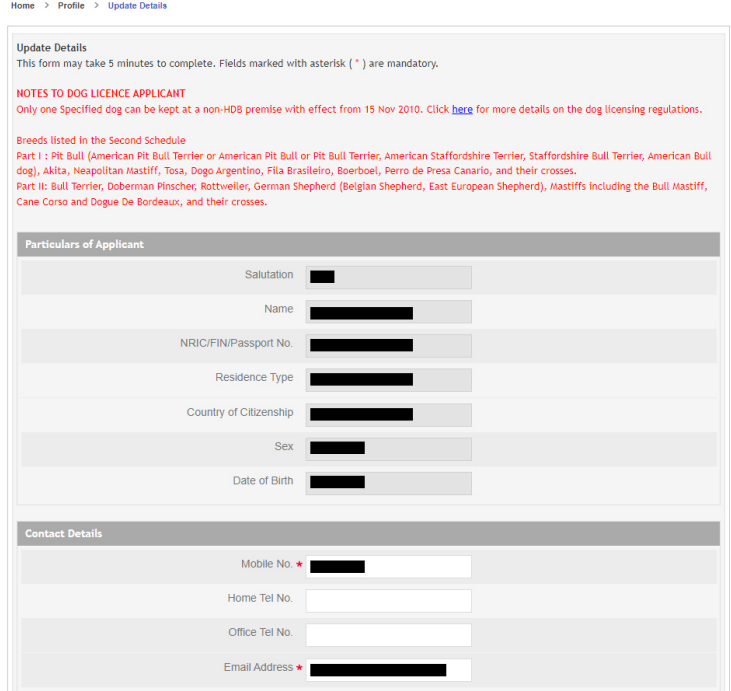
Name:		NRIC/PP No.:	
Application No:		Amount Due:	\$15.00

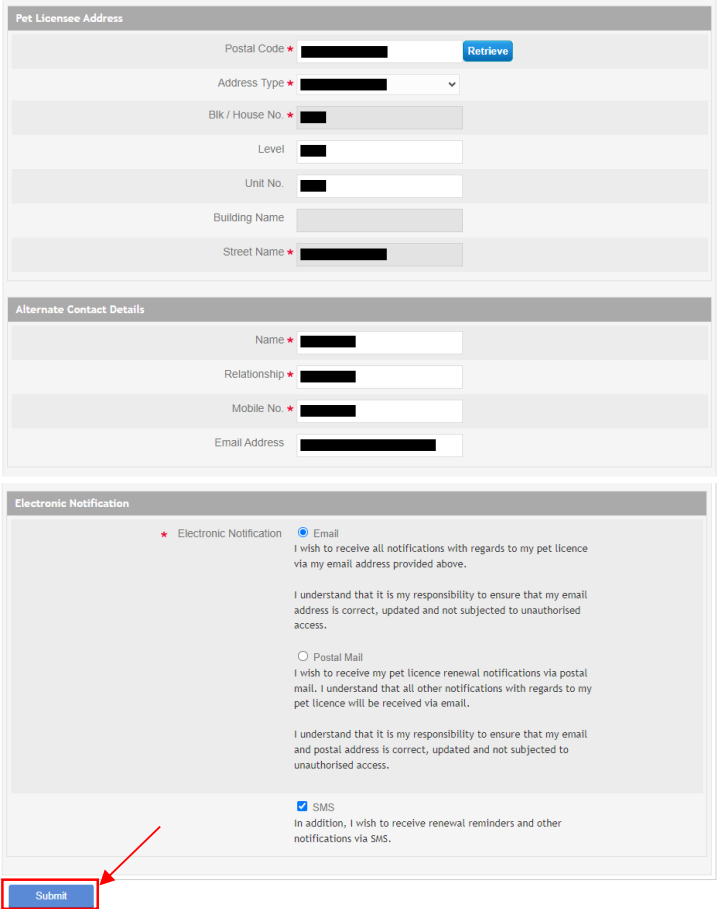
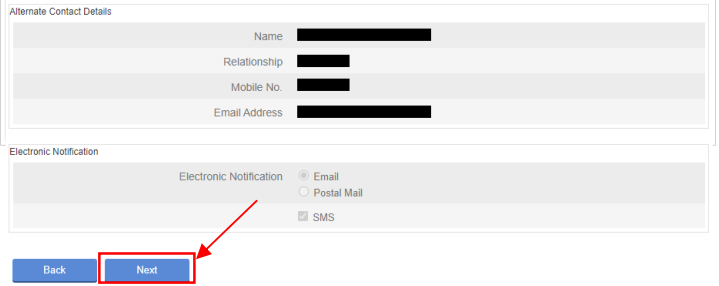
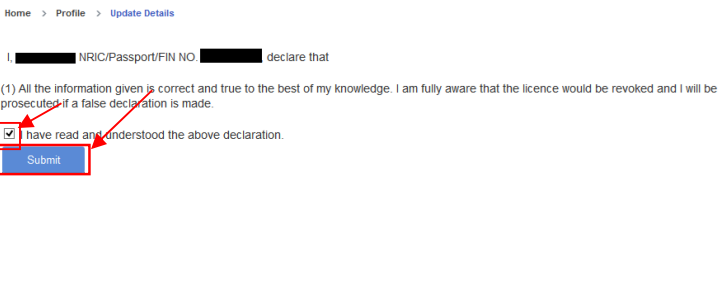
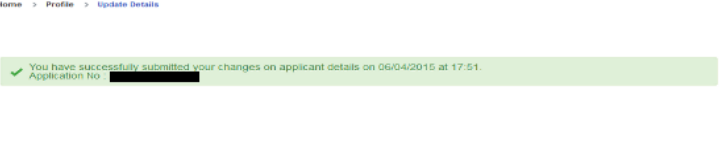


Sample Payment Invoice (PDF)

6. Update Licence Details

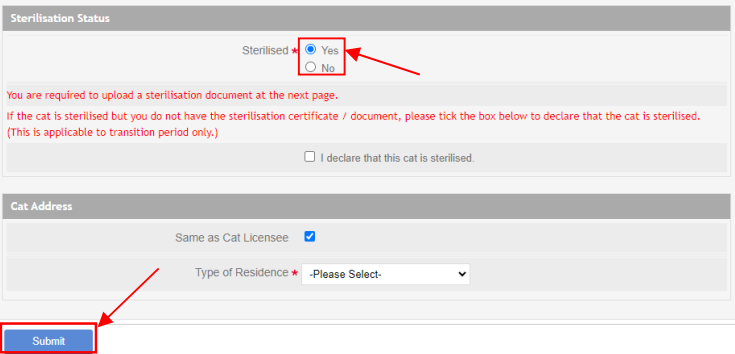
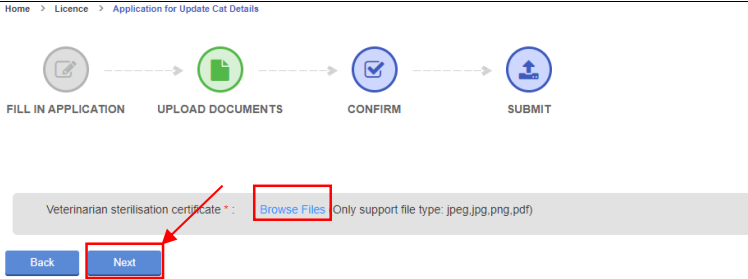
6.1 Update User Profile

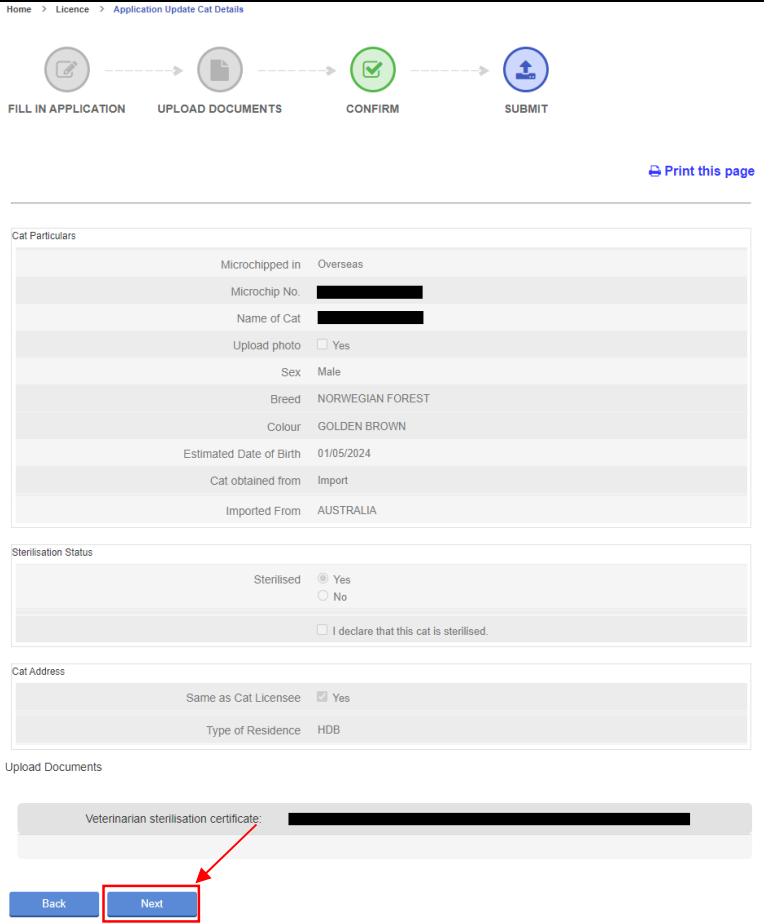
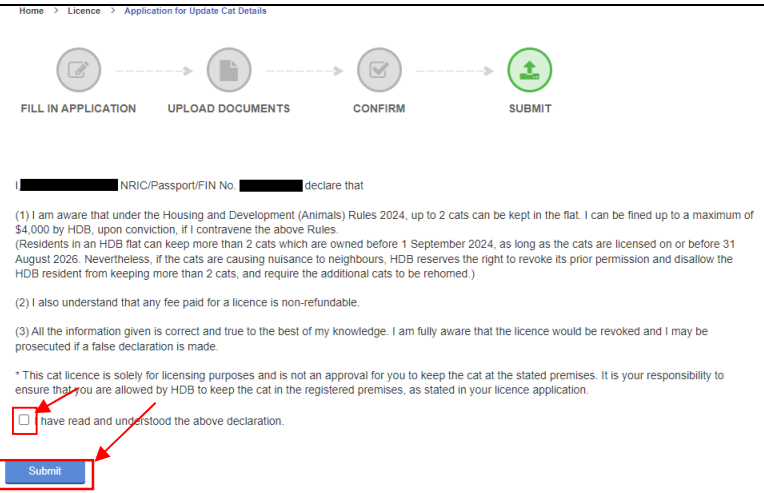
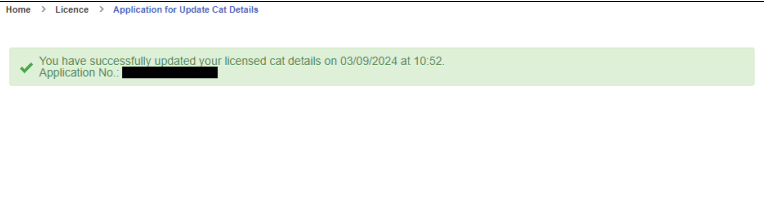
SN	Step	Screenshot
1	Click on 'Profile' → 'Update Profile'.	
2	<p>Update details where required.</p> <p>Click 'Next' to proceed. Note: Updating of licensee's address is applicable to foreigners only.</p> <p>For Singaporeans and Permanent Residents, your address will be updated through OSCARS.</p>	

		
3	<p>Verify the information entered is correct.</p> <p>Click 'Next' to proceed.</p>	
4	<p>Read the declaration terms carefully.</p> <p>Click on the checkbox to indicate that you have read and understood the terms of the declaration.</p> <p>Click 'Submit' to proceed.</p>	
5	<p>An acknowledge page indicating that you have successfully submitted your changes will be displayed.</p>	

6.2 Update Cat/Dog Details (e.g. Sterilisation Status, Address)

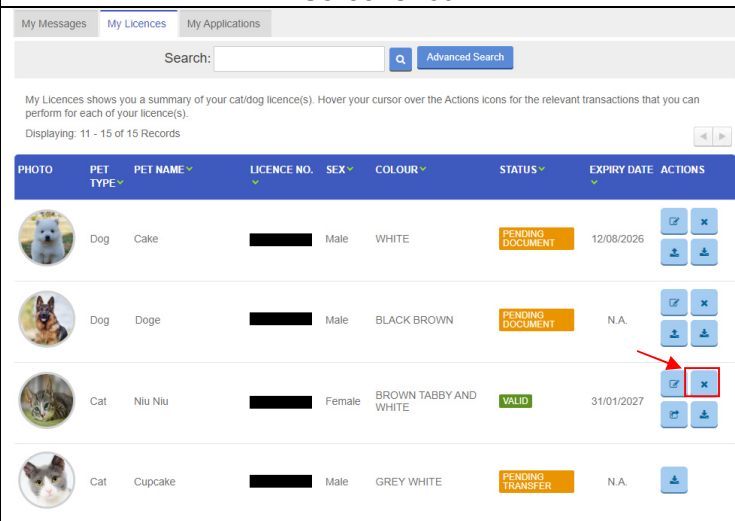
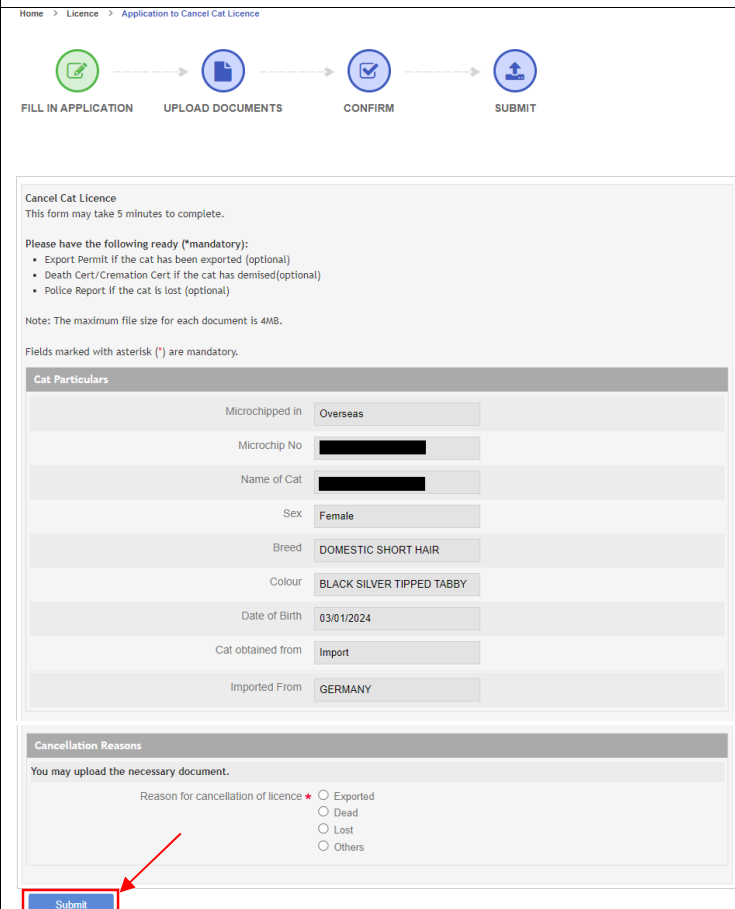
SN	Step	Screenshot
1	<p>Click on 'My Licences' tab.</p> <p>Select and click on the 'Update' icon.</p>	<p>The screenshot shows the 'My Licences' page with a search bar and a table of licences. The table has columns: PHOTO, PET TYPE, PET NAME, LICENCE NO., SEX, COLOUR, STATUS, EXPIRY DATE, and ACTIONS. There are four rows of licences. The third row, for a cat named 'Niu Niu', has a 'VALID' status and an expiry date of 31/01/2027. The 'ACTIONS' column for this row contains three icons: a blue square with a white pencil (highlighted with a red box and a red arrow), a blue square with a white trash can, and a blue square with a white plus sign.</p>
2	<p>Update the details for the 'Cat/Dog Particulars'.</p> <p>Click on the 'Upload cat/dog photo' checkbox to attach a photo at the 'Upload Documents' page.</p>	<p>The screenshot shows the 'Update Cat Details' form. At the top, there is a progress bar with four steps: 'FILL IN APPLICATION', 'UPLOAD DOCUMENTS', 'CONFIRM', and 'SUBMIT'. Below this, the form is titled 'Update Cat Details' and includes instructions. The 'Cat Particulars' section contains several fields: 'Microchipped in' (Overseas), 'Microchip No.' (redacted), 'Name of Cat' (redacted), 'Upload photo' (checkbox, highlighted with a red box and a red arrow), 'Sex' (Female), 'Breed' (DOMESTIC SHORT HAIR), 'Colour' (TABBY ORANGE), 'Estimated Date of Birth' (04/04/2024), 'Cat obtained from' (Import), and 'Imported From' (GERMANY).</p>

<p>If applicable, update the 'Sterilisation Status' for the cat/dog.</p> <p>Update the cat/dog sterilisation details accordingly.</p> <p>If the cat is sterilised but you do not have the sterilisation certificate / document, please tick the box to declare the cat is sterilised. (This is applicable to transition period only.)</p> <p>Click 'Submit' to proceed.</p> <p>Note: Sterilisation status can only be amended for non-sterilised cats/dogs.</p>							
<p>3</p> <p>Upload the relevant supporting documents.</p> <p>Click 'Next' to proceed.</p>	 <p>The following table indicates the supporting documents to be uploaded.</p> <table border="1" data-bbox="649 1455 1393 1822"> <thead> <tr> <th>Application Criteria</th><th>Supporting Documents</th></tr> </thead> <tbody> <tr> <td>'Upload cat/dog photo' checkbox selected</td><td> <ul style="list-style-type: none"> Cat/Dog photo </td></tr> <tr> <td>Cat/Dog is sterilised</td><td>Veterinarian Sterilisation Certificate, Vet Examination Letter or Vaccination Card with sterilisation status displayed</td></tr> </tbody> </table>	Application Criteria	Supporting Documents	'Upload cat/dog photo' checkbox selected	<ul style="list-style-type: none"> Cat/Dog photo 	Cat/Dog is sterilised	Veterinarian Sterilisation Certificate, Vet Examination Letter or Vaccination Card with sterilisation status displayed
Application Criteria	Supporting Documents						
'Upload cat/dog photo' checkbox selected	<ul style="list-style-type: none"> Cat/Dog photo 						
Cat/Dog is sterilised	Veterinarian Sterilisation Certificate, Vet Examination Letter or Vaccination Card with sterilisation status displayed						






<p>4</p> <p>Verify the information entered is correct.</p> <p>Click 'Next' to proceed. (screenshot updated)</p>	
<p>5</p> <p>Read the declaration terms carefully.</p> <p>Click on the checkbox to indicate that you have read and understood the terms of the declaration.</p> <p>Click 'Submit' to proceed.(screenshot updated)</p>	
<p>6</p> <p>An acknowledge page indicating that you have successfully submitted the changes will be displayed. .(screenshot updated)</p>	

7. Cancellation of Licence

7.1 Cancel Licence

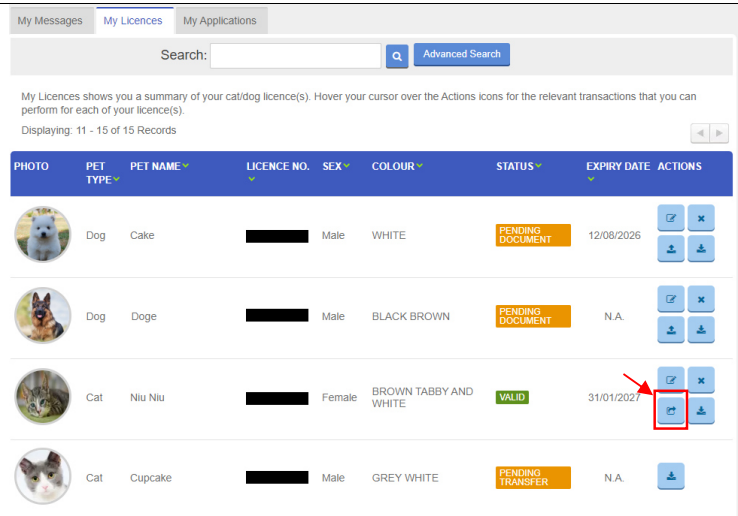
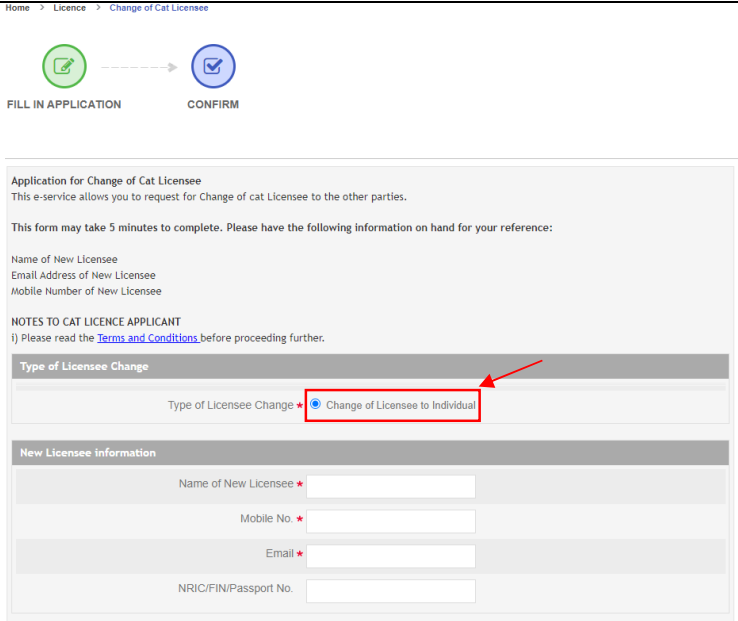
SN	Step	Screenshot
1	<p>Click on 'My Licences' tab.</p> <p>Select and click on the 'Cancel licence' icon.</p>	
2	<p>Select and click on the reason for cancellation.</p> <p>If cat/dog is sold or given away, select 'Others' and key in the new licensee's name and contact information.</p> <p>Click 'Submit' to proceed.</p>	

<div>3</div>	<div>Upload the relevant documents:</div> <div><div>a) export permit for exported cat/dog,</div><div>b) death/cremation certificate for dead cat/dog,</div><div>c) Police report for lost cat/dog.</div></div> <div>Click 'Next' to proceed.</div>	<div><div>Home > Licence > Application to Cancel Cat Licence</div><div><div><div><div><div></div></div><div>FILL IN APPLICATION</div></div><div><div><div></div></div><div>UPLOAD DOCUMENTS</div></div><div><div><div></div></div><div>CONFIRM</div></div><div><div><div></div></div><div>SUBMIT</div></div></div></div><div>Death/Cremation Certificate : <div>Browse Files</div> (Only support file type: jpg, jpeg, png, pdf)</div><div><div>Back</div><div>Next</div></div></div>
<div>4</div>	<div>Verify the details of the licence to be cancelled are correct.</div> <div>Click 'Next' to proceed.</div>	<div><div>Home > Licence > Application to Cancel Cat Licence</div><div><div><div><div><div></div></div><div>FILL IN APPLICATION</div></div><div><div><div></div></div><div>UPLOAD DOCUMENTS</div></div><div><div><div></div></div><div>CONFIRM</div></div><div><div><div></div></div><div>SUBMIT</div></div></div></div><div><div>Print this page</div></div><div><div>Cat Particulars</div><div><div><div>Microchipped in</div><div>Overseas</div></div><div><div>Microchip No</div><div></div></div><div><div>Name of Cat</div><div></div></div><div><div>Sex</div><div>Female</div></div><div><div>Breed</div><div>DOMESTIC SHORT HAIR</div></div><div><div>Colour</div><div>BLACK SILVER TIPPED TABBY</div></div><div><div>Date of Birth</div><div>03/01/2024</div></div><div><div>Cat obtained from</div><div>Import</div></div><div><div>Imported From</div><div>GERMANY</div></div></div></div><div><div>Cancellation Reasons</div><div><div>You may upload the necessary document.</div><div><div>Reason for cancellation of licence</div><div><div><div></div>Exported</div><div><div><div></div></div>Dead</div><div><div><div></div></div>Lost</div><div><div><div></div></div>Others</div></div></div></div></div><div><div>Upload Documents</div><div>Death/Cremation Certificate:</div><div><div>Back</div><div>Next</div></div></div></div>
<div>5</div>	<div>Read the declaration terms carefully.</div> <div>Click on the checkbox to indicate that you have read and understood the terms of the declaration.</div> <div>Click 'Submit' to proceed.</div>	<div><div>Home > Licence > Application to Cancel Cat Licence</div><div><div><div><div><div></div></div><div>FILL IN APPLICATION</div></div><div><div><div></div></div><div>UPLOAD DOCUMENTS</div></div><div><div><div></div></div><div>CONFIRM</div></div><div><div><div></div></div><div>SUBMIT</div></div></div></div><div><div>I <div></div> NRIC No. <div></div> declare that</div><div><div>(1) I understand that any fee paid for a licence is non-refundable.</div><div>(2) All the information given is correct and true to the best of my knowledge. I am fully aware that the licence would be revoked and I may be prosecuted if a false declaration is made.</div></div><div><div><div></div></div> have read and understood the above declaration.</div><div><div>Submit</div></div></div></div>


6	An acknowledge page indicating that the licence is successfully cancelled will be displayed.	<div data-bbox="654 184 898 197">Home > Licence > Application to Cancel Cat Licence</div> <div data-bbox="654 226 1175 294"><div> FILL IN APPLICATION</div><div> UPLOAD DOCUMENTS</div><div> CONFIRM</div><div> SUBMIT</div></div> <div data-bbox="654 338 1370 386"><div></div><div><div>You have cancelled the licence on 03/09/2024 at 11:37.</div><div>Application No. [REDACTED]</div><div>Licence No. [REDACTED]</div></div></div>
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8. Change of Licensee

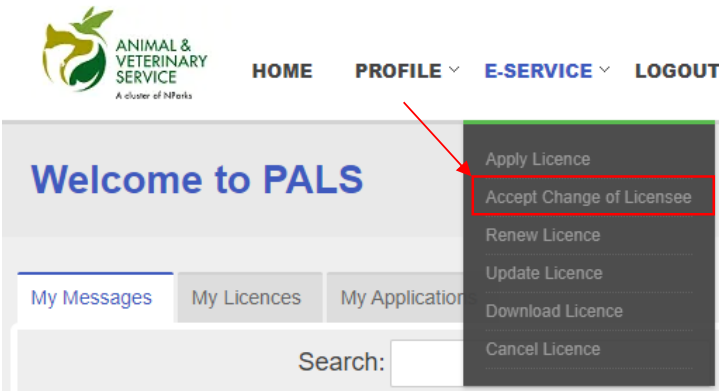
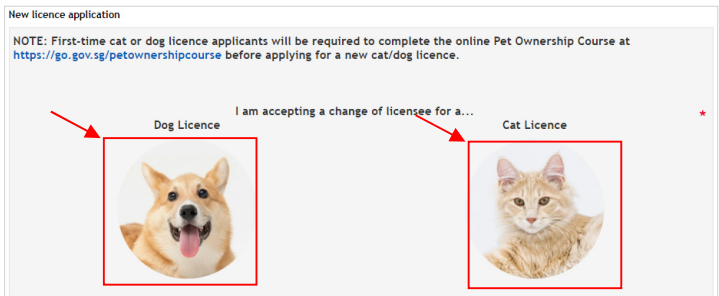
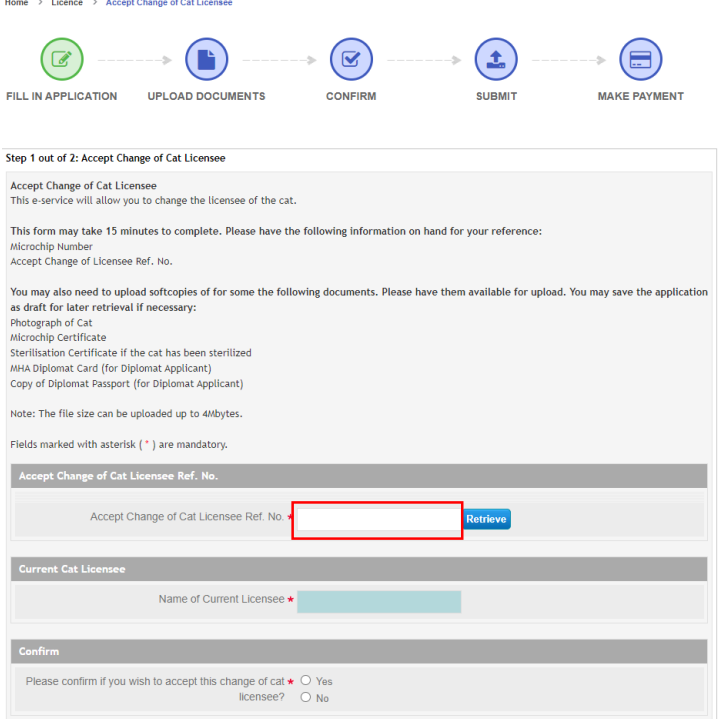
8.1 Initiate Change of Licensee

SN	Step	Screenshot
1	<p>Click on 'My Licences' tab.</p> <p>Select and click on the 'Change of Licensee' icon.</p>	 <p>The screenshot shows the 'My Licences' tab selected. Below the search bar, there's a table with columns: PHOTO, PET TYPE, PET NAME, LICENCE NO., SEX, COLOUR, STATUS, EXPIRY DATE, and ACTIONS. The table lists four licenses. The third license, 'Niu Niu' (Cat, Female, BROWN TABBY AND WHITE), has a 'VALID' status and an expiry date of 31/01/2027. In the ACTIONS column for this license, the 'Change of Licensee' icon (a person with a plus sign) is highlighted with a red box and an arrow.</p>
2	<p>Click 'Change of Licensee to Individual'.</p> <p>Enter the new licensee's particulars. Mandatory fields are marked with red asterisk (*).</p>	 <p>The screenshot shows the 'Change of Cat Licensee' application form. At the top, there's a progress bar with 'FILL IN APPLICATION' and 'CONFIRM'. Below this, the 'Application for Change of Cat Licensee' section explains the e-service. The 'Type of License Change' dropdown menu is set to 'Change of Licensee to Individual', which is highlighted with a red box and an arrow. Below this is the 'New Licensee Information' section with four fields: 'Name of New Licensee *', 'Mobile No. *', 'Email *', and 'NRIC/FIN/Passport No.'. The first three fields have red asterisks indicating they are mandatory.</p>

	<p>Select the 'Yes' button to indicate that you wish to transfer the cat/dog to the new applicant.</p> <p>Click 'Submit' to proceed.</p>	<div><div><div>Cat Particulars</div><div><div>Microchipped in</div><div>Overseas</div></div><div><div>Microchip No.</div><div></div></div><div><div>Name of Cat</div><div></div></div><div><div>Sex</div><div>Male</div></div><div><div>Breed</div><div>NORWEGIAN FOREST</div></div><div><div>Colour</div><div>GOLDEN BROWN</div></div><div><div>Estimated Date of Birth</div><div>01/05/2024</div></div><div><div>Cat obtained from</div><div>Import</div></div><div><div>Imported From</div><div>AUSTRALIA</div></div></div><div><div>Sterilisation Status</div><div><div>Sterilised</div><div>Yes</div></div></div><div><div>Sterilisation Status</div><div><div>Sterilised</div><div>Yes</div></div></div><div><div>Address (where cat is kept)</div><div><div>Same as Cat Licensee</div><div><input checked="" type="checkbox"/> Yes</div></div><div><div>Address Type</div><div></div></div><div><div>Blk / House No.</div><div></div></div><div><div>Level</div><div></div></div><div><div>Unit No.</div><div></div></div><div><div>Building Name</div><div></div></div><div><div>Street Name</div><div></div></div><div><div>Type of Residence</div><div></div></div><div><div>Postal Code</div><div></div></div></div><div><div>Confirm</div><div><div>Do you wish to change the licensee of this cat to the new licensee?</div><div><input checked="" type="radio"/> Yes</div><div><input type="radio"/> No</div></div></div><div><div>Submit</div></div></div> <tr><td>3</td><td><p>Verify the information entered is correct.</p><p>Click 'Submit' to proceed.</p></td><td><div><div><div>Sterilisation Status</div><div><div>Sterilised</div><div>Yes</div></div></div><div><div>Address (where cat is kept)</div><div><div>Same as Cat Licensee</div><div><input checked="" type="checkbox"/> Yes</div></div><div><div>Address Type</div><div></div></div><div><div>Blk / House No.</div><div></div></div><div><div>Level</div><div></div></div><div><div>Unit No.</div><div></div></div><div><div>Building Name</div><div></div></div><div><div>Street Name</div><div></div></div><div><div>Type of Residence</div><div></div></div><div><div>Postal Code</div><div></div></div></div><div><div>Confirm</div><div><div>Do you wish to change the licensee of this cat to the new licensee?</div><div><input checked="" type="radio"/> Yes</div><div><input type="radio"/> No</div></div></div><div><div>Back</div><div>Submit</div></div></div></td></tr>	3	<p>Verify the information entered is correct.</p> <p>Click 'Submit' to proceed.</p>	<div><div><div>Sterilisation Status</div><div><div>Sterilised</div><div>Yes</div></div></div><div><div>Address (where cat is kept)</div><div><div>Same as Cat Licensee</div><div><input checked="" type="checkbox"/> Yes</div></div><div><div>Address Type</div><div></div></div><div><div>Blk / House No.</div><div></div></div><div><div>Level</div><div></div></div><div><div>Unit No.</div><div></div></div><div><div>Building Name</div><div></div></div><div><div>Street Name</div><div></div></div><div><div>Type of Residence</div><div></div></div><div><div>Postal Code</div><div></div></div></div><div><div>Confirm</div><div><div>Do you wish to change the licensee of this cat to the new licensee?</div><div><input checked="" type="radio"/> Yes</div><div><input type="radio"/> No</div></div></div><div><div>Back</div><div>Submit</div></div></div>
3	<p>Verify the information entered is correct.</p> <p>Click 'Submit' to proceed.</p>	<div><div><div>Sterilisation Status</div><div><div>Sterilised</div><div>Yes</div></div></div><div><div>Address (where cat is kept)</div><div><div>Same as Cat Licensee</div><div><input checked="" type="checkbox"/> Yes</div></div><div><div>Address Type</div><div></div></div><div><div>Blk / House No.</div><div></div></div><div><div>Level</div><div></div></div><div><div>Unit No.</div><div></div></div><div><div>Building Name</div><div></div></div><div><div>Street Name</div><div></div></div><div><div>Type of Residence</div><div></div></div><div><div>Postal Code</div><div></div></div></div><div><div>Confirm</div><div><div>Do you wish to change the licensee of this cat to the new licensee?</div><div><input checked="" type="radio"/> Yes</div><div><input type="radio"/> No</div></div></div><div><div>Back</div><div>Submit</div></div></div>			

4	<p>An acknowledge page indicating that you have successfully submitted the change of licensee request will be displayed.</p>	<p>Home > Licence > Change of Cat Licensee</p> <div>  Your change of cat licensee request has been conveyed to New Lic. You will be notified when your change request is approved or rejected. Application No. [REDACTED] Licence No. [REDACTED] </div>
5	<p>The new licensee will receive a notification containing the reference number to accept/reject the change of licensee.</p> <p>You will be notified of the outcome when the new licensee accepts or rejects the request.</p>	<p>Dear Mr X,</p> <p>A request for a change in cat licensee to XXXXXXXXXX has been initiated. You will be notified when he/she accepts or rejects the change request.</p> <p>*****</p> <p>This is a computer generated email. Please do not reply to this email.</p>

8.2 Accept Change of Licensee

SN	Step	Screenshot
1	Click on 'e-Service' → 'Accept Change of Licensee'.	
2	Select acceptance of Cat or Dog Licence.	
3	<p>Key in reference number that you received to accept/reject the change of licensee. Click on Retrieve.</p> <p>Select 'Yes' to confirm that you wish to accept the cat/dog transfer.</p>	

	<p>Complete the details for:</p> <p>(iii) 'Address (where cat/dog is kept)'.</p> <p><i>(Check on the checkbox indicating 'Same as Cat/Dog Licensee' if the cat/dog is kept at the same address as indicated under the Cat/Dog Licensee Particulars)</i></p> <p>Mandatory fields are marked with red asterisk (*).</p> <p>Click 'Next' to proceed.</p>	<div> <div>Cat Licensee Particular</div> <div> <div>Name of Licensee</div> <div>NRIC/FIN/Passport No.</div> <div>Contact No.</div> <div>Postal Code</div> <div>Address Type</div> <div>Blk / House No.</div> <div>Level</div> <div>Unit No.</div> <div>Building Name</div> <div>Street Name</div> </div> </div> <div> <div>Address (where cat is kept)</div> <div> <div>Same as Cat Licensee <input checked="" type="checkbox"/></div> <div>Type of Residence * HDB</div> </div> </div> <div> Please click here to go back </div> <div> <div>Next</div> </div>
<p>4</p>	<p>Update sterilisation status, if applicable.</p> <p>Click 'Submit' to proceed.</p>	<div> <div>Step 2 out of 2: Accept Change of Cat Licensee</div> <div> <div>Cat Particulars</div> <div> <div>Microchipped in</div> <div>Microchip No.</div> <div>Name of Cat</div> <div>Sex</div> <div>Breed</div> <div>Color</div> <div>Estimated Date of Birth</div> <div>Cat obtained from</div> </div> </div> <div> <div>Sterilisation Status</div> <div> <div>Sterilised * <input type="radio"/> Yes <input type="radio"/> No</div> </div> </div> <div> <div>Licensee Declaration</div> <div> <div>Cat owners are allowed to license and continue to keep all their existing pet cats owned prior to 1 September 2024 as long as they license them during the transition period and are able to ensure that the cats' health and welfare are taken care of. Please tick the box below if this cat is an existing cat.</div> <div><input type="checkbox"/> This is an existing cat owned before 1 September 2024.</div> </div> </div> <div> <div>Previous</div> <div>Submit</div> </div> </div>

5

Upload the required supporting documents (where relevant).

Click 'Next' to proceed.

Home > Licence > Accept Change of Cat License

FILL IN APPLICATION

UPLOAD DOCUMENTS

CONFIRM

SUBMIT

MAKE PAYMENT

Microchip Certificate : [Browse Files](#) (Only support file type: jpg,jpeg,png,pdf)

Cat Photo : [Browse Files](#) (Only support file type: jpg,jpeg,png)

Sterilisation Certificate / Document * : [Browse Files](#) (Only support file type: jpg,jpeg,png,pdf)

Back

Next

6

Verify the details you have entered are correct.

Click 'Next' to proceed.

Sterilisation Status

Sterilised

☒ Yes

☐ No

☐ I declare that this cat is sterilised.

Licensee Declaration

Cat owners are allowed to license and continue to keep all their existing pet cats owned prior to 1 September 2024 as long as they license them during the transition period and are able to ensure that the cats' health and welfare are taken care of. Please tick the box below if this cat is an existing cat.

☐ This is an existing cat owned before 1 September 2024.

Upload Documents

Microchip Certificate:

Cat Photo:

Sterilisation Certificate / Document:

Back

Next

Note: For licensees of a Specified Dog, you are not required to upload any documents at this point of licence application.

The respective deadlines for the documents to be submitted after the licence is approved are as follows:

c) 4 weeks: Insurance Policy and Banker's Guarantee.

d) 10 weeks: Dog Training Certificate

The following table list the supporting documents to be uploaded based on the various application criteria.

Application Criteria	Supporting Documents
Cat/Dog is adopted from an Animal Welfare Group (AWG)	AWG Adoption / Fosterer Agreement
Cat/Dog is imported	Import Permit
Cat/Dog is sterilised	Veterinarian Sterilisation Certificate, Vet Examination Letter or Vaccination Card with sterilisation status displayed

	<p>Visit https://go.gov.sg/pet-licensing for more information on Specified dog breeds and the additional licensing conditions.</p>	<div> <div> Licensee is a diplomat <ul style="list-style-type: none"> • MFA ID card • Copy of passport </div> <div> For dogs only: Breed of dog -Specified Dogs or their crosses <ul style="list-style-type: none"> • Insurance Policy • Banker's Guarantee • Dog Training Certificate </div> </div>
7	<p>Read the declaration terms carefully.</p> <p>Click on the checkbox to indicate that you have read and understood the terms of the declaration.</p> <p>Click 'Submit' to proceed.</p>	<p>Home > Licence > Accept Change of Cat Licensee</p> <p>FILL IN APPLICATION → UPLOAD DOCUMENTS → CONFIRM → SUBMIT → MAKE PAYMENT</p> <p>I, [redacted] NRIC No. [redacted] declare that</p> <p>(1) I am aware that under the Housing and Development (Animals) Rules 2024, up to 2 cats can be kept in the flat. I can be fined up to a maximum of \$4 000 by HDB, upon conviction, if I contravene the above Rules. (Residents in an HDB flat can keep more than 2 cats which are owned before 1 September 2024, as long as the cats are licensed on or before 31 August 2026. Nevertheless, if the cats are causing nuisance to neighbours, HDB reserves the right to revoke its prior permission and disallow the HDB resident from keeping more than 2 cats, and require the additional cats to be rehomed.)</p> <p>(2) I also understand that any fee paid for a licence is non-refundable.</p> <p>(3) All the information given is correct and true to the best of my knowledge. I am fully aware that the licence would be revoked and I may be prosecuted if a false declaration is made.</p> <p>* This cat licence is solely for licensing purposes and is not an approval for you to keep the cat at the stated premises. It is your responsibility to ensure that you are allowed by HDB to keep the cat in the registered premises, as stated in your licence application.</p> <p><input checked="" type="checkbox"/> I have read and understood the above declaration.</p> <p>Click on the buttons or links once only. Do not use the Back or Forward button on your browser as this may end your transaction.</p> <p>Submit</p>
8	<p>An acknowledge page indicating that you have successfully submitted the change of licensee request will be displayed.</p> <p>The previous licensee will be notified of the outcome when you have accepted the change of licensee.</p>	<p>Home > Licence > Accept Change of Cat Licensee</p> <p>✓ Your licence application is successful. You can view, download and print the licence from Home > My Licences. Licence No.: [redacted]</p> <p>My Messages My Licences My Applications</p> <p>Successful Change of Cat Licensee</p> <p>PALS 05/09/2024 03:49:15 PM (1 hours ago)</p> <p>From NParks/AVS - Change of Cat Licensee Dear Sir/Mdm, your request to change the cat licensee for licence no. [redacted] has been accepted. Please visit our Pet Animal Licensing System (PALS) to view the updates. Please call our Animal Response Centre at 1800-476-1600 if you require further assistance, thank you.</p>