eAGM SYSTEM FAQS

1. GENERAL

1.1 What is Electronic Annual General Meeting (eAGM) System

The eAGM System allows an authorised person from the MCST (i.e. council member or managing agent) to submit Annual General Meeting (AGM) information to BCA. Users are also allowed to save and view their submission on the system.

1.2 How to access the eAGM System

An authorised person needs to login with User ID and Password issued by BCA.

2. REGISTER TO USE THE E-FILING SYSTEM

2.1 How to register

Council needs to nominate a member or managing agent to E-File the AGM returns online. First-time users can register for the access by filling up the attached **nomination form** and return it to BCA by post, email or fax. The nomination form is also available for downloading at the following link
https://www.bca.gov.sg/BMSMForms/bmsm_applnforms.html.

2.2 Who can apply and sign the nomination form

Any council member can apply and sign the nomination form.

2.3 Can a council member apply and nominate himself

Yes.

2.4 What supporting documents do I need

There are no supporting documents required. A council member will need to confirm the details of the authorised person provided represent the MCST.

2.5 How long does it take for BCA to issue the User ID and Password

BCA generally takes 7 working days to issue the User ID and Password for a completed application.

3. USER ID AND PASSWORD

3.1 What if I forget the User ID and Password

You will need to re-apply using the nomination form for E-filing of AGM returns.

3.2 What if there is a change of authorised person

You will need to re-apply using the nomination form for E-filing of AGM returns.

4. E-FILING SYSTEM

4.1 Do I need to mail out the notice and agenda to BCA

No. When making online applications, you are required to attach and all the supporting documents a copy of notice and agenda.

4.2 Can I attach my by-laws lodgment through the BCA online portal

No. Presently, we required manual submission of documents for by-laws lodgment.

4.3 Do I get any acknowledgement receipt after submitting the AGM returns online

Yes. You can instantly generate an acknowledgement receipt after you have submitted the AGM returns successfully.

4.4 Can I login again to update the MCST's information (i.e. changes of office bearers)

No. Presently, we only allowed one access per year for security purposes. To update of MCST's information, please furnish us with an official letter (i.e. MCST's letterhead) and indicate the changes/updates of the MCST. You may forward the said letter to bca_enquiry@bca.gov.sg or fax to us at 63344031.

5. USER MANUAL

5.1 Is there a user manual to guide me through the using eAGM System

Yes. You may go to the eservices page at https://www.bca.gov.sg/eServices/eservices.html to download the User Manual for the E-Filing of AGM returns.

6. OTHERS

6.1 Can the eAGM System accept submission of all types of files

Preferably in PDF format. The acceptable file formats for the documents are restricted to .doc, .jpg, .pdf, .txt and .zip.

6.2 What is the maximum file size for each submission

It is advisable to keep the file size for each submission within 20 MB

6.3 I faced some technical issues while using the system, what should I do

Please email to bca_enquiry@bca.gov.sg and indicate your contact details, description and screen capture of the issue. Alternatively, you may dial our customer service hotline at 1800-342-5222 and we will direct you to the right person.