



Completion of this form is necessary to facilitate Hilda Loe Associates in performing the service(s) you require. Once signed, this form becomes a legally binding contract, for this reason, Hilda Loe Associates's Terms and Conditions should be reviewed first. Please email (ops@hildaloe.com) or fax completed form to (SIN) 65 6722 0646.

*Hilda Loe Associates reserves the right not to onboard potential clients that do not provide us with the documents or information necessary for compliance duties with regards to this order form.

Singapore Virtual Office Order Form & Service Agreement

1. Client Information

Client's Name:

Passport or NRIC Number:

Residence Address or Registered Address:

Are you a "Politically Exposed Person" (PEP)*?

- Yes
- No

If Yes, please provide details of the position held and association _____

Do you have any pending or threatened claims or have you ever been convicted of any crimes / fraud under a court of law or under any investigation of any nature or involved in legal proceedings?

- Yes
- No

If Yes, please provide details _____

Are you a United States (US) person*? (as defined for US tax purposes)?

- Yes
- No

If Yes, Please provide

- a) Duly signed Form Affidavit (To be provided separately)
- b) One of the following (Please mark X)

- ITIN Number
- Visa number
- Green Card Number

Registered Company Name:

Company Registered Number:

Country of Incorporation:

Incorp Date:

Nature of Business:

Email:

Tel:

Fax:

Mailing Address:

2. Service Package

- Virtual Office Basic - **S\$240 per year + S\$100 mail deposit**
(Office address + mail forwarding)
- Virtual Office Enhanced (Int'l Follow Me) - **S\$450 per year + S\$100 IDD deposit + S\$100 mail deposit**
(Office address + mail forwarding + dedicated Tel to International Tel + shared Fax to email)
- Virtual Office Enhanced (Local Follow Me) - **S\$800 per year + S\$100 mail deposit**
(Office address + mail forwarding + dedicated Tel to Singapore Tel + shared Fax to email)
- Virtual Office Premium - **S\$1,200 per year + S\$100 mail deposit**
(Office address + mail forwarding + dedicated Tel with answering service & voicemail + dedicated Fax to email)

3. Mail Handling

I hereby represent myself/ my partner(s)/ my company to authorise Hilda Loe Associates Pte Ltd to:

Auto-redirect my/my partners'/my company's courier packages, registered or normal mails/letters upon receipt to my/our last known address registered with Hilda Loe Associates at my/my partners'/my company's own risk. **The fees for such standard redirection will be actual cost of postage + S\$5.00 OR cost of Courier + S\$7.50 per mail out.**

I/We opt for the following mail-out schedule:

- Standard once a week
- Twice a month
- Once a month

Not to redirect my/my partners'/my company's courier packages, registered or normal mails/letters upon receipt but to notify me/us via email for instructions on further handling. **The fees for such special handling will be actual cost of postage + S\$5.00 OR cost of Courier + S\$7.50 per mail out.**

I/We fully understand that all courier packages, registered or normal mails/letters will be auto-redirectioned to me/us at our own risk and at special handling cost to the last known address registered with Hilda Loe Associates, if no further handling instructions is communicated to Hilda Loe Associates after 2 weeks from the date of email notification.

4. Special Service Request / Remarks

For Company order, if there are than one Director whom we need to receive letters for, please state their full name, ID/Passport no. and residence address here. We will return letters to sender if we do not have their records on file.

5. Terms and Conditions – Please read carefully

It is hereby agreed that the Client is aware of and bound by Hilda Loe Associates Pte Ltd's (the Company) terms and conditions as stated below:

- a. The client shall pay during the term of this agreement, all charges for services rendered by the Company at the rates stipulated.
- b. The telephone number allocated cannot be used in advertisements in the local newspapers unless subjected to the consent of the Company. All calls in such cases shall be diverted to Client's designated telephone number or voice box.
- c. The Client is responsible for modifying changes in their business particulars at the Registrar of Companies & Business (all jurisdictions apply) if they are using the Company's address as their registered office address.
- d. All courier packages, registered or normal mails/letters will be re-directed to the Client by unregistered post or by courier as instructed at Client's own risk. Any mail outs & correspondence made by the Company to the Client is deemed delivered if sent by ordinary post to the last know address by the Company to the Client.
- e. All standard re-direction of courier packages, registered and normal mails/letters are charged at actual cost of postage + S\$5.00 OR cost of Courier + S\$7.50 per mail out unless Client opt for Email Notification with Special Handling at the same charges.
- f. The Company will not be responsible for any loss of faxes/parcel packages/mails if the recipient's name or the Client's Company's name is not addressed by the sender.
- g. Staff of Hilda Loe Associates Pte Ltd have no obligation to open or read any of the faxes/mail/parcel packages belong to the undersigned person or his/her partners verbally over the phone at any moment, and have no obligation to dispose of any faxes/mail/parcel packages on behalf on the undersigned person or his/her partners, even if the faxes/mail/parcel packages are deemed unimportant or unnecessary to him/her.
- h. Clients will have to pay the annual fees upfront and there will be no refund if Clients wish to terminate the service before the end of the contract term.
- i. S\$100.00 Mail deposit is required for all packages. S\$100.00 IDD deposit is also required for Virtual Office Enhanced (International Follow Me) clients. Once the deposit is depleted to S\$30, the Company will notify Client to top up. No services will be rendered once deposit reaches zero value. In the even of termination, any remaining deposits will be refunded to client less any bank charges incurred for such wire transfers.
- j. Renewal and non-renewal of service: Renewal notice will be emailed to Clients 45 days prior to the end of the contract. If Clients do not wish to renew, please communicate to us in writing 30 days prior to the end of the contract.
- k. Hilda Loe Associates Pte Ltd and its staff have no obligation to handle and/or settle any disputes between Clients and their counterparts or business associates.

6. Agreement & Acceptance

Information other than the Company's name provided by Client will be kept confidential and will not knowingly be disclosed without Client's prior consent, except by court order, in which case Hilda Loe Associates Pte Ltd intends to cooperate fully. I/We confirm that the above information provided is true and correct and hereby authorized Hilda Loe Associates Pte Ltd to proceed with the setup of the selected virtual office packages. **Please furnish the company's Bizfile or Certificate of Incumbency or equivalent AND the client/Director Passport + address proof for our file.**

I/We agree to abide by the terms and conditions set above and fully understand that if I/We breach the terms and conditions mentioned, Hilda Loe Associates Pte Ltd will have the right to terminate the services without notice and my/our deposits will be forfeited.

Signature:

Contact Number:

Name:

Date:

Please ensure the following documents are attached or have already been sent to Hilda Loe Associates:

- ✓ **Scanned copy of Director/Client's identification in the form of a passport or national ID client and Client's utility bill or credit card/bank statement as proof of current address.**
- ✓ **Scanned copy of Bizfile or Certificate of Incumbency or equivalent for the Registered Company**
- ✓ **Payment for virtual office services and mail/IDD deposits (if applicable).**

Thank you for choosing

Hilda Loe Associates Pte Ltd