

1<sup>st</sup> August 2007



**To: All SRA Members**

Members Circular

Dear Member,

## **Discontinuation of Sale of GST Refund Form**

After safeguarding the right of retailers to offer Goods & Services Tax refunds to tourists ever since the first inception of GST in 1994, we are pleased to see that more than a decade later, Singapore has progressed to offering the latest state-of-the-art refunds to tourists on a par with most developed markets.

We now have the two refund agencies, operated by Global Refund and Premier Tax Free offering tourists instant cash refunds at the airport, a service that is free for all retailers.

Tourists now benefit from cash in the currency of their choice and voucher refunds, whilst retailers benefit from a zero cost refund service provided by a selection of service providers, who also provide merchants with key consumer purchase data which helps with planning and keeping the retail offer relevant and up-to-date with tourist needs and wants.

As such, it is timely for Singapore Retailers Association (SRA) to announce that the association will no longer be selling GST Tourist Refund Scheme (TRS) forms for the self administered GST tourist refund scheme.

All retail members are therefore advised to either:

**a). Enrol with Global Refund Singapore Pte Ltd (Tel: 6225 6238) or Premier Tax Free (Singapore) Pte Ltd (Tel: 6293 3811) the two refund agencies offering a free refund service to the industry with instant cash back refunds at the airports for your tourist customers.**

Or should you wish to continue with the self-administered scheme and print your own TRS refund forms:

**b). Contact IRAS (Tel: 1800 356 8633) to request the form specifications and regulations associated with them, or refer to the IRAS website @ <http://www.iras.gov.sg> and download a specimen copy of the TRS refund form.** (If you wish to customise and print your own refund forms, you can also refer to the website for the specifications required).

With these options now available to the retail industry, and with the decline of the self-administered system, SRA's role in selling GST Tourist Refund Scheme forms has diminished and will therefore be discontinued. However we announce this discontinuation safe in the knowledge that an advanced GST refund infrastructure is in place, and retailers' interests will not be adversely affected given the options that are available to them.

Our remaining stock of 300 refund form booklets will be sold on a first-come-first-served basis, up to a maximum of two booklets of 50 forms per sale. This is to help all retailers operating the self-administered scheme to make a smooth transition and pursue alternative arrangements via option a). or b). above.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Lau Chuen Wei', written in a cursive style.

Lau Chuen Wei  
Executive Director