

FAQ

About InteReq New Service – Issuance of S.47 Certificate under BMSMA

1. What is InteReq?

InteReq is a joint initiative brought to you by the Singapore Academy of Law and CrimsonLogic Pte Ltd. **InteReq** enables you to submit, receive replies to legal requisitions from relevant government agencies and third parties via the Internet.

2. How will the service benefit the managing agent of a MCST?

InteReq will streamline the current processes and functions of issuing the Certificate under Section 47 of BMSMA and enable managing agent to reply, review and track requests real-time.

The service offers managing agents:

- 🔑 One-stop platform to manage all legal requisitions submitted from law firms
- 🔑 Significantly reduces data entry and manual handling of documents
- 🔑 Instant update plus e-mail notification when new request is received
- 🔑 Real-time status update on replies acted on
- 🔑 Easy to use approval matrix is available for set up to minimise errors and provide better control over the information that is disseminated and shared with law firms
- 🔑 Cash-less transactions
- 🔑 One-stop billing and collection and easy retrieval of billing summary reports for reconciliation
- 🔑 24/7 Helpdesk – first line of contact for queries from law firms, thus enabling managing agents to better utilise their resources and time
- 🔑 Dedicated technical team to troubleshoot
- 🔑 Serve as a central repository for responses sent to law firms and MCST data which can be kept updated with easy to use interface.

3. How do I subscribe to the service?

You will be required to do the following:

- i. Sign a standard service agreement.
- ii. Register and set up a GIRO account with CrimsonLogic.
- iii. Complete a Partner ID Form to set up the billing and collection mode for CrimsonLogic to collect the regulated fee of \$25, and transfer to the respective MCST's account.

- iv. Populate a template provided by CrimsonLogic with the list of MCSTs you manage. The information will be uploaded and stored in the server to facilitate the use of the service.

4. How can I ensure that the MCST information will not be misused for other commercial reasons?

The use of the data will be governed by the agreement which restricts the use of the data solely for the purpose of facilitating a request through InteReq.

5. Do I have to pay a fee?

Until further notice, both registration and subscription fees are waived (up to 3 user IDs). Thereafter, a fee of S\$9 is applicable from the 4th user ID onwards.

Will I be able to continue issuing the Certificate manually even if I am a participating agent of InteReq?

You may continue to issue the certificate manually. However, if you are using the system, you are advised to use one channel/platform to manage all requests from law firms. You should only resort to using the manual mode if the online service is inaccessible for a significant period of time.

Fees and Charges

6. Will you be collecting the prescribed fee of \$25 (before GST) for the issuance of the Certificate from the law firms on our behalf?

CrimsonLogic will deduct all relevant fees from the law firm's GIRO account and will transfer the collection to the respective agency on a weekly basis.

7. What if the MCST is not GST-registered. Can you cater for it?

The system has been configured to collect with or without GST.

Managing agents will be required during the on-boarding process to provide information on the MCSTs that they oversee, including information on whether they are GST-registered.

8. Do I have to inform CrimsonLogic if the MCST becomes GST registered?

A. Payment of collections to MCST's bank account

If you have instructed CL to pay the collections for the issuance of S.47 Certificate to the affected MCST directly, you will be required to notify CrimsonLogic immediately by updating the partner registration form with the GST details included. CL will take 2-3 working days to change the GST indicator in the system. CL will notify you via e-mail once the change is done. In the interim, you are required to clear pending requisitions that were received prior to the change in the system.

B. Payment of Collections to MA's bank account

MA are also required to update CL if they are collecting payment for the issuance of S.47 Certificate on behalf of MCSTs if there is a change in their GST registered status via e-mail. CL will need 2-3 working days to effect the change.

9. Do law firms have to pay a fee?

Law firms will pay the existing prescribed fee for the issuance of S.47 Certificate under the BMSMA and a transaction fee to CrimsonLogic.

Setting Up

10. Do I need to do any setup?

Your Administrator of the system would need to set up the roles and access privileges in order to reply to requisitions, manage MCST data and view reports. The Administrator is the only person with the privilege to identify the Preparer and the Approver. The Approval matrix is an option you can choose to set up if you would like the requisitions to be sent internally for approval prior to replying to the law firms.

11. How many administrators can I have?

There is no limit to the number of administrators you can have. However, you are advised not to set up more than one to ensure proper due diligence and governance on the use of IDs and management of MCST data.

12. Do I need to assign MCST to each preparer?

Assignment is mandatory to enable users to reply to requisitions. If you have more than one preparer, you will be required to group and assign a section of it to each preparer. Once a MCST is assigned to one preparer, it will not be available for assignment to another preparer.

Create/Transfer MCST

13. What will happen when I effect a transfer of a MCST to another managing agent?

The MCST data in the transferee's list saved in the system will become inactive after the transfer has been approved via the system by the Approver.

You will no longer receive any requests for the MCST after the transfer date

14. Will the managing agent taking over the MCST required to create a new data in the system?

The transfer is meant to alert the system of the change. To ensure that the transferee is rightfully the new MA taking over the MCST, the details have to be re-entered and formally approved before any requisitions for it can be lodged and sent to the MA that has taken over the MCST.

Will I need to complete a transfer if the MCST being transferred to a MA that is not participating in the scheme?

The transfer needs to be effected to deactivate the MCST data in the transferee's list. You are advised to provide basic contact information about the MA taking over the MCST such as contact details so that CrimsonLogic can invite the MA to participate in the scheme.