

professional engineers board singapore

FAQ

1. What are PEB's service standards?

When you make an enquiry with us via email or letter, we will try our best to reply you within the next five working days. We seek your understanding and patience if more time is needed to respond on the issue(s) you have raised.

2. What are PEB's operating hours?

Operating hours:

Monday to Thursday: 8:30 am to 12:30 pm, 1:30 pm to 5.30 pm

Friday: 8:30 am to 12:30 pm, 1:30 pm to 5:00 pm

Sat, Sun, Public Holidays: Closed

Our office is located at
Professional Engineers Board
52 Jurong Gateway Road
#07-03
Singapore 608550

(Office will be closed till further notice and our service counter will be operating by appointments only)

3. How do I make enquiry relating to my application for PE examinations, PE registration, company licence, courses, etc.,?

As our office is closed till further notice, you can send your enquiry to our email account at **registrar@peb.gov.sg**.

4. What is the PEB's enquiry hotline?

You can contact PEB's enquiry hotline at 6334 2310 during the office's operating hours, however the hotline will be temporary closed till further notice. You can send your enquiry to our email account at **registrar@peb.gov.sg**.

5. I cannot get through PEB's enquiry hotline.

The hotline will be temporary closed till further notice. You can send your enquiry to our email account at **registrar@peb.gov.sg**.

6. What submission mode is available?

Please email your application form (e.g. PE registration, Company Licence, etc.) and documents to registrar@peb.gov.sg or post your application form and documents (do not fold, send in A4 or F4-size envelope) to the address provided below. Alternatively, you may drop your application form and documents at the Jem Office Tower, Drop-Off Box, Level 1 (next to security counter).

Address:

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7. What payment mode is available?

You may make payment via the electronic payment mode: VISA or Master credit card/ debit card. In addition, PEB will resume the collection of cheque payment for application for ACPE, RFPE and PE registration (experienced applicant/person previously registered) after 1 June.

8. What is the procedure for refund payment?

You may send your refund request to registrar@peb.gov.sg, indicate your bank details (name of bank, account no., account name) in the email.

If a payment warrants a refund, PEB will arrange to refund the amount paid through your bank account. The refund shall be made within 30 days upon approval of the refund request. No interest shall be imposed for the amount to be refunded. PEB will inform the applicant if a refund request is not valid.