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## **INFORMATION CIRCULAR**

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### **SUPPORT FOR PROFESSIONAL PILOTS AND AIRCRAFT MAINTENANCE ENGINEERS**

The COVID-19 pandemic has caused significant disruptions to the commercial aviation industry. CAAS recognises the challenges faced by aviation sector professionals, including professional pilots and aircraft maintenance engineers (AMEs) and will rebate the fees paid to CAAS in relation to licensing and/or medical evaluation.

2 Reference to the media release on 29 December 2020, CAAS will be providing a 100% rebate<sup>1</sup> on the following application fees<sup>2</sup> that were paid to CAAS within the qualifying period from 1 April 2020 to 31 March 2021 :

- (a) Commercial Pilot Licence;
- (b) Multi-Crew Pilot Licence;
- (c) Airline Transport Pilot Licence;
- (d) Flight Radiotelephony Operator Licence;
- (e) Aircraft Maintenance Licence; and
- (f) Medical Evaluation for Class 1 Medical Assessment.

3 CAAS will be reaching out to eligible applicants mentioned in paragraph 2 via the email registered in the Civil Aviation Personnel Licensing System (CAPELS) or Electronic Licensing Medical Records System (ELMeRS) to request for bank details

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<sup>1</sup> Eligible licence holders whose licence and/or medical evaluation is subjected to a mandatory validity period of 6 months will receive an amount of rebate equivalent to the licence application or medical evaluation fees for one year.

<sup>2</sup> The applicable fees as mentioned in paragraph 2 are found in the Twelfth Schedule of the Air Navigation Order (ANO).

in order for CAAS to effect a direct fund transfer to your bank account. Eligible applicants can expect to receive the emails by 31 January 2021.

4 To facilitate the disbursement, eligible applicants as mentioned in paragraph 2 will need to submit your bank details directly via <https://go.gov.sg/support-pilot-ame> .



<https://go.gov.sg/support-pilot-ame>

## **FURTHER INFORMATION**

5 For further information and clarification, please refer to the FAQs attached or contact [CAAS\\_capels\\_helpdesk@caas.gov.sg](mailto:CAAS_capels_helpdesk@caas.gov.sg) .

Issued by  
FLIGHT STANDARDS DIVISION and CIVIL AVIATION MEDICAL BOARD  
CIVIL AVIATION AUTHORITY OF SINGAPORE

## **FREQUENTLY ASKED QUESTIONS (FAQs)**

### **1. What is the purpose of the rebate?**

This rebate is part of CAAS's efforts to support professional pilots and aircraft maintenance engineers (AMEs) during this COVID-19 period.

### **2. Who is eligible for the rebate?**

All professional pilots and AMEs who have paid the medical evaluation and/or licence fees for the issuance or renewal of their licence via CAPELS or ELMeRS from 1 April 2020 to 31 March 2021 are eligible for the rebate.

### **3. How will I receive the rebate?**

CAAS will email all eligible professional pilots and AMEs via the email address as recorded in CAAS's CAPELS and ELMeRS. The email will provide more details on how the disbursement will be effected.

### **4. What if I am eligible for the rebate but did not receive the email?**

You may provide details for our follow-up via <https://go.gov.sg/support-pilot-ame>



<https://go.gov.sg/support-pilot-ame>

### **5. When will I receive the rebate?**

If you have paid for the fees stated in paragraph 2 of this Information Circular and provided us with your bank details, you can expect to receive the rebate from 1 April 2021.

### **6. Will I be eligible for the rebate if I pay for the licensing or medical evaluation fees outside the period from 1 April 2020 to 31 March 2021?**

No, only payments made from 1 April 2020 to 31 March 2021 are eligible for the rebate.

### **7. Why do I need to pay for the medical evaluation fee in ELMeRS and licence renewal fee in CAPELS since I am eligible for the rebate from 1 January to 31 March 2021?**

You will need to do so as CAAS needs to verify your eligibility for the rebate against your payment records from 1 April 2020 to 31 March 2021 before the rebate can be issued.

**8. Can I renew my professional pilot licence or medical certificate earlier to enjoy the rebate?**

While you may choose to renew the licence or medical certificate earlier, you will only be eligible for the rebate once. An exception to this is if the mandatory validity of your licence is capped at 6 months. For example, if you have been granted a rebate for the renewal of your licence/medical certificate paid on 2 April 2020, you will not be granted another rebate if you submit and pay for the renewal of licence/medical certificate on 30 March 2021. However, if your licence or medical certificate is valid for 6 months and you have paid on 1 April 2020 and on 1 October 2020, you will be granted rebate for both the payments.

**9. Can I renew my aircraft maintenance licence earlier to enjoy the rebate?**

For aircraft maintenance licence holders, an application for the renewal of your licence can only be submitted within 3 months of the expiry date (see SAR 66.40) of your licence.

**10. Who can I contact on disbursement matters?**

You can write to CAAS at [CAAS\\_capels\\_helpdesk@caas.gov.sg](mailto:CAAS_capels_helpdesk@caas.gov.sg) concerning this rebate.