



**28 May 2020**

## **COVID-19 MEASURES AT SIAC**

In line with the Singapore government's recently announced measures on COVID-19, except as stated below, SIAC's staff will continue to telecommute from 2 June 2020.

To facilitate the delivery, where necessary, of physical copies of documents or facsimiles, SIAC's physical offices will be open twice a week from 10am to 4pm on Tuesday, 2 June 2020 and Thursday, 4 June 2020, and thereafter from 10am to 4pm on Mondays and Thursdays in each week until further notice. Should it be necessary for physical copies to be sent to us, please make arrangements for delivery to be made during SIAC's revised office hours as stated above.

Until SIAC's physical offices fully reopen, we kindly request that all communications with SIAC continue to be conducted on email, where possible, in accordance with the guidelines set out below.

- All queries relating to case administration should be directed to [casemanagement@siac.org.sg](mailto:casemanagement@siac.org.sg). Any queries relating to an existing case should be directed to the relevant SIAC Case Counsel. Please refer to the list of Frequently Asked Questions concerning SIAC case administration during COVID-19, which is available on our website at this [link](#).
- All other queries should be directed to [corpcomms@siac.org.sg](mailto:corpcomms@siac.org.sg).
- Except where necessary, please refrain from sending physical copies of documents or other material, or facsimiles, to our office during this period.
- In the event that you have a time-sensitive query which requires an urgent response, please call [+65 6713 9777](tel:+6567139777), email [casemanagement@siac.org.sg](mailto:casemanagement@siac.org.sg) or use the Live Help Desk feature on the SIAC website.

It remains our top priority to ensure that your case management needs are promptly and efficiently attended to at all times.

If you have any questions, please feel free to reach out to us at [casemanagement@siac.org.sg](mailto:casemanagement@siac.org.sg) or [corpcomms@siac.org.sg](mailto:corpcomms@siac.org.sg).

The SIAC Team

**For more information, please contact:**

Singapore International Arbitration Centre

T: +65 6713 9777

E: [corpcomms@siac.org.sg](mailto:corpcomms@siac.org.sg)

W: [www.siac.org.sg](http://www.siac.org.sg)



2020 年 5 月 28 日

## SIAC 新冠肺炎疫情防控措施

根据新加坡政府近期宣布的有关新冠肺炎疫情的措施，除了以下情况之外，SIAC 员工将自 2020 年 6 月 2 日起继续进行远程办公。

为了便于交付必要的纸质文件或传真，SIAC 的办公场所将每周开放两次，开放时间为 2020 年 6 月 2 日周二和 2020 年 6 月 4 日周四上午 10 点至下午 4 点，此后为每周一和周四上午 10 点至下午 4 点，直至另行通知。如果确有必要向我们寄送纸质文件，请安排在上述 SIAC 调整后的工作时间进行交付。

直至 SIAC 办公场所完全重新开放之时，我们恳请各位尽可能继续使用电子邮件，并根据以下指南与 SIAC 联系。

- 所有关于案件管理的问询可发邮件至 [casemanagement@siac.org.sg](mailto:casemanagement@siac.org.sg)。任何关于现有案件的问询可发邮件至管理案件的法律顾问。请参阅新冠肺炎疫情期间有关 SIAC 案件管理的常见问题清单，该清单可通过该[链接](#)在我们的网站上获取。
- 所有其他的问询可发邮件至 [corpcomms@siac.org.sg](mailto:corpcomms@siac.org.sg)。
- 除非必要，请尽量避免在此期间寄送纸质文件或其他材料或者发送传真到我们的办公场所。
- 如果您有紧急的问询需要尽快回复的，请致电 [+65 6713 9777](tel:+6567139777) 或发送邮件至 [casemanagement@siac.org.sg](mailto:casemanagement@siac.org.sg) 或使用 SIAC 网站上的实时服务台（Live Help Desk）功能。

我们的首要任务仍然是在任何时候都确保及时高效地满足您的案件管理需求。

如果您有任何问题，请随时联系我们，我们的邮箱是 [casemanagement@siac.org.sg](mailto:casemanagement@siac.org.sg) 或 [corpcomms@siac.org.sg](mailto:corpcomms@siac.org.sg)。

SIAC 团队

联系我们:

新加坡国际仲裁中心

电话: +65 6713 9777

邮箱: [corpcomms@siac.org.sg](mailto:corpcomms@siac.org.sg)

网站: [www.siac.org.sg](http://www.siac.org.sg)