



COVID-19: SIAC Case Management Update

Dear colleagues and friends,

The COVID-19 situation continues to develop in Singapore and worldwide, with new measures being adopted and existing measures being enhanced to address the situation.

In an effort to enhance social distancing, and minimise any risks to our users and SIAC personnel, we have implemented a 'split teams' arrangement. On a rotating basis, each team will work from the office, or from home, and there is no physical contact between members of each team. In addition, all business travel has been put on hold and in-person meetings are being conducted by teleconference and videoconference.

SIAC remains fully operational with staff available in the office during working hours. We are fully prepared to ensure minimal disruption to ongoing arbitration proceedings, and smooth access to our various services.

To allow us to continue to serve you safely and efficiently in these developing circumstances, we ask that you consider and take note of the following procedures:

- Please communicate with the SIAC Secretariat via email. General queries concerning SIAC's case administration may be directed to casemanagement@siac.org.sg. Any queries relating to an existing case may be directed to the relevant SIAC Case Counsel. The contact details of the SIAC Secretariat can be found [here](#).
- Should you wish to commence a case with SIAC, we request that any Notice of Arbitration be filed via email at casemanagement@siac.org.sg.
- Applications for emergency interim relief under the SIAC Rules should similarly be filed via email at casemanagement@siac.org.sg. If practicable, please notify us in advance of any intended application so that we may make the necessary arrangements to ensure that the application is processed promptly.
- We request that all payments to SIAC be made via electronic bank transfer only. Please contact us at casemanagement@siac.org.sg for our bank details.
- All communications from SIAC, including Awards issued by the Registrar, will first be transmitted via email, with original copies to follow (where applicable). In this connection, and in order to ensure that communications from SIAC are not delayed or

misdirected, we ask that you take a few minutes to provide us with your most updated contact information.

If you have any queries, please do not hesitate to contact us. Thank you for your understanding and we hope you are keeping safe and well.

For more information, please contact:

Singapore International Arbitration Centre

T: +65 6713 9777

E: corpcomms@siac.org.sg

W: www.siac.org.sg



SIAC 应对新冠肺炎疫情的案件管理更新通知

各位同仁、朋友：

新型冠状病毒肺炎疫情（“疫情”）在新加坡及世界各地持续发展。为应对疫情，现有措施得以升级，新措施得以应用。

为了扩大社交距离，尽量降低疫情对 SIAC 用户及工作人员可能造成的风险，SIAC 开始实行轮班工作安排。我们的团队将轮流在办公室和在家办公。不同分队人员之间避免物理接触。此外，我们暂停了所有公务出行，面对面会议也由电话会议或者视频会议取代。

SIAC 的运行不受影响，工作时间已安排人员在办公室值班。我们做好了充分准备，确保在审仲裁程序尽量不受干扰，以及各项服务可被便捷获取。

鉴于形势不断发展，为了更加安全和高效地为您服务，我们建议您注意以下程序：

- 请使用电子邮件与 SIAC 秘书处联系。关于 SIAC 案件管理的一般问询可以发邮件至 casemanagement@siac.org.sg；针对特定案件的问询可发邮件至管理案件的法律顾问。SIAC 秘书处的联系方式[在此](#)。
- 如您计划在 SIAC 启动仲裁，请通过电子邮件将仲裁申请书发送至 casemanagement@siac.org.sg。
- 根据 SIAC 规则提起的紧急救济申请也请通过电子邮件提交至 casemanagement@siac.org.sg。请尽可能提前通知我们您计划提起申请的意愿，以便我们可以做出相应安排，及时回复申请。
- 我们只接受通过银行转账支付的款项。我们的银行信息可通过电子邮件 casemanagement@siac.org.sg 垂询。
- SIAC 的所有通讯，包括主簿发出的裁决书，将首先通过电子邮件发送，原件将随后寄出（如适用的话）。为了保持畅通联系，请您拨冗及时告知最新的联系方式。

如有任何疑问，请随时联系我们。感谢您的理解。我们衷心祝愿您平安康健。

联系我们:

新加坡国际仲裁中心

电话: +65 6713 9777

邮箱: corpcomms@siac.org.sg

网站: www.siac.org.sg