



**SINGAPORE
CUSTOMS**

MEDIA RELEASE

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SINGAPORE CUSTOMS ENSURES \$12.1 BILLION IN REVENUE AND ENABLES TRADE FLOW IN A CHALLENGING GLOBAL YEAR

Enhanced enforcement, smarter regulation and digital innovation

protected public funds and supported businesses in 2025

Singapore, 26 January 2026 – Singapore Customs collected \$12.1 billion in Goods and Services Tax (GST) and customs and excise duties in 2025, a slight increase as compared to last year. Amidst greater global uncertainties, Singapore Customs continued to protect Singapore's borders against illicit trade, and kept goods flowing smoothly through one of the world's busiest trading hubs.

2 The figures were released at the International Customs Day (ICD) 2026 celebrations today, as part of the Customs Annual Publication 2025 (Annex E). They underscore Singapore Customs' critical role in protecting public revenue, supporting legitimate businesses and maintaining Singapore's reputation as a trusted, rules-based trading hub.

Protecting Revenue for Singaporeans

3 In 2025, Singapore Customs collected \$8.9 billion in GST and \$3.2 billion in customs and excise duties, revenue that goes directly towards funding public services such as healthcare, education, infrastructure and social programmes.

4 Singapore Customs officers also detected over 30,000 tobacco cases and nearly 10,000 GST-related offences, significant increases from the previous year, largely due to intensified whole-of-government enforcement efforts. These efforts prevented large-scale revenue losses and helped maintain a fair playing field for law-abiding businesses.

Beyond Singapore's Borders

5 Singapore Customs' impact extended well beyond our shores. Through intelligence sharing with overseas counterparts, Singapore Customs helped disrupt international smuggling syndicates, leading to the seizure of 96 million sticks of illicit cigarettes across jurisdictions including Australia, Hong Kong SAR, the United Kingdom, and the United States.

6 In another case, investigations uncovered the under-declaration of around 260 imported vehicles, resulting in more than \$1 million in evaded duties and GST, reinforcing Singapore Customs' role in upholding fairness and integrity in Singapore's trading system.

Easier Compliance, Sustaining Standards

7 For legitimate businesses, Singapore Customs streamlined regulatory requirements for compliant businesses. In 2025, Singapore Customs issued over 9.3 million TradeNet permits, enabling legitimate trade to move efficiently through Singapore's ports, airports and land checkpoints. A major milestone was the transformation of the TradeFIRST renewal framework, which:

- Cut Secure Trade Partnership renewal requirements by more than 50%;
- Extended licence and certification validity periods for over 300 companies; and
- Shifted oversight towards risk-based assessments, allowing officers to focus on higher-risk cases.

For businesses, this translated into fewer submissions, shorter processing times and lower compliance costs—while safeguards remained firmly in place.

Declare and Pay – Efficiently

8 Travellers saw tangible benefits on the ground. With the full rollout of 30 Customs Declaration Kiosks and enhancements to the Customs@SG web application, in-person counter transactions at the checkpoints dropped from about 42% to just 7.5%. In 2025 alone, nearly 25,000 transactions were handled through self-service kiosks, resulting in shorter queues, faster clearance and more officers deployed to higher-risk cases.

Using Data and AI to Protect Society More Effectively

9 Behind the scenes, Singapore Customs stepped up its use of data and artificial intelligence. The launch of the Data Analytics and AI System (DAISY) allowed Singapore Customs to identify risks earlier, target enforcement with greater precision and facilitate legitimate trade more decisively. Other digital initiatives, such as AI-assisted document processing and end-to-end digital investigation workflows, reduced processing times from 20 minutes to under two minutes, saving thousands of man-hours annually.

Recognising Officers Who Protect Society Daily

10 In line with the World Customs Organisation's (WCO) ICD 2026 theme, "Customs protecting society through vigilance and commitment," Singapore Customs recognised more than 260 officers for their outstanding contributions, with eight officers receiving the prestigious WCO Certificate of Merit. Their work ranged from disrupting transnational smuggling networks to deploying innovative digital tools that improved service delivery and enforcement outcomes—often quietly, but with significant impact on Singapore's security, economy and public trust.

Focused on What Matters

11 “As global trade grows more complex and risks continue to evolve, Singapore Customs will remain focused on what matters most: protecting revenue, enabling trade and safeguarding society. By combining firm enforcement, smart facilitation and purposeful digital transformation, Singapore Customs stands ready to continue supporting Singapore’s economy and the people it serves—today and in the years ahead,” said Mr Tan Hung Hooi, Director-General, Singapore Customs.

12 On 26 January each year, customs administrations around the world observe International Customs Day to celebrate the dedication and achievements of their officers, as well as their contributions to their respective nations and the global community.

Annex A: Keynote Address by Director-General, Singapore Customs

Annex B: Message from World Customs Organisation

Annex C: Factsheet on Customs’ statistics

Annex D: Profiles of award winners

Annex E: [Customs Annual Publication 2025](#)

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About Singapore Customs

Singapore Customs protects revenue and facilitates trade for Singapore’s economic growth while continuously striving to be a world-leading customs authority. As a partner of the Ministry of Finance, we ensure compliance with customs and tax regulations, safeguard the nation’s financial interests, and combat illicit trade activities. We also enable seamless trade by simplifying customs processes, building global trade connectivity, and maintaining Singapore’s position as a trusted global trading hub. Guided by our values of integrity, commitment, courage, responsiveness and teamwork, we strive for excellence with a professional and innovative team. Together, we ensure revenue and enable trade, fostering a thriving Singapore economy.

To find out more, visit our website at www.customs.gov.sg

Follow Customs on:



Annex A



International Customs Day 2026 Speech by Director-General Tan Hung Hooi Monday, 26 January 2026, COC Auditorium

Distinguished Guests

Fellow Colleagues

Ladies and Gentlemen

Good afternoon. I am privileged to welcome all of you today to celebrate the significant occasion of the International Customs Day 2026.

The Heroes Behind the Calm

2 Last year was tough. Trade routes shifted overnight. Risks became more sophisticated. Expectations—from industry, travellers, and the public—continued to rise. And yet, Singapore never missed a beat, our economy outperformed expectations. Goods flowed smoothly. Revenue was protected. Borders remained secure. That calm did not happen by chance.

3 It happened because Customs officers showed up quietly and professionally every single day with a deep sense of duty. Working late shifts at checkpoints and carrying out enforcement operations. Spotting patterns and anomalies in endless data streams. Patiently explaining rules to traders to strengthen compliance. Most of this work goes unseen but all of it matters. This is the daily work of Singapore Customs that you should be proud of.

Why International Customs Day Matters

4 Today, customs administrations worldwide pause to recognise a truth: the work we do—often unseen and often taken for granted—is essential to the security, prosperity, and trust that societies depend on.

5 The World Customs Organisation's (WCO) 2026 theme says it all, "Customs protecting society through vigilance and commitment." These are not just words. In reality, this is what we do daily. Be it our officers working late to interview offenders, or poring through data to find that proof of fraud, or partnering businesses to conduct trade efficiently. This keeps Singapore safe, trusted and competitive.

What Protecting Society Really Means

6 When people hear, "Customs protecting society," many think of seizures and compliance. While those outcomes are important, for Singapore, protecting society means three interlocking outcomes.

- a) First is Ensuring Revenue. Every dollar we collect funds hospitals, schools and infrastructure. One Investigation Officer told me this: a case might look "small on paper" initially, but when traced and linked across multiple entities, it could amount to millions of dollars of systematic fraud. That is fairness in action where compliant businesses were not disadvantaged—and that public funds were protected.
- b) The second outcome is Enabling Trade. Singapore thrives as a trusted hub where rules and clear outcomes are predictable. An exporter told our officers that what they valued most was not speed alone—but certainty. "Once I understand the rules," he said, "I can plan, invest, and grow." That certainty is what Customs provides.
- c) The third one is Upholding Integrity. As one of the busiest trading hubs in the world, Singapore cannot allow criminals to exploit our ports, systems and reputation. Vigilance is not an option—it is survival.

What You Delivered in 2025

7 I am proud of what Customs has achieved in 2025. And pride comes not from isolated wins, but from understanding the magnitude of our collective impact. We know that partnering like-minded and value-adding public and private organisations, including industry players and international counterparts, will sharpen vigilance and multiply commitment.

Smart Facilitation

8 In 2025, we made compliance easier for legitimate businesses—without compromising on standards. An example is the TradeFIRST renewal transformation. We:

- Reduced Secure Trade Partnership renewal requirements by over 50% by focusing on key supply chain security features;
- Introduced a simplified self-assessment framework for Secure Trade Partnership which benefitted over 130 companies; and
- Extended validity periods for more than 300 companies, while maintaining accountability and oversight.

9 During consultations with 97 companies, one compliance manager shared candidly: “We put quite a lot of effort and time into proving we are compliant when we could be using the time to better improve our controls.” That insight shaped our approach—focusing effort where risk truly lies. This is smart regulation in action.

Trust Beyond Our Borders

10 Building trust goes beyond borders. In 2025, Singapore Customs and India’s CBIC signed and operationalised the Mutual Recognition Arrangement on Authorised Economic Operators. Within weeks, more than 900 export permits were declared with total FOB value exceeding \$98 million.

11 One trader with a large presence in India shared that clearance became not just faster—but more predictable. That predictability is our competitive advantage. And it reinforces Singapore’s standing as a trusted hub.

12 On the enforcement front, our alerts to our international counterparts helped seize 96 million sticks of cigarettes across Australia, Hong Kong SAR, the UK and the US. An officer involved in one case described it aptly: “We didn’t make the seizure—but we stopped the harm.” That is the reality of modern Customs work. We also intercepted seven shipments of dangerous chemical products breaching UN sanctions. This is Customs protecting society—not only locally, but globally.

13 In another case, the values of about 260 vehicles imported between June 2023 and April 2025 were found to be underdeclared. What began as a routine check on the import of motor vehicles revealed layered concealment techniques which resulted in a total of \$1.08 million in duties evaded. It took patience, technical expertise, and persistence. Enforcement is not about punishment alone. It is about fairness—and maintaining trust in Singapore’s trading system.

WOG Transformation on the Ground

14 Transformation matters only if it improves outcomes. Our Contact Centre, which was launched in March 2025, halved case-escalation time and saved 42 man-hours daily.

15 At the checkpoints, 30 new kiosks cut counter transactions from 42% to 7.5%, which allowed officers to focus on complex cases and move away from routine processing. Close to 25,000 transactions were handled via kiosks in 2025. One frontline officer shared that the kiosks “changed the rhythm” of operations—allowing officers to focus on complex cases.

Digital Revolution in Customs

16 In November 2025, we launched our Data Analytics and AI System, also known as DAISY, with 80-plus data tables, 200 users and 14 use cases. One team described how DAISY helped them connect datasets that previously sat in silos—turning weeks of work into days. This is how vigilance becomes smarter—and faster. DAISY is not just about technology, but about transformation.

17 Data and AI are no longer support tools at the margins of our work — they are becoming the engine at the core of how Singapore Customs operates. With DAISY, we have moved from fragmented information to unified, trusted insights that allow us to see risks earlier, act faster, and facilitate legitimate trade with greater precision. In an increasingly complex global trade environment, data gives us clarity, and AI gives us foresight.

18 When our people are confident in using data and AI, Customs becomes more agile, more proactive, and future-ready. This is how we stay ahead of change and continue to serve Singapore with excellence and trust. TradeNet Rebuild shows how we are committed to improving and strengthening our systems to be ahead in the competitive world of trade. In 2026, we will see incremental releases of improved user interfaces and optimised workflows to transform the experience for officers and ultimately deliver enhanced service for traders.

Customs Powered by People

19 Technology enables. Policies guide. Partnerships amplify. But our people fuel this organisation. We need officers confident at the intersection of enforcement, facilitation, data, and partnerships. We need to build and sustain a future-ready workforce that serves our purpose.

20 Today, we honour eight officers with the WCO Certificate of Merit and recognise 267 colleagues for their excellent work across 14 different award categories. We have 146 officers who will be receiving their Good Service Medal and Long Service Medal too.

21 Let me highlight two of our award recipients. After spending one-and-a-half years in development and extensive stakeholder engagement, officers from our IT Directorate and Data Division managed to bring together previously fragmented data across multiple legacy systems into a single platform – DAISY. By applying machine learning to our unified data, our targeting precision for smuggling cases can become 16 times higher. This is the power of data, and just one example of how data and AI are shaping our work. For their contribution to Customs' transformation journey, the team behind DAISY has won the OneCustoms Award.

22 One of our WCO Certificate of Merit awardees this year hails from our Air Checkpoints Branch (ACB). Syed Ahmad Bin Syed Abdul Kadir is the Ground Operations Officer Commanding in ACB, where he leads a team of about 30 officers and oversees both Terminal Operations and Air Export checks. Using the experience gained from his previous postings within Customs, Syed collaborated with officers from our Analysis and Targeting Branch to refine air export targeting rules, making them more focused, and more data-driven with a risk-based approach. His exemplary commitment to vigilance in customs enforcement has earned Syed the WCO Certificate of Merit.

23 To all the officers who will be receiving their awards and recognition today - thank you for your effort, thank you for your dedication, and thank you for upholding the customs profession to its highest standards. We look forward to more good work from our officers in time to come. Continue to inspire your fellow colleagues.

Vigilance and Commitment for Society

24 If 2025 was about delivery, 2026 is about precision. I call on all of us to stay vigilant to evolving threats, stay committed to helping our compliant traders and above all, own the transformation journey. The projects that each of you are embarking on to transform Customs are not merely projects, they are mission-critical changes that will lay the foundation to keep the Singapore economy thriving for many years to come.

25 Vigilance is seeing what others have missed. Commitment is doing the right thing even when it is hard. You did it in 2025, let's go beyond in 2026. Be proud of our

mission. Be bold in our transformation. Build and deepen partnerships. And let us confidently tell the story of how Singapore Customs ensures revenue and enables trade for a thriving Singapore economy that protects society.

Thank you and Happy International Customs Day.

Annex B



Message from the World Customs Organization International Customs Day 2026

Embargo date: 26 January 2026, UTC 07.00

Customs protecting society through vigilance and commitment

On 26 January each year, Customs administrations around the world celebrate International Customs Day. This gives them a chance to honour the dedication of their respective staffs, educate the public on Customs' mission, and mobilize decision makers who can help ensure that they have the necessary tools and resources to innovate and address challenges effectively and efficiently.

International Customs Day is also an opportunity for the WCO, as the voice of the global Customs community, to highlight a specific area in which our community can take collective action. This year, we are elevating the profile of Customs as a protector of society and to demonstrate our dedication to safety and security through the WCO's theme for 2026: "Customs protecting society through vigilance and commitment".

Guided by this theme, I call on WCO Members to broaden the public recognition of how their steadfast service supports and safeguards the communities they serve. Indeed, even with our prominent position at the border, the indispensable contribution Customs makes to the security and welfare of societies worldwide is not commonly understood as part of the agency's mission. We need to demonstrate that strong and well-equipped Customs authorities are indispensable to national and international security, public health, environmental protection, trade facilitation and supply chain integrity.

We can showcase operational achievements, underlining the practices and tools enabling them, and demonstrate the value of information and intelligence sharing, regional and international cooperation, capacity building, risk management, detection equipment and data analysis as cornerstones of safeguarding our society.

Customs' protective mandate is not limited to enforcement against illicit firearms, financial flows, narcotics and unsafe goods. It also extends to advancement of public health and safety, environmental stewardship, disaster response, and overall security.

As more effective protection of society demands a unified response, we also need to show how building partnerships with other administrations, governmental authorities, law enforcement and intelligence agencies, international organizations, non-governmental organizations (NGOs), and trade and logistics operators brings an important added value in securing our borders and global supply chains.

I encourage Members to actively participate in WCO-led operations and to make full use of WCO standards, guidance and tools that are tailored to the needs of Customs administrations. The strength of our vigilance comes from using all the tools at our disposal.

Our shared narrative must convey that Customs' actions do more than disrupt criminal operations; they preserve the security and well-being of entire societies. Together, by highlighting the decisive role Customs plays and presenting it through compelling, relatable storytelling, we will strengthen public understanding of our mission and reinforce the value of what we do.

Building on the collective momentum created by last year's theme, let's continue to tell the stories of the positive and crucial work carried out by Customs. As we undertake these efforts, we should remain mindful that the goals we are pursuing are substantial and intricate. Our ability to engage, influence, teach and inspire our audience is strongest when our narratives are based on facts and achievements for the betterment of society. When our efforts bear fruit, society sees that wherever there is a border, there's Customs - working to deliver on its commitment to protection.

I am very grateful for your support in making International Customs Day a memorable event, as well as in promoting and acting upon our 2026 theme throughout the year. Let's ensure we use this year to help the world better understand the key role Customs plays in protecting our societies and lives.

I wish you all a wonderful International Customs Day.

Ian Saunders

Secretary General

26 January 2026

Annex C

Factsheet on Customs' Statistics (all revenue figures in Singapore dollars)

<u>Revenue collected</u>	2025	2024	2023
GST collection	\$8.9 billion	\$8.5 billion	\$7.2 billion
Customs and excise duties collection	\$3.2 billion	\$3.2 billion	\$3.2 billion
Duties collection for:			
Tobacco	\$1.1 billion	\$1.1 billion	\$1.1 billion
Petroleum, diesel and compressed natural gas	\$976.7 million	\$992 million	\$1 billion
Liquor	\$742.1 million	\$775.9 million	\$773.9 million
Motor vehicles	\$405.8 million	\$370.6 million	\$246 million
Others	\$0.4 million	\$1 million	\$1.5 million

<u>Annual Enforcement Results</u>	2025	2024	2023
Number of cases detected for:			
Tobacco	30,371	20,131	14,510
Liquor	4,266	3,384	1,848
GST	9,940	5,447	4,664
Fuel gauge	4,316	4,923	7,631
Trade regulation and export control	414	533	425

<u>TradeNet permits issued</u>	2025	2024
Total number issued	9,354,936	9,023,236
Inward	6,021,183 (64.4%)	5,788,427 (64.2%)
Outward	3,139,175 (33.6%)	3,045,132 (33.7%)
Transhipment	194,578 (2.1%)	189,677 (2.1%)

Annex D

Selected Profiles of Certificate and Award Recipients

(A) **World Customs Organisation (WCO) Certificate of Merit**

- Recognises contributions aligned with WCO's theme for 2026, "*Customs protecting society through vigilance and commitment*"
- Total of eight recipients

(A1) **Syed Ahmad Bin Syed Abdul Kadir, Assistant Head, Air Checkpoints Branch**

Syed is the Ground Operations Officer Commanding in Customs' Air Checkpoints Branch, where he leads a team of about 30 officers and oversees both Terminal Operations and Air Export checks. Using the experience gained from his previous postings within Customs, Syed collaborated with officers from our Analysis and Targeting Branch to refine air export targeting rules, making them more focused, and more data-driven with a risk-based approach. Under his leadership, his team stays committed to performing thorough investigations on detected cases to ensure regulatory compliance. He has also been actively involved in multi-agency enforcement operations at the checkpoints.

(A2) **Cheng Hsing Shen, Assistant Head, Company Compliance & Audit Branch**

Hsing Shen has played a critical role in the team's pivot from transactional compliance checks to targeted entity-based audits using new and more resourceful avenues of research and information gathering. Through proactive risk assessment and meticulous audit operations planning, these targeted audits have led to the successful detection of several GST and duty evasion cases as well as false declaration of country of origin for local exports. Hsing Shen constantly stays ahead of evolving compliance risks by looking out for suitable upskilling courses, while continuing to share his ground experience and knowledge with newer officers to help them better undertake the transformed audit roles in Customs.

(B) Customs Awards

- Recognises commendable achievements and outstanding efforts by teams and officers in supporting Customs' Mission, Vision and values in their various roles

(B1) Josiah Quek, Data Analyst, Data Analysis & Governance Branch

Vinod Prem Kumar, Senior Officer, Tariffs & Trade Services Branch

- Team members for the **Exemplary Innovator Award**: "Leveraging Intelligent Document Processing (IDP) and Large Language Model for Customs Value Computation"

"IDP is a game changer for the Customs Valuation team as it is able to automatically extract relevant information and assist officers in the computational aspects involved in the assessment of imported motor vehicles. The technology could potentially deliver instant and accurate computations which previously required manual review, thus enabling the Valuation team to process significantly more cases whilst maintaining regulatory precision and compliance standards."

The team developed an innovative IDP solution using Large Language Model technology, a type of artificial intelligence (AI), to automate certain computational aspects involved in the processing of motor vehicle import applications received by Customs. The IDP solution reduces processing time to under two minutes per application, down from 20 minutes when officers had to manually screen documents, search price databases, and compute customs values. Customs receives more than 7,000 motor vehicle import applications each year, hence the IDP solution is set to achieve annual time-savings of 2,100 hours, or about 88 days.

Unlike traditional automation which can only work with specific document templates, this AI solution flexibly handles diverse document formats and automatically cross-references extracted data against existing databases. Officers previously had to simultaneously work across 12 to 15 files to process a single application. With the IDP, applications can be processed in batches, with a pilot test yielding 31 import

applications processed in 50 minutes. The adoption of this AI technology allows officers to focus on more complex and higher-value tasks.

(B2) Zoe Tan, Deputy Head, Tariffs & Trade Services Branch

Zhou Genggeng, Senior Office, Tariffs & Trade Services Branch

- Team members for the **Pro-Enterprise Transformation Award**: “Implementation of the Electronic Origin Data Exchange System (EODES) under the Regional Comprehensive Economic Partnership (RCEP) with China”

“We are proud to have digitalised this process for businesses. Extending the Electronic Origin Data Exchange System to China under the Regional Comprehensive Economic Partnership replaces cumbersome paper certificates with real-time electronic transmission, eliminating the hassle of courier services and lengthy transit time. It allows our traders to enjoy time and cost savings while ensuring the authenticity of data transmitted.”

In December 2025, Singapore Customs extended the EODES to China under the RCEP. This benefits Singapore businesses which had thus far relied on cumbersome paper-based Certificates of Origin when they claimed preferential tariffs for their exports to China under the RCEP.

Each year, over 3,000 of these hardcopy forms under RCEP are sent to China Customs. Through the team’s efforts, Singapore traders can now submit these forms digitally, reaping significant time- and cost-savings.

- About S\$150,000 saved annually with the elimination of courier and administrative overhead costs associated with hardcopy forms;
- Transit time for each form application reduced from between four to six days to real-time transmission – shortening the time-to-market for goods, particularly beneficial for time-sensitive shipments;
- Businesses have the flexibility to submit their Certificates of Origin online anytime; and
- Ensured authenticity of data transmitted digitally through EODES, hence reducing the risk of rejected documents and further delays on the shipments.

(B3) Vikniash Vimallan, Assistant Head, Special Investigation Branch

- Team member for the **Customs Transformation Award**: “Electronic Investigation Paper (IP) and Digital Statement”

“Both modules represent a digital transformation that delivers significant time savings by streamlining investigation processes through automated technology, with improvements estimated to save up to two hours per case. This allows Investigation Officers to focus on core investigative work rather than administrative tasks.”

The documentation of investigative work on Customs offences is now faster and smoother with the shift to paperless and automated technology. Through Customs’ E-Investigation Paper initiative, the team has successfully replaced 58 manual templates used in investigations with systems workflows and digital forms which automatically calculate the quantities of seized duty-unpaid goods and the corresponding amount of duty and Goods and Services Tax evaded. Investigation officers at Singapore Customs have also been issued tablets which allow them to take digital statements out in the field, which are electronically signed and authenticated with security features to ensure admissibility in court proceedings.

These improvements translate to time-savings of around two hours per case, allowing investigation officers to redirect their time to more complex cases. Last year, e-investigation papers were used to document about 900 cases.

Annex E

[**Link to Customs Annual Publication 2025 \(digital copy\)**](#)

(Click on the image to access the digital publication.)



Annex F

Photographs



Director-General of Singapore Customs, Mr Tan Hung Hooi, delivering his keynote address at the International Customs Day 2026 event.



Director-General Tan with one of this year's World Customs Organisation (WCO) Certificate of Merit recipients, Mr Syed Ahmad Bin Syed Abdul Kadir, Assistant Head, Air Checkpoints Branch.



Director-General Tan with one of this year's World Customs Organisation (WCO) Certificate of Merit recipients, Mr Cheng Hsing Shen, Assistant Head, Company Compliance & Audit Branch.



Senior Assistant Director-General (Compliance), Mr Winston Tay (centre), presented to the team the Exemplary Innovator Award: "Leveraging Intelligent Document Processing and Large Language Model for Customs Value Computation".



Senior Assistant Director-General (Checkpoints), Ms Sung Pik Wan (fifth from left), presented to the team the Pro-Enterprise Transformation Award: “Implementation of the Electronic Origin Data Exchange System under the Regional Comprehensive Economic Partnership with China”.