



VISION STATEMENT

Our vision is to be a world class Customs Administration recognized for our administrative and operational efficiency.

MISSION STATEMENT

Our mission is to expedite and facilitate legitimate trade and travel, while collecting and protecting Government revenue, safeguarding the health, security and economic viability of our Nation and continuously providing high quality services to all persons.

CORE VALUES

Integrity
Accountability
Transparency
Professionalism

NOTICE

Temporary Email Service Disruption

The Customs and Excise Department wishes to advise brokers, importers, exporters, agents, and members of the public that we are currently experiencing disruptions to our email services due to a system migration being undertaken by MIST.

As a result, some officers are temporarily unable to access their email accounts, which may affect our ability to receive and respond to email correspondence in a timely manner.

During this period, stakeholders are encouraged to contact the relevant section by telephone to confirm receipt of any urgent correspondence. We also ask for your patience should there be delays in our responses.

Further updates will be provided through the Customs Portal as information becomes available. PBX 535-8700/01.

We apologise for any inconvenience caused and thank you for your understanding and cooperation.

OFFICE OF THE COMPTROLLER OF CUSTOMS