
INFORMATION CIRCULAR

CESSATION OF WALK-IN COUNTER SERVICE WITH EFFECT FROM 7 JULY 2025

1. Please be informed that with effect from 7 July 2025, Monday, My Personnel Licensing Hub (My PEL Hub) will cease to accept walk-in enquiries and support relating to Aircraft Maintenance and Flight Crew licensing.
2. Should you require assistance on licensing matters, please call us at (65) 6542 1122 or email us at:

CAAS_PEL_AML@caas.gov.sg for Aircraft Maintenance Licensing
CAAS_PEL_FCL@caas.gov.sg for Flight Crew Licensing
3. All holders of an Aircraft Maintenance Licence (AML), except the initial AML and foreign conversion of AML, will collect their licences from the self-service lockers located at My PEL Hub. Details for collection can be found in [IC 2/2024](#) on *Collection of Aircraft Maintenance Licence (AML) from Self-Service Lockers with effect from 1 April 2024*.
4. All applicants of pilot licence or rating will submit their logbooks and supporting documents through the self-service locker system located beside My PEL Hub. Details for submission can be found in [IC 3/2024](#) on *Submission of Pilot's logbook(s) and Supporting Documents at Self-Service Lockers with effect from 1 April 2024*.

Issued by
SAFETY POLICY & PLANNING DIVISION
CIVIL AVIATION AUTHORITY OF SINGAPORE