



GOVERNMENT OF SAMOA

Ministry of Commerce, Industry & Labour

INFORMATION

BOOKLET

ON

**PROCEDURES FOR SETTING UP
A BUSINESS**

Updated February 2007

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SETTING UP A BUSINESS

Investors must carry out the following before operating a business in Samoa

I. Company Name and Registration:

Any business that wants to set up as a “company” must first register with the Companies Section of the Ministry of Commerce, Industry & Labour. To do this, applicants are required to submit to the Registrar of Companies the following (i. formal letter and ii. completed Company Name Registration form) for processing (name registration form attached). A search is then conducted to identify whether an existing company bears this name. Once the name search has been completed, the applicant is then informed of the outcome.

Once the name search is completed successfully then the company may proceed in submitting an application for registration in the prescribed format. The applicant must complete and submit the following documents to the Ministry for assessment and approval purposes these include:-

- Certificate of Incorporation
- Declaration of Compliance
- Notice of Situation of Registered Office
- Particulars of Directors and Secretary
- Consents to Act as Directors and Secretary
- Memorandum of Association
- Articles of Association

Registration Fees will depend on the Company's Nominal Capital. For further information regarding company registration and fees please contact the Registry of Companies:

The Assistant CEO – Companies Division
Ministry of Commerce, Industry & Labour
PO Box 862
Telephone: (685) 20441
E-mail: sipo@lesamoa.net

II. Foreign Investment Registration:

All businesses with foreign shareholding are required under the Foreign Investment Act 2000 to acquire a **Foreign Investment Certificate**. A formal letter along with the completed Foreign Investment Registration form must be submitted to the Ministry of Commerce, Industry and Labour, which requires the approval of the Chief Executive Officer. This certificate is valid for the duration of the business to which it relates. If the business is to be established as a Company, the Company Registration number and date of registration issued by the Registry of Companies are required before applying for a Foreign Investment Certificate. Registration fees for Foreign Investment Certificate are currently under review and once the review is complete fees will be applied immediately to all approved foreign registered businesses.

The foreign investor must have a Foreign Investment Certificate before they can apply for a business license from the Ministry of Revenue and a work permit from the Ministry of the Prime Minister and Cabinet (Immigrations Division). However, Foreign Investors must also comply with the regulations and procedures involved when applying for the business licenses and work permits.

Foreign Investment Companies are required to set up business within 6-months from the registration date otherwise the certificate becomes void.

Cancellation of Certificates will occur for the following reasons:-

- a) any information given in the application for the certification was incorrect so as to create a false impression as to the ownership of the business or the nature of its activities or
- b) the business carries on any activity that is included in the Prohibited or Restricted List, or
- c) the CEO of the Ministry of Commerce, Industry and Labour is satisfied that any participating citizen in the business is not being accorded the full rights as part-owner or equity holder in the venture as purported in the FIC application or as required by any prescribed condition applicable to it.

Business Structure and Operations: Foreign Investors are permitted 100% ownership in all different sectors of the industry with the exception of the fishing industry whereby a policy has been established for the operation of fishing vessels that requires shareholding should be 60% local and 40% foreign.

All approved registered Foreign Investment Companies are required to submit no later than 6-month after each financial year a status report on its operation to the Ministry.

For further information regarding Foreign Investment Registration, please contact:

Foreign Investment Registrar
Ministry of Commerce, Industry & Labour
PO Box 862
Telephone: (685) 20441
E-mail: mpal@mcil.gov.ws or terozitak.uitime@mcil.gov.ws

III. **Business License:**

Upon approval of the FIC, the foreign investor is then required to apply for a business license before operating in Samoa. The following procedures must be met before a foreign investor is granted a Business License:-

Sole Trader:

- i. Submit a formal letter stating the type of business activity to be operated, the source and amount of capital as well as contact details of the applicant;
- ii. Provide passport sized photo of the applicant;
- iii. Produce proof of Foreign Investment Registration;
- iv. Provide a site map of the premises location;
- v. Complete and sign the IR24 form for new business license applications;

- vi. Any other document required by the CEO for considering the application;
- vii. Payment of business license fee upon approval – SAT\$220.00 per activity

Partnership/Joint Venture:

- i. Submit a formal letter stating the type of business activity to be operated, the source and amount of capital as well as contact details of the applicant;
- ii. Provide proof of the contract or deed of partnership agreement;
- iii. Provide passport sized photos of all business partners;
- iv. Produce proof of Foreign Investment Registration;
- v. Provide a site map of the premises location;
- vi. Complete and sign the IR24 form for new business license applications;
- vii. Any other document required by the CEO for considering the application;
- viii. Payment of business license fee upon approval – SAT\$220.00 for Partnership and SAT\$500.00 for Joint Venture.

Company:

- i. Submit a formal letter stating the type of business activity to be operated, the source and amount of capital as well as contact details of the applicant;
- ii. Submit company legal documents such as Articles of Association and Memorandum of Association;
- iii. Submit Certificate of Incorporation;
- iv. Provide passport sized photos of all shareholders. If there are too many shareholders, only photos of company directors must be submitted;
- v. Produce proof of Foreign Investment Registration;
- vi. Provide a site map of the premises location;
- vii. Complete and sign the IR24 form for new business license applications;
- viii. Any other document required by the CEO for considering the application;
- ix. Payment of business license fee upon approval – SAT\$550.00 per activity

For further information regarding Business Licenses please contact:-

***The Chief Executive Officer
Ministry for Revenue
P.O.Box 1877
Telephone: 20411
Email : infor_services@samoa.ws
Website: www.revenue.gov.ws***

IV. Work Permits:

Any non citizen who wishes to work or establish a business in Samoa is required by law to hold a valid work permit. However the Foreign Investor must first obtain a Foreign Investment Certificate before they can apply for a work permit. Foreign Investors must submit an application for a work permit in the prescribed format to the Assistant Chief Executive Officer of the Ministry of the Prime Minister & Cabinet (Immigration Division). A non-refundable fee of SAT600.00 must accompany the application. The permit is issued after verification of all information submitted and the Assistant CEO is satisfied that the issuance of such work permit will not deprive Samoan citizens of employment. Work

permits are issued separately for each individual regardless of relations (spouse/dependents).

For further information please contact:-

***The Assistant Chief Executive Officer
Immigration Office, Ministry of the Prime Minister
P.O.Box L1861
Telephone: (685) 20291
E-mail: immigration@samoa.ws***

V. Environment Impact Assessment

The law authorizes the **Ministry of Natural Resources and Environment (MNRE)** to investigate, upon instructions from the Minister, any operation that is believed to have adverse impact on the Environment. MNRE can assist the investor with the assessment. All new businesses are encouraged to conduct an Environmental Impact Assessment prior to commencement of operations.

Further information pertaining to the Environmental Impact Assessment can be obtained from the Ministry of Natural Resources and Environment.

***The Chief Executive Officer
Ministry of Natural Resources and Environment
Private Bag
Apia, Samoa
Telephone: 0685 21611 Fax: 0685 23176***

VI. Building License

Any person, including businesses, intending to construct a house/factory requires a Building Permit from the Ministry of Transport and Infrastructure. The builder must submit an application in the prescribed format and must submit the following:

- (i) Site Plan,
- (ii) Elevation Details
- (iii) Sections
- (iv) Plumbing Plan
- (v) Electrical Plan

Further details regarding Building Licenses can be obtained from:

***The Chief Executive Officer
Ministry of Transport and Infrastructure
Private Bag
Apia, Samoa***

NOTE: The foreign investor may also require approval from other relevant agencies depending on the nature of the business.

LAND OR BUILDING

The Ministry of Commerce, Industry and Labour currently has a list of vacant factory/land/office spaces available for rent as well as contact details for which the foreign investor may contact directly.

In addition, the Ministry of Environment and Natural Resource also administers a database of government land available for lease. Land within/around town area consists of ¼ acres with rental rates depending on the market value of the land a lease term of 10 + 10 years. Other government land, which are 25-30km from the main town have a lease term of 20 + 20 years.

Customary lands can also be leased for Tourism Development projects with a lease term of 30 + 30 years but the investor must make known their interest to the Government of Samoa. Other development projects apart from Tourism designated for customary land are leased at a term of 20 + 20 years with the rental rates depending on the value of the land and an agreement made by the two parties (Leaser & Lessee) involved.

Applications for the lease of Government land should be submitted to the Chairperson of the Samoa Land Board, through the Ministry of Natural Resources and Environment.

For further information contact:

The Chief Executive Officer
Ministry of Natural Resources & Environment
Private Bag
Telephone: (685) 22481
Email: tuuu.ieti@samoa.ws

The General Manager
Samoa Land Corporation
PO Box 845
Telephone: (685) 24881

A. Labour:

Wage Rates: The statutory minimum wage rate for all workers over 18 years of age is SAT2.00 or USD0.71 per hour. According to the 2004 Labour Market Survey of Private Sector Employers in Samoa showed average weekly wages on an hourly basis for the different industries as follows;

Industry	Average Weekly Wage per Hourly Rate (SAT)
Accommodation	105.35
Agriculture	154.10
Building	151.19
Community	204.15
Education	251.15
Electricity	206.89
Finance	386.20
Manufacturing	146.68
Transport	212.12
Wholesale	148.86

This survey concluded that by 2004, total private sector workforce stands at 16,146 with public sector workforce at 3,761 (permanent) and 1,776 (casuals).

For further information contact:

***Assistant CEO-Apprenticeship & Employment
Ministry of Commerce, Industry & Labour
E-mail: mpal@mcil.gov.ws***

Statutory Social Costs:

Accident Compensation Board: Employers are required to pay a one percent (1%) payroll tax (levy) to match a 1% contribution paid by the worker towards a worker's compensation scheme administered by the Accident Compensation Board. Workers are compensated under the Scheme for injuries and/or incapacity resulting from work-related accident.

Samoa National Provident Fund: Employers are required to contribute a five percent (5%) payroll levy to match a five percent (5%) contribution paid by the worker. This contribution is paid to the Samoa National Provident Fund.

For further information contact:

***Samoa National Provident Fund
P.O.Box 2010
Telephone: (685) 21241
Email: snpf@samoa.ws
Website: www.npf.ws***

***Accident Compensation Board
P.O.Box 3700
Telephone: (685) 23100
Email: acbsamoa@samoa.ws***

TAXES

INCOME TAX

This is imposed under Section 4 of the Income Tax Act 1974 for taxpayers on the taxable income for a tax year at prescribed rates in the Income Tax Rates Act 1974. It is assessed on the preceding calendar year income, and business taxpayers (e.g. companies, partnerships, trustees, sole traders etc) pay estimated provisional tax based on the previous year's taxable income.

Company Tax

A resident company is charged at the rate of 27% in its global taxable income while non-resident is charged at the rate of 27% on its taxable income derived from the Samoa source. Note that company income tax rate was 29% but now reduced to 27% as from 01 January 2007.

All companies are required under Section 15 of the Income Tax Administration Act 1974 to lodge annual income tax returns in the prescribed form (IR4) setting forth a complete statement of all income derived by company during the preceding year, together with such other particulars as may be prescribed.

Small Business Tax

The taxable income of the sole trader is subject to income tax at progressive rates set out in the Income Tax Rates 1974, depending on the level of taxable income (or net profit) derived by the taxpayers. Note that there is now a reduction of the income tax top rate from 29% to 27% and the threshold amount of non taxable income has increased from SAT10,000 to SAT12,000 as from 01 January 2007. Applicable progressive rates on small business annual income is summarized below which are the same rates applicable for individual's (i.e. employee) salary and wage income.

Annual Income Earned	Tax Rate
Income not exceeding SAT12,000	Nil
SAT12, 001 – SAT15,000	10%
SAT15, 001 – SAT20, 000	20%
Over SAT20, 000	27%

Like companies, all small business taxpayers are required to lodge annual income tax returns in the prescribed form (IR2) setting forth a complete statement of all income derived by him/her during the preceding year, together with such other particulars as may be prescribed.

Individual's Salary and Wage Tax

The current salary and wage income earned by an employee taxpayer is assessed according to the level of income earned, at a progressive rate minimum of 10% to a maximum scale of 27%. The table below summarized the level of salary & wage income earned by an individual or employee in a week, fortnight, or month and annual with the applicable progressive income tax rates.

Weekly	Rate	F/nightly	Rate	Monthly	Rate	Annual	Rate
\$0 - \$231	Nil	\$0 - \$462	Nil	\$0 - \$1,000	Nil	\$0 - \$12,000	Nil
\$232 - \$289	10%	\$463 - \$577	10%	\$1,001 – 1,250	10%	\$12,001 – \$15,000	10%
\$290 - \$385	20%	\$578 - \$770	20%	\$1,251 – 1,667	20%	\$15,001 – \$20,000	20%
Over \$385	27%	Over \$770	27%	Over \$1,667	27%	Over \$20,000	27%

This PAYE deduction is a final tax and it is not necessary for employees to lodge a tax return at the end of the year.

Dividend Tax

There is no tax on dividends since June 1999

Capital Gains Tax

Due to the reduction of top income tax rate to 27% as from 01 January 2007, the capital gains tax of 30% is now adjusted to 27% on profits arising from the disposal of capital assets sold within three years from the date of asset acquisition.

Other Taxes:

- a) Payments to non-residents which are included in taxable income by virtue of Section 38 (*'Overseas freight & passage money'*) of the Income Tax Act 1974 are subject to a 15% withholding tax.
- b) Payments to non-residents which are included in taxable income by virtue of Section 39 (*'Film business of non-resident'*) of the Income Tax Act 1974 are

- subject to a 15% withholding tax.
- c) Payments to non-residents which are included in taxable income by virtue of Section 40 (i.e. *interest income derived from Samoa; all royalties & other like payments; the supply of scientific, technical, industrial or commercial knowledge information or assistance*) of the Income Tax Act 1974 are subject to a 15% withholding tax.
 - d) The Trust's taxable income of the trust shall be deemed to be derived by the trustee(s) of the trust and the trustee shall be assessable and liable for income tax as he/she was beneficially entitled to the taxable income of the trust

VAGST (Value-Added-Goods-Services-Tax)

Businesses are required to register with the Inland Revenue Office of the Ministry for Revenue for VAGST. This is a tax on consumption and it is charged and accounted for at a rate of 15%. This rate was effective since 01 October 2006.

A small business threshold has been introduced for business with annual turnover of less than SAT78,000.00 effectively exempting most small business from the requirement to register for VAGST and from lodging bi-monthly VAGST returns.

Exempt Supplies

Exempt supplies are goods and services that are not subject to VAGST. They are:

- Locally produced raw & unprocessed food;
- Financial Services;
- Donated goods & services sold by non-profit bodies;
- Bus & taxi fares;
- Electricity;
- Inter-island passenger fares.

VAGST Collector

VAGST is collected for the government by persons who are registered with the Ministry of Revenue

A sole trader, business, company or organisation registered for VAGST is called a 'Registered Person' (RP).

Taxable Activity

A taxable activity is a business in the broadest sense. This include:

- Ordinary businesses – shops, contractors, auctioneers, hirers etc;
- Trades & Professions – builders, doctors and lawyers;
- Public Authorities – government departments;
- Activities of non-profit bodies – some sporting clubs, societies and associations.

VAGST is an indirect tax that is administered and collected by the Inland Revenue Division of the Ministry for Revenue.

Indirect Taxes

The present tariff structure provides nominal rates to be applied to a wide range of fixed items, essential materials and equipment with intermediate and high rates of duty on semi-luxury goods and luxury goods.

The Tariff Structure

This incorporates:

- The amended Customs Tariff Act 1975 which regulates customs duties that are applied to all imported products except some agricultural products. The highest rate of duty is 20%.
- Excise duties are imposed only on alcohol, soft drinks, tobacco products and vehicles with an engine capacity of more than 2000 cc.

Departure Tax

All international passengers shall pay a departure tax of SAT40.00.

Children under 12 years of age and transit passengers who continue their journey within 24 hours are exempt from paying a departure tax.

Stamp Duty

Nominal rates of stamp duty are levied on specified written documents

Tariff Structure

There are no specific investment incentives as they were abolished in 1999, to be replaced by recent tax and tariff reforms. Tariff rates are currently at four clusters – 0%, 5%, 8% and 20%.

For further information please contact:

*The Chief Executive Officer
Ministry for Revenue
P.O. Box 1877
Apia, Samoa
Telephone: (685) 20411
Email: info_service@revenue.com.ws*

GOVERNMENT ASSISTANCE

Duty Suspension Scheme

This Scheme is one of Government's assistance programme to further encourage and assist exporters who produce mainly for overseas markets. The Duty Suspension Scheme (DSS), is designed to assist regular exporters to import raw materials required for export production without prior payment of duty. All those regular exporters who require imported inputs / raw materials for the production of products for export are eligible to be registered under the Scheme and must hold a valid Export Manufacturing Warehouse license issued by the Ministry of Revenue. But they must first make known their interest to the Ministry of Commerce, Industry and Labour.

The Ministry of Commerce, Industry and Labour (MCIL) in collaboration with the Ministry of Revenue is the executing agency for this Scheme

Assistance for Motels/Hotels/Beach Resorts and Manufacturing Enterprise

The benefit of this assistance is accorded to the exporters within in the Manufacturing Industry as well as the developers of hotels, motels and beach resorts within the Tourism Industry. Its purpose is to enhance the development of both these sectors through the importation of materials on a duty free basis.

As follows, are the guidelines when considering assistance to be accorded to manufacturing companies for export only;

- i) All building materials, plant and equipment to be imported shall be used solely for the purpose it was requested for.
- ii) Products manufactured by the plant shall be exported with six (6) months from the date the equipment was released by the Ministry of Revenue;
- iii) Only building materials, plant and equipment directly involved in the production of the exported product will be allowed under this assistance. There will be absolutely no office equipment or office amenities allowed under this assistance.
- iv) All raw materials will be imported under the existing Duty Suspension Scheme.

The guidelines as listed below will be used when considering assistance for the development of hotels/motels/beach resorts

- i) This assistance does not include requests for the development of beach faleas. The assistance will only include properly built units that are fully furnished as in hotels/motels;
- ii) For existing hotels/motels/beach resorts, consideration will only be given if the expansion would consist of no less than four (4) rooms or two (2) units;
- iii) As for the new developments, only those that intend to construct twelve (12) or more rooms/units will be considered.
- iv) The construction of the units/rooms to commence within three (3) months from the date the first shipment of goods is cleared from the wharf.
- v) A lease agreement is to be in place should the proposed development be built on customary land;
- vi) An architectural plan of the proposed project is to be submitted so as to ascertain the total number of units/rooms to be constructed.
- vii) The full financial package for the whole development is to be submitted;

Government Export Guarantee Scheme

The scheme aims to boost exports by issuing Export Finance Guarantee (EFGs) as collateral to enable eligible exporters to obtain short-term finance (working capital) from the local commercial banks and the Development Bank of Samoa to prepare confirmed export orders. This scheme can be utilized by all exporting companies (goods only) that comprise a minimum local shareholding of 50%. All interested companies must register with the Ministry of Commerce, Industry and Labour.

For further information regarding the above assistance schemes contact:-

***Assistant CEO - Industry Development & Investment Promotion Division
Ministry of Commerce, Industry & Labour
PO Box 862
Telephone: (685) 20441***

Duty Drawback System

Any company who has imported items for re-export is eligible to apply for duty draw back on these imported items. The applicant is required to provide the invoice of imported items and import and export entries in order for their application to be considered. All applications for duty draw back are to be submitted to the Ministry of Revenue who will assess all applications on a case-by-case basis.

Tourism and Hotel Development Incentive

Under this Act 2003, it provides certain incentives and support for the development of the Tourism Industry within the country these include:-

- I. **Tourism investment tax credit** – Any person who invests 100,000 or more in a first class hotel accommodation shall be allowed a credit against income tax payable in respect of the person's income at the rate of 100% of the investment. This credit may be claimed against income in the year(s) approved by the Commissioner and that such an investment shall be held for a period of at least 5 years in a form approved in writing by the Minister of Finance;
- II. **Hotel income tax exemption** – Once the Commissioner is satisfied that the capital investment has been made after 30th June 2003 and that such an investment is being held in a form and period approved by the Minister of Finance. The Commissioner shall grant an exemption from income tax for taxable income (after deduction of all losses carried forward) derived from the operation of a Hotel as follows:-
 - a) Category 1 - First class hotel with a capital investment of between \$1 to \$3 million an exemption for 5 years;
 - b) Category 2 - First class hotel with a capital investment of between \$3 to \$20 million an exemption for 10 years;
 - c) Category 3 - First class hotel with a capital investment of over \$20 million an exemption for 15 years
- III. **Hotel Development Import Duty Drawback** – Only those First class hotel developments approved by the Minister of Finance will be allowed drawback of duty for "capital goods"

For further information contact:

***The Chief Executive Officer
Ministry of Finance
Private Mail Bag
Telephone: (685) 34333
Website: www.mof.gov.ws***

FINANCIAL SERVICES

Below is a list of commercial banks currently operating in Samoa.

- ✚ **ANZ Bank (Samoa) Ltd:** Arrangements can only be made once the company has been set up in Samoa. Once in operation, the foreign investor can then approach the ANZ regarding an arrangement for a commercial loan.

Contact: General Manager
P.O.Box L1855
Apia, Samoa
E-mail: samoa@anz.com
Website: www.anz.com/samoa

- ✚ **National Bank of Samoa(NBS):** In order for a Foreign Investor to loan from the NBS, they must have opened an account and bank with NBS. The interest rate on commercial loans is currently at 14%.

Contact: General Manager
P.O.Box 3047 L
Telephone: (685) 26766
E-mail: info@nationalbanksamoa.com
Website: www.nationalbanksamoa.com

- ✚ **Samoa Commercial Bank(SCB):** An account must be opened with the SCB before an investor is eligible for a commercial loan. Commercial interest rate on loans stands at 14%.

Contact: General Manager
P.O.Box: 602
Telephone: (685) 31231
E-mail: info@scbl.ws

- ✚ **Westpac Bank:** The investor must have a bank account and bank with Westpac in order to be eligible for commercial loans. Although there are no restrictions regarding lending to foreign investors, Westpac prefers that there be a local shareholder in the company. Interest rate on commercial loans is 12% but is also dependable on the amount approved.

Contact: General Manager
P.O.Box 1860
Telephone: (685) 20000
E-mail: westpacsamoa@westpac.com.au
Website: www.westpac.com.ws

All of the above commercial banks require security in the form of freehold land, term deposits or any other assets of value as well as a detailed Business Plan, which should include the following;

- nature of the business,
- financial status/background,
- financial projections,

- expected length of operation,
 - visa/contract of service,
- **The Central Bank of Samoa (CBS):** The CBS controls all foreign exchange transactions as well as matters relating to the stability and supply of money within the country. This includes, international transactions, overseas transfer of funds and funding of imports. Repatriation of funds is permitted, provided the original investment entered Samoa through the banking system or by means of a formal approved manner. For further information, please contact:

The Governor
Central Bank of Samoa
P.O.Box
E-mail: cbs@lesamoa.net
Website: www.cbs.ws

AIR & SEA ACCESS

I. **Air Access:** The following airlines operate regular flights to/from Samoa.

i. **Polynesian Blue International Services**

To	From	Flights per week
Apia	Auckland	4
	Sydney	3
	Tonga	2
Auckland	Apia	4
Sydney	Apia	3
Tonga	Apia	2
Los Angeles	Apia	1

Contact: General Manager
Polynesian Blue Airlines
E-mail: enquiries@polynesianairlines.com
Website: www.polynesianairlines.com

ii. **Air Pacific Services To Samoa**

To	From	Flights per week
Apia	Nadi	2

Contact: Manager
Air Pacific Agent (Samoa)
E-mail: tstancil@ipasifika.net


iii. Air New Zealand Services To Samoa


To	From	Flights per week
Apia	Los Angeles	1
Apia	New Zealand	4
Apia	Tonga via NZ	1

Contact: General Manager
Air New Zealand
E-mail: mcfall@airnz.co.nz
Website: www.airnewzealand.com

II. Sea Access: The two wharfs that provide services for overseas vessels are the Apia Wharf and the Asau Wharf. The Apia Wharf provides a wide range of services including pilot age, deep berth, cargo handling, freezer and cooler for loose cargo, warehousing, weighbridge stevedoring, cargo and container storage and fumigation.. The cost of a 20ft container depends on the contents within the container. The Asau Port only offers port facilities for small vessel fuel tankers.

Shipping and Stevedoring Operators in Samoa:

 Pacific Forum Line
E-mail: iosefat@pflsamoa.com
Website: www.pflnz.co.nz

 Samoa Shipping Services
E-mail: sss@lesamoa.net

 Betham Brothers
E-mail: bethbros@samoa.ws

 Transam
E-mail: transam@samoa.ws

Frequency of Shipping Services From NZ and Australia:

From	Vessel Name	Service Frequency to Samoa
Australia	Forum Samoa Captain Tasman	▪ Arrives in Apia every 15 days – Rotating turns
New Zealand	Forum Fiji Forum Rarotonga Southern Cross Sofrana	▪ Arrives in Apia every 10 days – Rotating turns.

NB: All vessels dock at the Matautu Wharf for 12 hours

INFRASTRUCTURE

i. Electricity:

The Electricity supplier in Samoa is the Electric Power Corporation (EPC). The maximum capacity supplied by the hydroelectric power stations depends on the amount of rain and water available for generation. The total hydroelectric installed capacity is about 11.95MW, however this capacity is rarely achieved due to the continued decrease of water available for power generation. Electricity (240 volts) is accessible to all consumers.

Procedures to Obtain Electricity

The investor must hire a licensed electrical contractor or electrician. We recommend an electrician with an unrestricted license to undertake the electrical wiring works.

- a) The electrician is required to come to EPC and fill in a wiring permit in order to obtain permission to proceed with the required wiring installation.
- b) The connection fee is SAT120.00.
- c) If the installation site exceeds 50 metres away from the nearest EPC pole, the extra length of service line will be charged to the consumer. In addition, when an extension of the main power lines and transformer are required the Corporation will carry out a survey. The consumer will then be informed of the cost and conditions shortly thereafter.
- d) Once payments of the above costs are made the required work on the lines can proceed.
- e) When wiring of the installation is completed and the permit is signed by the electrician, the EPC inspectors will carry out an inspection of the wiring. Electricity will be provided when the wiring complies with the required standard.

Applications should be directed to:

***General Manager
Electric Power Corporation
P.O. Box 2011***

Telephone: 22261
Apia, Samoa
Email: epcgm@samoa.ws

Electricity Tariffs:

Domestic Consumers: 01 – 50 kilowatts units @ SAT0.58 sene/kilowatt unit
 51 – 200 kilowatts units@ SAT0.69 sene/kilowatt unit
 201 and over kilowatt units @SAT0.83/kilowatt unit

Non-Domestic Consumers: SA\$0.69 sene/kilowatt unit

Note: It is highly advised that investors arrange for a reliable back up system to be used during unexpected electricity faults.

ii. Telecommunications

Samoa Tel provides Subscriber Dial (ie ISD) facilities for long distance telephone, facsimile and telex calls. Local telephone services are provided by Samoa Tel Ltd and Telecom Samoa Cellular Ltd. The latter provides mobile phone services in Apia and other areas.

Samoa Tel has the following fees for installation of phone lines;

Phone Line Type	Set –up Fee	Monthly
<i>Residential</i>	<i>\$53.33</i>	<i>\$9.09</i>
<i>Business</i>	<i>\$75.56</i>	<i>\$13.33</i>
Extension Lines Type	Set-up Fee	Monthly
<i>Residential</i>	<i>\$26.25</i>	<i>N/A</i>
<i>Business</i>	<i>\$39.37</i>	<i>N/A</i>
<i>PABX</i>	<i>\$39.37</i>	<i>N/A</i>

Applications for the provision or alteration of telephone, fax, business systems or data services should be addressed to

Customer Services
Samoa Tel Limited
Chief Post Office, Apia
E-mail: customerservice@samoatel.ws
Website: www.samoatel.ws

iii. Internet Service Providers

There are 3 Internet service providers in the country and information regarding their services can be obtained from the respective addresses;

1) The General Manager
Computer Services Ltd
Telephone: (685) 20926
E-mail: csl@csl.ws

2) *The General Manager*
Telephone: (685) 20181
LeSamoa.net
E-mail: info@lesamo.net

3) *The General Manager*
Internet Pasifika Samoa Ltd
Telephone: (685) 24747
E-mail: info@ipasifika.net

iv. Water

All urban and coastal land areas have access to water with only a few interior areas in which water is currently not accessible. The Samoa Water Authority (SWA) is responsible for the installation and connection of water to all households and commercial factories. Applications to obtain water supply must be submitted to the SWA and must include the following details;

- Consumer's name and address,
- Location plan showing premises and existing services,
- Type of use – domestic or non-domestic.

Applications are only valid if the appropriate authority is obtained from landowners as noted below,

<u>Land Type</u>	<u>Consenting Authority</u>
Customary Land	Ministry of Natural Resources and Environment
Public Land	Samoa Land Corporation or Samoa Land Board
Freehold Land	Copy of Certificate of Title Lot Number or Confirmation letter from the Sub divider.

All applications must be addressed to:

Customer Relations Officer
Samoa Water Authority
P.O.Box 245
Apia, Samoa
E-mail: info@samoawaterauthority.com
Website: www.samoawaterauthority.com

MEDICAL SERVICES

There are a number of privately owned medical clinics in Samoa and the main hospitals are the National Hospital and the privately owned Medcen Hospital. Both hospitals are situated in the Capital, Apia.

The usual process for medical evacuation of foreigners is that the insurance company and foreign agencies (UNDP, NZ High Commission etc) can arrange referral with or without patient/doctor recommendation. Arrangements between the local doctor and the doctor overseas regarding the evacuation of the patients are critical to ensure the patient's stability and safety when evacuated. Speed of departure depends mainly on the following;

- frequency of flights (any airline available at the time),
- agreement of the airline and time needed to equip the plane with stretcher facilities (if a stretcher is needed),
- administrative procedure to be followed (administrative authorization, exit visa's, agreement of the local authorities, choice of accompanying doctor etc)

The average time take from the decision to evacuate to the arrival overseas is between 48 – 72 hours. Delays are usually encountered when awaiting approval from the Insurance Company. For further information contact:

***The Chief Executive Officer
Ministry of Health
Private Bag
Telephone: (685) 21212***

EDUCATIONAL FACILITIES

The following tertiary institutions provide a range of training and educational skills.

***The National University of Samoa
P.O.Box 1622
Telephone: (685) 20072
E-mail: registrar@nus.edu.ws
Website: www.nus.edu.ws***

***The University of the South Pacific
P.O.Box 3014
Apia, Samoa
E-mail: vaa_ruby@samoa.usp.ac.fj***

***Samoa Polytechnic
P.O.Box 861
Telephone: (685) 21428
Website: www.nus.edu.ws***