

Frequently Asked Questions on Border Control Measures Relating to COVID-19

Entry into Singapore

S/N	Question	Response
1	<p>Can I still enter Singapore as a short-term visitor?</p> <p style="text-align: center;">or</p> <p>I am a Singapore citizen/permanent resident. If my next of kin does not hold any passes in Singapore, can he/she enter Singapore?</p> <p style="text-align: center;">or</p> <p>If I am pending ICA's approval for my newborn's citizenship application, can ICA make any concession for my child to enter Singapore?</p>	<p>All short-term visitors will not be allowed to enter Singapore, except the following, subject to conditions:</p> <ul style="list-style-type: none"> • Visitors with valid SafeTravel Pass. For more information, visit the SafeTravel Website. • Visitors with approval letter of entry from the relevant agency in Singapore. <p>Spouse and child(ren) of Singapore residents (Singapore citizens and permanent residents) who need to visit Singapore due to extenuating reasons may submit an application for entry into Singapore.</p> <p>If you arrive in Singapore without the approval letter of entry or SafeTravel Pass, you will be refused entry and will have to bear the cost for the flight out of Singapore.</p>
2	<p>Can passport holders from visa-required countries/places still enter Singapore with a previously issued short-term visa or multiple-visit visa?</p>	<p>All short-term visitors will not be allowed to enter Singapore, except the following, subject to conditions:</p> <ul style="list-style-type: none"> • Visitors with valid SafeTravel Pass. For more information, visit the SafeTravel Website. • Visitors with approval letter of entry from the relevant agency in Singapore. <p>Spouse and child(ren) of Singapore residents (Singapore citizens and permanent residents) who need to visit Singapore due to extenuating reasons may submit an application for entry into Singapore.</p>
3	<p>Will the validity of my previously approved visa be extended during this suspension period?</p>	<p>There is no extension of visa validity or change of visa type.</p>

S/N	Question	Response
4	<p>Can a Singapore citizen/ permanent resident who is currently overseas, enter Singapore?</p> <p style="text-align: center;">or</p> <p>Does a Singapore citizen/ permanent resident who is currently overseas need to apply for permission to enter Singapore?</p>	<p>Singapore residents (Singapore citizens, permanent residents), must submit a health declaration via the SG Arrival Card (SGAC) e-Service before commencing their journey to Singapore.</p> <p>Upon arrival, they are required to show their health declaration acknowledgement email to the ICA officers.</p> <p>Singapore residents will be placed on a Stay-Home Notice* after being granted entry into Singapore, according to prevailing health measures of the Ministry of Health.</p> <p><i>* Travellers entering Singapore with valid SafeTravel or Periodic Commuting Arrangement Passes will be subjected to the prevailing Stay-Home Notice and/or COVID-19 test on arrival in Singapore. For more information, visit the SafeTravel Website.</i></p>
5	<p>Can a holder of ICA-issued Long-Term Pass [i.e. Long-Term Visit Pass (LTVP) or Student's Pass (STP)], or In-Principle Approval (IPA) letters for LTVP/STP enter Singapore?</p> <p style="text-align: center;">or</p> <p>How do ICA-issued LTVP/ LTVP IPA (or STP/STP IPA) holders apply for permission to enter Singapore?</p>	<p>All foreigners holding ICA-issued LTVP/LTVP IPA and STP/ STP IPA must obtain permission from ICA and MOE, respectively, and also submit a health declaration via the SG Arrival Card (SGAC) e-Service before they commence their journey to Singapore.</p> <p>All ICA-issued LTVP/LTVP IPA holders must obtain ICA's permission by submitting an application for entry^ into Singapore.</p> <p>At the departure airport, they must produce this approval letter of entry^ to airline staff upon check-in.</p> <p>Upon arrival in Singapore, they are required to produce this approval letter of entry^ and health declaration acknowledgement email to the ICA officers.</p> <p>If they arrive in Singapore without the approval letter of entry^, they will be refused entry and will have to bear the cost for the flight out of Singapore. If they fail to comply, ICA will cancel their pass or rescind the In-Principle Approval.</p> <p>After being granted entry into Singapore, they will be placed on a Stay-Home Notice (SHN)[®], according to prevailing health measures of the Ministry of Health.</p> <p>All foreigners arriving in Singapore from 17 September 2020, 0000 hours, who have recent travel history to India within the last 14 days prior to entry, will be required to take a COVID-19 polymerase chain reaction (PCR) test within 72 hours before departure. They will</p>

S/N	Question	Response
		<p>need to obtain a valid negative COVID-19 test result as a condition of their approval to enter Singapore. Please refer to Qn. 11-15 of this FAQ for more information.</p> <p><i>^ Not required to obtain an approval letter for entry if travelling with SafeTravel or Periodic Commuting Arrangement Passes.</i></p> <p><i>@ Travellers entering Singapore with valid SafeTravel or Periodic Commuting Arrangement Passes will be subjected to the prevailing Stay-Home Notice and/or COVID-19 test on arrival in Singapore. For more information, visit the SafeTravel Website</i></p>
6	When should I submit an application to ICA or MOE to obtain the approval letter of entry?	ICA-issued Long-Term Visit Pass (LTVP) holders and those granted In-Principle Approval (IPA) for LTVP must obtain ICA's permission by submitting an application for entry into Singapore . All existing Student's Pass (STP) holders, and those who have been granted IPA for STP must obtain MOE's permission by submitting their application to their respective educational institution, which will work with MOE on securing approval. Please seek advice from your institution on the application process.
7	Can I submit multiple applications on the same day?	<p>For application to ICA, there is no need to submit multiple applications on the same day. Please ensure you have all the required information at hand when you submit your application. Submitting multiple applications will slow down our processing. We will only process the first application and notify you on the outcome, and disregard the rest.</p> <p>For application to MOE, please seek advice from your institution.</p>
8	How will I be notified of the outcome of the application?	<p>For application to ICA, you will receive the outcome via email.</p> <p>For application to MOE, please seek advice from your institution.</p>

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9	Is there a need to submit a new application for approval if my flight is delayed or changed?	<p>You will need to submit a new application if the arrival date is not within the validity of the approval letter of entry.</p> <p>Students are also reminded to keep their institutions updated if they have any changes in their travel plans. Your institution will need to submit a new application if the arrival date is not within the validity of the approval letter of entry.</p>
10	If my application is rejected, how can I appeal?	<p>If your application to ICA is rejected, you may apply again for the required approval by submitting your application on the following day to ICA_nCOV_request@ica.gov.sg, if there is a change in the circumstances or when there are additional information or documents to be furnished.</p> <p>If your application to MOE is rejected, please seek advice from your institution.</p> <p>For more information on SafeTravel or Periodic Commuting Arrangement Passes, please visit the SafeTravel Website.</p>

Inbound Pre-departure COVID-19 Test (India)

S/N	Question	Response
11	I have travelled to India recently. Do I need to take a pre-departure test before travelling to Singapore?	<p>Travellers who are not Singapore Citizens and Permanent Residents arriving in Singapore from 17 September 2020, 0000 hours, who have recent travel history to India within the last 14 days prior to entry, will be required to take a COVID-19 polymerase chain reaction (PCR) test within 72 hours before departure. They will need to obtain a valid negative COVID-19 test result as a condition of their approval to enter Singapore.</p> <p>Individuals aged 12 and below will be exempted from this requirement.</p> <p>This requirement does not apply to Singapore Citizens and Singapore Permanent Residents.</p>
12	I have travelled to India in the last 14 days and have an upcoming flight to Singapore.	<p>Only COVID-19 polymerase chain reaction (PCR) tests that are conducted within 72 hours before the departure date will be accepted. Singapore only accepts test results from recognised labs in India that are</p>

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	What kind of COVID-19 tests will be accepted?	<p>internationally accredited or recognised by the Indian Government.</p> <p>The test result memo must state the negative test result in English, the particulars of the traveller/s in accordance with the particulars in the passport (DOB, Nationality & Passport Number), as well as indicate the date that the test was taken.</p> <p>Travellers will need to present a valid negative COVID-19 test result in order to board the flight and at immigration in Singapore.</p>
13	What will happen if I arrive in Singapore with recent travel history to India, and I do not have a valid negative PCR test certificate?	<p>Travellers (who are not Singapore Citizens and Permanent Residents) without a valid negative COVID-19 test result will be denied entry into Singapore.</p> <p>Airlines, Charterers and Air Operators for any flights from India to Singapore must conduct checks to ensure that passengers meet the requirement before they are allowed for boarding. Air operators will be responsible to repatriate any passenger rejected at the checkpoint.</p> <p>If passengers are found to have produced false/forged COVID-19 test certificates, it will affect their ability to obtain or sponsor immigration facilities in the future.</p>
14	I have recovered from COVID-19, am I required to undergo a pre-departure test before departure from India? Will I be denied entry into Singapore?	<p>Recovered individuals who were previously diagnosed with COVID-19 infection will still be required to take a COVID-19 PCR test within 72 hours before departure for Singapore.</p> <p>If the pre-departure COVID-19 PCR test result is positive, the recovered individual must also submit documentary proof of his/her past diagnosis of COVID-19, based on his/her first ever positive PCR test result. The date of the first ever positive PCR test result must be between 22 to 180 days prior to the date of arrival in Singapore.</p> <p>Please note that individuals will be denied boarding for flights bound for Singapore if the date of their first ever positive PCR test result is less than 22 days prior to the date of arrival in Singapore.</p>

S/N	Question	Response
15	I have arrived from India or have recent travel history to India, do I still need to serve a Stay-Home Notice (SHN) if I have a valid negative COVID-19 test result?	The requirement for a valid negative COVID-19 test result applies on top of prevailing border measures for individuals who have recent travel history to India within the last 14 days. At present, such travellers are required to serve a 14-day SHN at dedicated SHN facilities, and will be subject to a test before the end of the SHN.

SG Arrival Card with Electronic Health Declaration

S/N	Question	Response
16	How early should travellers submit their health declaration? or When do I need to submit my health declaration?	Travellers can submit their health declaration via the SG Arrival Card (SGAC) e-Service within three (3) days prior to the date of their arrival in Singapore. Travellers are also reminded to update and resubmit their declarations prior to arrival in Singapore if they have recently visited a hospital, had contact with a COVID-19 case, and/or if there is any change in their health status and/or travel history.
17	Why is it mandatory for all travellers to submit their health declaration before entering Singapore?	The mandatory health declaration is a precautionary measure to mitigate the risk of COVID-19 being imported into Singapore.
18	Will the traveller receive any acknowledgement after submitting the health declaration? or How do I know if I have submitted my health declaration successfully?	An acknowledgement email will be sent to the traveller after he/she has submitted the health declaration. The traveller will also be notified on the need to comply with the SHN requirements. Where applicable, traveller will be reminded on the SHN requirements if he/she has submitted the health declaration more than 24 hours before arriving in Singapore.
19	I do not have an email address, can I submit the health declaration?	You are required to provide a valid email address and contact number when submitting the electronic health declaration. Without a valid email address, you will not receive the acknowledgement email and will experience delay during immigration clearance. You are encouraged to create an email address prior to the submission of your health declaration.

S/N	Question	Response
20	Is it a problem if a traveller did not submit his/her electronic health declaration before arriving in Singapore?	Travellers are strongly encouraged to submit their electronic health declaration before arriving in Singapore, as those who have not done so will be required to submit their form electronically before they can proceed for immigration clearance. This will unnecessarily delay their immigration clearance.
21	What will happen if a traveller submits a false declaration?	Travellers who provide false declarations will be liable for prosecution under the Infectious Diseases Act.
22	What is the data collected used for?	In the event that any traveller becomes a suspect or confirmed COVID-19 case, the data will be used by the Ministry of Health for contact tracing purposes. The data will also form part of the traveller's medical history for the reference of medical staff at local healthcare institutions where such travellers are being treated.

SafeTravel or Periodic Commuting Arrangement

For information specific to SafeTravel or Periodic Commuting Arrangement, please visit the [SafeTravel Website](#).

Extension of Stay in Singapore

S/N	Question	Response
23	How should I apply for an extension of stay?	Visitors who are already in Singapore and require an extension of stay are advised to apply online at least seven days prior to the expiry of the visit pass to avoid overstaying. Application for extension of stay will not be accepted over the counter.

Stay-Home Notice

S/N	Question	Response
24	Why am I receiving the Stay-Home Notice (SHN)?	<p>As a precautionary measure taken to minimise the risk of additional imported cases of COVID-19, a Stay-Home Notice will be issued to all travellers*, including Singapore residents (Singapore citizens and permanent residents), long-term pass holders (Student's Pass, Dependant's Pass, Long-Term Visit Pass and Work Pass) and short-term visitors who are granted entry into Singapore.</p> <p><i>* Travellers entering Singapore with valid SafeTravel or Periodic Commuting Arrangement Passes will be subjected to the prevailing Stay-Home Notice and/or COVID-19 test on arrival in Singapore. For more information, visit the SafeTravel Website</i></p>
25	Where can I serve my Stay-Home Notice (SHN)?	You are required to serve your SHN either at your own accomodation or at a SHN Dedicated Facility. Please refer to the table here for more information.
26	What if I have extenuating reasons that makes it difficult for me to stay in the Stay-Home Notice (SHN) Dedicated Facilities?	For those with extenuating circumstances, such as medical conditions or mobility issues, they should provide the details in this form at go.gov.sg/shnhotelneeds (for Singapore citizens or permanent residents) or ICA_nCOV_Request@ica.gov.sg (for short-term visitors and ICA-issued Long-Term Visit Pass holders).
27	What if I have extenuating reasons that require me to attend to before going to the Stay-Home Notice Dedicated Facility (SDF) on arrival to Singapore?	You must first check in to your SDF and contact the front desk staff for any assistance. However, if you have extenuating reasons to attend an emergency before going to your SDF upon arrival, you may contact the SHN helpline at 6812 5555 for assistance before commencing your journey to Singapore.
28	Can I choose to serve my Stay-Home Notice (SHN) at a dedicated SHN facility if I do not have a suitable place of residence?	<p>Singapore citizens and permanent residents who do not have a suitable residence to serve their SHN in may appeal to serve their SHN at a dedicated SHN facility through the link go.gov.sg/shnhotelneeds. All requests will be assessed on a case-by-case basis.</p> <p>Long term pass holders will have to secure a suitable accommodation to serve their SHN in prior to their arrival in Singapore.</p>

S/N	Question	Response
29	Do I have to pay for my stay at a dedicated Stay-Home Notice (SHN) facility if I request to opt-in?	<p>Singapore citizens and permanent residents who do not have a suitable residence to serve their SHN in may appeal to serve their SHN at a dedicated SHN facility. All requests will be assessed on a case-by-case basis.</p> <p>If they had left Singapore before 27 March 2020, the government will bear the cost of their stay at the dedicated SHN facility, until further notice. Otherwise, they would have to bear the cost of the stay at the dedicated SHN facility.</p>
30	What are the penalties for not abiding with the requirements of the Stay-Home Notice (SHN)?	<p>Those who fail to comply with the SHN requirements, including undergoing the Covid-19 test, may be prosecuted in court for an offence under Singapore law, including the Infectious Diseases Act and/or any regulations promulgated thereunder, such as the Infectious Diseases (COVID-19 – Stay Orders) Regulations 2020. Upon conviction, you may be liable to imprisonment, or a fine, or both.</p> <p>In addition, if you are a:</p> <ul style="list-style-type: none"> • Singapore permanent resident or long-term pass holder (Long-Term Visit Pass/ Dependant’s Pass/ Student’s Pass), your Re-entry Permit or passes may be revoked, or the validity shortened and you may be barred from entering Singapore in future. • Short-term visitor, your visit pass may be cancelled and you may be barred from entering Singapore in future. • Work pass holder, your work pass may be revoked. • Full-time student attending a preschool, school or other educational institution in Singapore, you might be subject to disciplinary action, including suspension or dismissal.
31	<p>When will the Stay-Home Notice (SHN) begin?</p> <p style="text-align: center;">or</p> <p>I am on the SHN. Can I confirm when is my last day of SHN?</p>	<p>The SHN will commence from the day of your return to Singapore.</p> <p>For example, if you return to Singapore on 18 Jun 2020, and served with a 14-day period SHN, your SHN commences on 18 Jun 2020 and will cease to have effect after 2 Jul 2020, 12 pm or until the results of the COVID-19 test are notified to you, whichever is later.</p>

S/N	Question	Response
32	Will I be informed or given any notice that my Stay-Home Notice (SHN) has expired?	You will not be informed/given a notice after completing your SHN.
33	How will persons placed on the Stay-Home Notice (SHN) be monitored?	Persons placed on SHN must remain in your place of residence or SHN Dedicated Facilities at all times during the SHN period. The Singapore Government agencies (MOE, ECDA, MOM and ICA) may contact you through multiple platforms including phone calls, WhatsApp or Short Message Service (SMS). When contacted via the latter, you must respond within one hour.
34	Can I leave my accommodation if I am placed on a Stay-Home Notice (SHN)?	<p>You must remain in your place of accommodation at all times during the SHN period. Do not leave your accommodation, even if it is to purchase food and essentials. If necessary, you may opt for home delivery services or enlist the assistance of others for your daily necessities.</p> <p>If there is an extenuating reason for you to leave your place of accommodation, please contact SHN Helpline at 6812 5555 for assistance if you are serving your SHN at your own residence.</p> <p>If you are serving your SHN at a SHN Dedicated Facilities, please contact the front desk staff for assistance.</p>
35	How do I know if a person has been issued with a Stay-Home Notice (SHN)?	<p>The SHN* will be issued to all returning Singapore residents (Singapore citizens and permanent residents), long-term pass holders (Student's Pass, Dependant's Pass, Long-Term Visit Pass, Work Pass) and short-term visitors who are granted entry into Singapore.</p> <p>The person should inform you that he/she has been issued with a SHN.</p> <p><i>* Travellers entering Singapore with valid SafeTravel or Periodic Commuting Arrangement Passes will be subjected to the prevailing Stay-Home Notice and/or COVID-19 test on arrival in Singapore. For more information, visit the SafeTravel Website.</i></p>

S/N	Question	Response
36	How can persons (Singapore citizens/ permanent residents/ Long-Term Visit Pass holders) obtain their daily necessities while on a Stay-Home Notice (SHN)?	<p>You must remain in your place of residence or SHN Dedicated Facilities (SDF) at all times during the SHN period. Do not leave your residence/SDF, even if it is to purchase food and essentials. If necessary, you may opt for home delivery services or enlist the assistance of others for your daily necessities.</p> <p>If you require special assistance, such as financial or emotional or psychological support, during the SHN period, Singapore citizens/ permanent residents and Long-Term Visit Pass holders may call 6812 5555.</p>
37	How can I report a person who did not comply with the Stay-Home Notice (SHN)?	<p>Members of the public can report any information on those who did not comply with SHN requirements.</p> <p>If the person whom you are reporting is a:</p> <ul style="list-style-type: none"> • Student, email to his/her respective school • Work pass holder, email to MOM_qops@mom.gov.sg • Singapore citizen/ permanent resident/ ICA-issued Long-Term Visit Pass holder/ short term visitor, complete the form using go.gov.sg/reportshnbreach or call 6812 5555.
38	I am placed on the Stay-Home Notice (SHN). What should I do if I did not receive the SMS that lets me report my location or the link in the SMS is not working?	<p>You may receive a phone call and/or a house visit to verify your location. You will then need to explain to the officer that you did not receive the SMS or the SMS link is not working and follow any instructions given by the officer to verify your location.</p> <p>You must remain in your place of residence or SHN Dedicated Facilities at all times during the SHN period. Do not leave your residence/accommodation, even if it is to purchase food and essentials. If necessary, you may opt for home delivery services or enlist the assistance of others for your daily necessities.</p> <p>Please note that ICA will not ask for your financial information over the phone. All our officers performing house visits will produce their warrant card or ICA authorisation letter as a form of identification.</p>

S/N	Question	Response
39	<p>I am unable to stay at the accommodation I had declared in my Stay-Home Notice (SHN) at the checkpoint. What should I do?</p> <p style="text-align: center;">or</p> <p>How can I change the contact number I had declared in my SHN at the checkpoint?</p>	<p>If you are a Singapore citizen, permanent resident, Long-Term Visit Pass holder or short-term visitor, please call <u>6812 5555</u>.</p> <p>If you are a work pass holder or a student, please call <u>1800 333 9999</u>.</p>

COVID-19 Test

S/N	Question	Response
40	Why do I need to undergo a COVID-19 test before the end of my SHN?	This is an additional precautionary measure to detect the virus.
41	I am returning to Singapore with my young child. Will my child be required to undergo the COVID-19 test before the end of Stay-Home Notice (SHN) as well?	Children aged 12 and below (in that calendar year) are not required to undergo the COVID-19 test before the end of their SHN unless the test results of their close contacts are found to be positive.
42	What if I refused to go for COVID-19 test?	<p>During the SHN period, you may be required to report for a COVID-19 test as part of the SHN requirements.</p> <p>It will be a breach of the SHN requirements if you do not undergo the COVID-19 test.</p> <p>Those who fail to comply with the SHN requirements may be prosecuted in court for an offence under Singapore law, including the Infectious Diseases Act and/or any regulations promulgated thereunder, such as the Infectious Diseases (COVID-19 – Stay Orders) Regulations 2020. Upon conviction, you may be liable to imprisonment, or a fine, or both.</p> <p>In addition, if you are a:</p> <ul style="list-style-type: none"> • Singapore permanent resident or long-term pass holder (Long-Term Visit Pass/ Dependant's Pass/ Student's Pass), your Re-entry Permit or passes may be revoked, or the validity shortened and you may be barred from entering Singapore in future.

S/N	Question	Response
		<ul style="list-style-type: none"> • Short-term visitor, your visit pass may be cancelled and you may be barred from entering Singapore in future. • Work pass holder, your work pass may be revoked. • Full-time student attending a preschool, school or other educational institution in Singapore, you might be subject to disciplinary action, including suspension or dismissal. <p><i>* Unless the test results of their close contacts are found to be positive.</i></p>
43	When should I go for my COVID-19 test?	You will be informed of your COVID-19 test appointment details (e.g. date, time and venue) via calls and/or MS notification and shall adhere to it.
44	When and how do I make payment for the COVID-19 test?	<p>For payment of COVID-19 swab test to ICA, ICA will separately inform Singapore citizens and permanent residents who are required to make payment for the COVID-19 test. Thereafter, you are required to sign up and pay for the COVID-19 test via a form. Upon submission of this form, an email with a unique link from no-reply@pay.gov.sg to make payment will be sent. Once payment is made, the date, time and venue of the COVID-19 test will be made known to you at least one day prior to the test. For more information, you may visit the ICA website at ica.gov.sg/covid-19/shn.</p> <p>Long term pass holders and non-residents will be notified of the payment link, where applicable, by the relevant Singapore authorities approving your entry.</p> <p>Please make timely payment in order to ensure that the COVID-19 test may proceed. It will be a breach of the SHN requirements if you do not undergo the COVID-19 test.</p>
45	I left Singapore prior to 27 March 2020. Will I be required to pay for my COVID-19 test if I return to Singapore before 1 September 2020?	Singapore citizens and permanent residents will have the cost of their COVID-19 tests waived if they return and enter Singapore by 31 August 2020.

S/N	Question	Response
46	<p>I am a Singapore Citizen / Permanent Resident who left Singapore before 27 March 2020. I booked my flight back to Singapore before this announcement on 15 June 2020. Will I be required to pay for my COVID-19 test before the end of my SHN?</p>	<p>You will not need to pay for the COVID-19 test before the end of your SHN if you last left Singapore before 27 March 2020 and enter Singapore by 31 August 2020. This is a grace period for those who did not travel against the prevailing travel advisory then, and who may be returning in the near future.</p> <p>If you are returning after 31 August 2020 and had booked your flight before the announcement on 15 June 2020, you may submit the invoice of your flight booking to ICA at ICA_nCOV_Request@ica.gov.sg to process waiver of payment for your COVID-19 test.</p>
47	<p>I have been tested negative for COVID-19. Do I have to complete my Stay-Home Notice (SHN)?</p>	<p>You are required to complete your SHN even if the result of your COVID-19 test is negative. You are required to continue to remain at your dedicated SHN facilities/place of residence till you have completed your SHN.</p>