

If you have any employment problems



- 1 Talk to your employer about it.

If the problem is still not resolved:



- 2 Approach an ACE officer in your dormitory, or



- 3 Make an appointment to talk to an MOM officer over Zoom video. Read on to find out how.

How do I make an appointment?

- #01 Scan the QR code and select "Make an appointment".
- #02 Click "Advisory Services" and select "Through Zoom Video (30 mins)".
- #03 Key in your FIN, name and verification code, and click "Continue".
- #04 Acknowledge MOM's terms and conditions.
- #05 Select your preferred date and time, and click "Continue".
- #06 Review your appointment details and check that your mobile number and email address (if provided) are correct. Click "Confirm Appointment". Your appointment is now confirmed!



www.mom.gov.sg/appointment

I made an appointment. What should I do next?



1 PROVIDE SUPPORTING DOCUMENTS (OPTIONAL)
Submit supporting documents [HERE](#) for our officers to review your case ahead of your appointment.

3 RECEIVE VIDEO LINK
A video link will be sent to your mobile number and email address (if provided) about 30 minutes before your appointment.

2 DOWNLOAD ZOOM
If you're using your phone or tablet, you must download 'ZOOM Cloud Meetings'. (click [HERE](#))

4 JOIN THE VIDEO SESSION
5 minutes before the appointment, click the meeting link and wait for our officer to admit you into the virtual meeting room.

✓ **Important information to take note on the day of your appointment:**



QUIET & WELL-LIT PLACE

Pick a suitable spot away from distractions.



TEST YOUR EQUIPMENT

Ensure your internet connection, earpiece, microphone and camera are working before the advisory session.



BE ON TIME

Your appointment will be cancelled if you are late for more than 10 minutes.



NO RECORDING

Do not make any audio or visual recording of the advisory session. MOM officer may decide to end the advisory session if you are found doing so.



PREPARE DOCUMENTS

Have your personal document (e.g., Identity Card, Work Pass Card) ready for verification by our officers.

Frequently Asked Questions on Advisory Sessions via Zoom video

Who can benefit from this service?

Anyone who prefers to be served at the comfort of their home / workplace.

Is there a difference in service standards as compared to an in-person advisory session?

Customers can be assured that they will continue to receive the same service standards as they would through an in-person session.

What are the appointment timings?

Advisory sessions are held from 9am to 5pm, Monday to Friday (excluding Public Holidays). Customers can make an appointment for a 30-minute session at an available time slot.

How can I reschedule or cancel my appointment?

You can reschedule or cancel the appointment by selecting "Change my appointment" or "Cancel my appointment" at www.mom.gov.sg/appointment.

I am encountering issues trying to enter the Zoom meeting room using the link provided by the officer. What should I do?

Our officer will contact you if you are not in the waiting room at the scheduled appointment time.