

FAQs on New Work Pass / Long-Term Pass Card and SGWorkPass Mobile App

- Section A: New Work Pass / Long-Term Pass Card
- Section B: SGWorkPass Mobile App (available only in Android and iOS)
- Section C: Others

Section A: New Work Pass / Long-Term Pass Card							
Q1	What is this new Work Pass / Long-Term Pass card?						
A1	<p>The new Work Pass / Long-Term Pass card has a Quick Response (QR) code printed on it.</p> <p>Variable employment or stay information (e.g. Date of Application, Date of Pass Expiry, Date of Pass Issue and Occupation) will not be printed on the new card. This information can be found through the new SGWorkPass mobile app. Please refer to Section B on SGWorkPass mobile app.</p> <p>Please refer to Types of Passes Issued by MOM for sample of existing and new cards.</p>						
Q2	Why is there a need to verify the new Work Pass / Long-Term Pass card using the SGWorkPass mobile app?						
A2	<p>The new SGWorkPass mobile app will provide the latest pass status (i.e. whether pass is valid or invalid) and employment or stay information of the pass holder. This will provide instant verification and convenience for smartphone users to check the latest status of a pass holder.</p> <p>Example: If the pass is cancelled prematurely or has expired, the SGWorkPass mobile app will display the validity of the Work Pass / Long-Term Pass and whether he or she can remain legally in Singapore.</p>						
Q3	When will MOM issue the new Work Pass / Long-Term Pass card?						
A3	<p>MOM will issue the new Work Pass / Long-Term Pass cards in three phases based on the types of Pass and sectors which the pass holders are working in. The phased implementation is shown below:</p> <table border="1" data-bbox="295 1350 1359 1730"> <tbody> <tr> <td>Phase 1: From 15 Sep 2017</td> <td>Work Permit (Marine Shipyard and Construction Sectors)</td> </tr> <tr> <td>Phase 2: 15 January 2018</td> <td>Work Permit (Other Sectors excluding Domestic Sector)</td> </tr> <tr> <td>Phase 3: 20 March 2018</td> <td> <ul style="list-style-type: none"> • Work Permit (Domestic sector) • S Pass • Employment Pass • Related Dependant's Pass / Long-Term Visit Pass </td> </tr> </tbody> </table> <p>Phase 1 and 2 have already been implemented successfully.</p> <p>For Phase 3, Foreign Domestic Worker, S Pass holders, Employment Pass holders and their related Dependant's Pass / Long-Term Visit Pass holders will get the new card when they issue / renew /</p>	Phase 1: From 15 Sep 2017	Work Permit (Marine Shipyard and Construction Sectors)	Phase 2: 15 January 2018	Work Permit (Other Sectors excluding Domestic Sector)	Phase 3: 20 March 2018	<ul style="list-style-type: none"> • Work Permit (Domestic sector) • S Pass • Employment Pass • Related Dependant's Pass / Long-Term Visit Pass
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	<p>replace their pass from 20 March 2018 onwards. The employers / pass holders / employment agents will be notified of the new process accordingly when they perform the issuance / renewal transactions online. Prevailing administrative fees are still applicable.</p> <p>In the meantime, the existing cards are still valid and the pass holders can continue to use them.</p>
Q4	Is there a need to return the new Work Pass / Long-Term Pass Card upon cancellation / expiry of pass?
A4	<p>If the pass is cancelled and the pass holder is leaving Singapore, the card has to be returned to MOM. Please post the invalid card to Ministry of Manpower, 18 Havelock Road Singapore 059764 after the pass holder has left Singapore.</p> <p>However, there is no need to return the card to MOM if the pass is renewed. The pass holder can continue to use the existing card after the pass is renewed.</p>
Q5	The new Work Pass / Long-Term Pass card does not have a date of expiry printed on it. Does this mean that the employer / pass holder no longer needs to renew the pass?
A5	<p>No. There is still an expiry for each work pass / Long-Term Pass and employers / pass holders are still required to renew the pass if they wish to continue the employment / stay after the date of expiry. As in current practice, the employer / pass holder will be notified accordingly when the pass is due for renewal.</p>

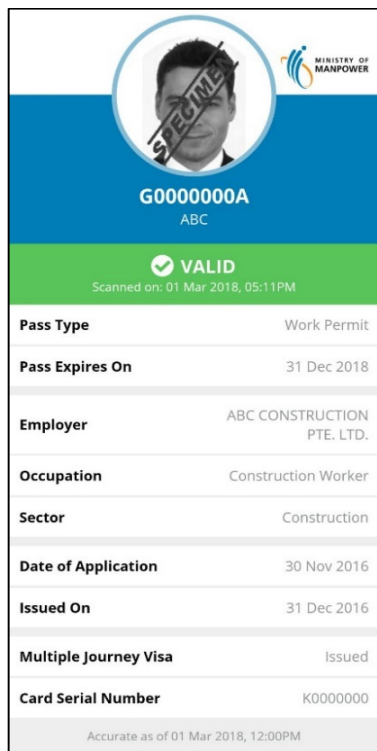
Section B: SGWorkPass Mobile App (available on Android and iOS)

Q1 What information is available on the SGWorkPass mobile app?

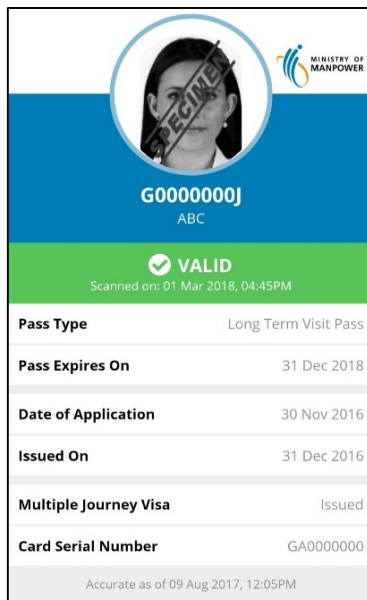
B1 The SGWorkPass mobile app displays the latest pass information including the pass status, date of pass expiry / issue / renew / cancellation, occupation and name of employer.

Sample of details shown on SGWorkPass Mobile App:

Work Pass



Long Term Visit Pass



Q2 Why does the SGWorkPass mobile app show the pass holder's full details when displaying the information?

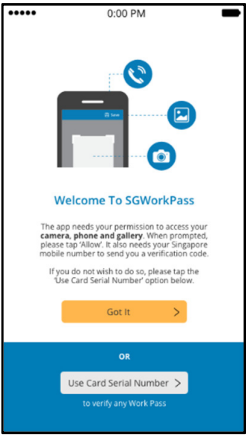

B2 The full details are shown so that the pass holder can be properly identified.
As the Government is exempt from the Personal Date Protection Act (PDPA) requirements, MOM had sought consent during the work pass application to display such information.

Q3 How to download the SGWorkPass mobile app?

B3 The SGWorkPass mobile app is available for free for download on Google Play (Android) or Apple App Store (iOS). The App is free and compatible with Android (4.2 and above) and iOS (8 and above).

Please refer to www.mom.gov.sg/sgworkpass for more details.

You will be asked to perform a one-time registration during the download of the App. Upon entering your Singapore mobile phone number, you will receive an SMS containing a One-Time

	<p>Password (OTP). Enter the OTP in the app for verification and to grant permissions for the app to access to the camera, phone, gallery and notifications facility in your mobile device.</p>
Q4	Can I access SGWorkPass outside of Singapore?
B4	<p>Yes, you can access SGWorkPass outside of Singapore. However, if this is the first time you are using the app, you will need a Singapore mobile number in order to receive a verification code for the One-Time Registration.</p>
Q5	Can the SGWorkPass mobile app be used to check the pass status without the one-time OTP registration?
B5	<p>If there is no OTP registration performed for the SGWorkPass mobile app, you can use the <i>Use Card Serial Number</i> option to check for basic pass information such as pass status, pass expiry or cancelled date.</p> <p>Click on the <i>Use Card Serial Number</i> button shown on the SGWorkPass mobile app. This will bring you to the new web portal eServices: Check Work Pass Status.</p> <p>Enter the card serial number that is printed on the card to retrieve the pass status.</p> <div style="display: flex; justify-content: space-around;">   </div>
Q6	I have a problem scanning the QR code.
B6	<p>Check that the QR code on the card is not damaged and ensure that your camera is working.</p> <p>Verify that the installation is complete, including registering the mobile device with the given OTP and granting permissions to access the camera, phone, gallery and notifications facility in the mobile phone.</p> <p>Please reinstall the SGWorkPass mobile app if it does not work.</p>
Q7	After installing, I encountered “System Error” and cannot proceed after clicking on “Got it”
B7	<p>Disable your Wi-Fi and switch to mobile data to try again. It could be the firewall blocking the access.</p>

Q8	How quickly will any changes to the pass be reflected on SGWorkPass mobile app?										
B8	Any updated information will be available on the SGWorkPass mobile app by the next working day after any transactions / changes to the pass.										
Q9	Is the SGWorkPass mobile app available after office hours?										
B9	<p>The SGWorkPass mobile app is available 24/7.</p> <p>If the service is unavailable due to system maintenance, we will announce it on the mobile app. During the downtime, users can use the following eServices to check on pass status:</p> <table border="1"> <thead> <tr> <th>Pass Type</th> <th>eServices to check pass status</th> </tr> </thead> <tbody> <tr> <td>All Passes</td> <td>Check Work Pass Status</td> </tr> <tr> <td>All Work Permit holders</td> <td> Work Permit Online (WP Online) Use function: <ul style="list-style-type: none"> • “Enquire” -> “Foreign Worker Details” • “Enquire” -> “Work Permit Validity / Application Status” </td> </tr> <tr> <td>Foreign Domestic Worker</td> <td>Work permit transactions for domestic helpers and confinement nannies</td> </tr> <tr> <td>S Pass, Employment Pass and their related Dependant’s Pass / Long Term Visit Pass holders</td> <td> Employment Pass Online (EP Online) Use function: <ul style="list-style-type: none"> • “Enquire” -> “Application/Pass Status” • “Enquire” -> “Employment & Related Pass Validity” </td> </tr> </tbody> </table>	Pass Type	eServices to check pass status	All Passes	Check Work Pass Status	All Work Permit holders	Work Permit Online (WP Online) Use function: <ul style="list-style-type: none"> • “Enquire” -> “Foreign Worker Details” • “Enquire” -> “Work Permit Validity / Application Status” 	Foreign Domestic Worker	Work permit transactions for domestic helpers and confinement nannies	S Pass, Employment Pass and their related Dependant’s Pass / Long Term Visit Pass holders	Employment Pass Online (EP Online) Use function: <ul style="list-style-type: none"> • “Enquire” -> “Application/Pass Status” • “Enquire” -> “Employment & Related Pass Validity”
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Q10	Will a third party scanner app be able to scan the QR code on the new Work Pass / Long-Term Pass card?										
B10	It will not work on a third party scanner app. Please use only the secured SGWorkPass mobile app to scan the QR code to check pass status / details.										
Q11	The SGWorkPass mobile app shows ‘Invalid’ upon scanning the new Work Pass / Long-Term Pass card. What does it mean?										
B11	<p>When the pass is cancelled or has expired, the SGWorkPass mobile app will display an ‘Invalid’ Pass. The date of pass cancellation or expiry will also be shown.</p> <p>Pass holders should approach their employers to clarify.</p>										
Q12	Can the SGWorkPass mobile app information displayed be saved on the mobile devices?										
B12	The displayed information can be saved into the photo gallery of the mobile devices.										
Q13	Can the SGWorkPass mobile app be used overseas?										

B13	Yes, the SGWorkPass mobile app can be used overseas.										
Q14	I don't have a smartphone. Are there alternatives to check the pass status besides using the SGWorkPass mobile app?										
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Q15	I don't have internet access nor use the computer. How else can I check for the date of pass expiry of a work pass or Long-Term Pass card?										
B15	<p>The employment / stay information is provided on the following documents:</p> <p>a) the Work Pass Notification Letters [for Work Permit (non-domestic sector), S Pass, Employment Pass and their related Pass holders] / Temporary Work Permit Letters (for foreign domestic worker) that can be printed from the pass issuance / renewal online transactions; and</p> <p>b) the Card Delivery Letters when the cards are delivered to the pass holders.</p> <p>You can also check the validity of the pass using our Interactive Voice Response System (IVRS) through our MOM enquiry line. To check pass validity using IVRS:</p> <ol style="list-style-type: none"> 1. Dial 6438 5122 2. Choose your language: '1' for English, '2' for Mandarin 3. Choose "1" to check validity of work pass 4. Choose '1' for Foreign Domestic Worker (FDW), '2' for Foreign Worker (FW) or "3" for Employment Pass, S Pass or other passes 5. You have the option of checking using <ol style="list-style-type: none"> a) The FDW employer's NRIC b) The FDW employer's FIN c) The worker's Work Permit Number d) The foreign employee's FIN e) The Dependant's Pass / Long Term Visit Pass holder's FIN 										

	<p>Customers who require further assistance may speak to our call agents or approach our officers at MOM Services Centre Hall A for help.</p>
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Section C: Others	
Q1	Will pass holder be issued with a new Work Pass card if there is a change of employer?
C1	The new Work Pass card will be issued when the pass holder changes employer.
Q2	Will the pass holders be issued with a new Work Pass / Long-Term Pass card for each renewal of pass?
C2	<p>For pass holders issued with the new Work Pass / Long-Term Pass cards, they will continue to use the same cards upon their renewal of pass. The latest pass information will be updated automatically to the SGWorkPass mobile app.</p> <p>However, if the pass holders are required to re-register* their fingerprint / photo-images during the renewal of pass, new cards (with updated fingerprint / photo images) will be issued to replace the earlier cards. The employer / pass holder / employment agent will be notified of the re-registration accordingly when they renew the passes online.</p> <p>*Re-registration is required during renewal if the last registration was done more than 5 years ago.</p>
Q3	What should pass holders do if they have lost their new Work Pass / Long-Term Pass card?
C3	<p>As per current requirement, please apply for a replacement card within 7 days from the date of loss via Work Pass Online (WP Online)/ Employment Pass Online (EP Online) eService.</p> <p>There is no change to the current card replacement fee.</p>
Q4	My company has existing Work Permit/ S Pass / Employment Pass holders. When will they receive the new Work Pass cards?
C4	<p>The existing pass holders will receive the new Work Pass cards during their renewal of pass based on the phased implementation for the different pass types.</p> <p>Meanwhile, they can continue to use the existing cards.</p>
Q5	Why did MOM decide to issue the new Work Pass / Long-Term Pass card and develop the mobile app?
C5	<p>Employment / stay information such as pass validity may change over the course of employment / stay.</p> <p>The new SGWorkPass mobile app will provide the latest pass status (i.e. whether pass is valid or invalid) and employment / stay information of the pass holder. This will provide instant verification and convenience for smartphone users to check the latest status of a pass holder.</p> <p>Example: If the pass is cancelled prematurely or has expired, the SGWorkPass mobile app will display the validity of the work pass / Long-Term Pass and whether he or she can remain legally in Singapore.</p>