

There has been a spike of COVID-19 cases in the past few days, mainly from imported cases. The current border control measures help to ensure that there is sufficient healthcare capacity to support Singaporeans in the weeks and months ahead.

Singapore Citizens and Permanent Residents will always be welcome home, even though we will ask that you follow the Stay-Home Notice (SHN) instructions strictly so that you do your part to keep your family, friends and the rest of Singaporeans safe.

We understand this is a challenging situation for many of our overseas Singaporeans considering a return to Singapore. We are here to assist with your queries where possible.

Get in touch with us at [hello@singaporeglobalnetwork.com](mailto:hello@singaporeglobalnetwork.com) should you have any queries. You may also receive updates by joining our official Telegram channel at <https://t.me/SGNchannel>, or sign up for our mailing list at <http://go.gov.sg/sgn-covidupdates>.

## **[27 March 2020] FAQs for Returning Singaporeans**

### **1. Why must I do a swab test at the checkpoint?**

Travellers who exhibit fever or other symptoms of respiratory illness are required to undergo a COVID-19 swab test at the checkpoint. This added precautionary measure allows us to test beyond persons who are referred to hospitals and extend testing to lower risk symptomatic travellers. It further increases our likelihood of detecting imported cases at the point of entry.

### **2. How will I be monitored during the Stay-Home Notice period?**

If you have a Stay-Home Notice (SHN), you must remain in your place of residence or your hotel at all times during the 14-day period. The Singapore Government 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.

ICA confirms that [areyouhome.gov.sg](http://areyouhome.gov.sg) and [areyouhome.sg](http://areyouhome.sg) are legit. The message screenshots that say [ica.id.gov.sg](http://ica.id.gov.sg) or [areyouhome.gov.sg](http://areyouhome.gov.sg) or [areyouhome.sg](http://areyouhome.sg) are also legit.

### **3. What will happen to me if I do not comply with the Stay-Home Notice requirements?**

If you fail to comply with the Stay-Home Notice, you can be prosecuted under Section 21A of the Infectious Diseases Act. If you are a work pass holder, your work pass may be revoked. If you are a Singapore permanent resident, Long-Term Visit Pass holder, dependant's Pass holder or Student's Pass holder, your Re-entry Permit or passes may be revoked, or the validity shortened. If you are a short-term visitor, your visit pass may be cancelled, and you may be barred from entering Singapore.

#### **4. How can I obtain my daily necessities while on a Stay-Home Notice?**

You must remain in your place of residence at all times during the 14-day Stay-Home Notice period. You should not leave your residence, even if it is to purchase food and essentials. You may opt for home delivery services or enlist the assistance of others for your daily necessities. If you require special assistance, such as financial or emotional or psychological support, during the Stay Home Notice period, Singapore citizens, permanent residents and Long-Term Visit Pass holders may call +65 6812 5555.

#### **5. How can I report someone who did not comply with the Stay-Home Notice?**

You can report a Singapore citizen, permanent resident or Long-Term Visit Pass holder who did not comply with the SHN to ICA via one of the following channels:

- [go.gov.sg/reportshnbreach](https://go.gov.sg/reportshnbreach)
- [ICA\\_SHNQ@ica.gov.sg](mailto:ICA_SHNQ@ica.gov.sg)
- Call +65 6812 5555

#### **6. I am required to serve a Stay-Home Notice. 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?**

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. Remember that you must remain in your place of accommodation at all times throughout the entire 14-day period of the Stay-Home Notice. You should not leave your residence, 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.

#### **7. How can I update my contact number or Stay-Home Notice address which I had earlier provided?**

You may do so at the following link – [www.go.gov.sg/icashn](https://www.go.gov.sg/icashn).

#### **8. There are many Government officers calling or contacting me for various checks. How do I know what is legitimate and what is a scam?**

Please do not disclose any financial details if you are asked. None of the government checks will require you to share financial details.

For SHN checks, ICA confirmed that messages from [areyouhome.sg](https://areyouhome.sg) or [areyouhome.gov.sg](https://areyouhome.gov.sg) or [ica.id.gov.sg](https://ica.id.gov.sg) are legitimate.

If you had filled up the [go.gov.sg/shnhotelneeds](https://go.gov.sg/shnhotelneeds) form, you may receive a call back or a Whatsapp message asking for your travel details. It will be difficult to comment on exactly

which caller numbers are legitimate or not. In any case, you are advised not to disclose financial details (which are not needed for SHN anyway).

If you receive a phone calls with an automated message identifying as MOH) and asking you to press 3/9/some digit, please be careful as these are scam calls. Do not provide them personal information.

**If you suspect that you have received a scam call, you can call the anti-scam helpline at 1800-722-6688 or go to [www.scamalert.sg](http://www.scamalert.sg)**

**9. I would like to bring my pet home with me. Where can I get information on pet import processes and seek help for any urgent processes?**

You may wish to take a look at the information guide [here](#) from the Animal and Veterinary Service which would help you in your preparations for your pet's return to Singapore.

**\*The above information is accurate as at 27 March 2020, 7.30 pm (GMT +8).**

## **[25 March 2020] FAQs for Returning Singaporeans**

### **1. Must all returning Singaporeans from UK/US serve out their SHN in the designated facilities? What is the criteria to determine who should go to such facilities?**

It is mandatory for all returnees (whether SC/PR/LTP holders) from UK and USA, who arrive in Singapore from 25 March, 2359hrs, to serve out their SHN in designated facilities. For assistance, please contact the SHN Helpline at +65 6812 5555.

Before you return to Singapore, we suggest that you fill up your necessary details at [www.go.gov.sg/shnhotel](http://www.go.gov.sg/shnhotel), so that we can better arrange for your accommodation needs.



### **2. Must returning Singaporeans from UK/US who transited in other countries or returnees from other countries who transited in the UK/US serve out their SHN in the designated facilities?**

It is mandatory for all returnees (whether SC/PR/LTP holders) from UK and USA, who arrive in Singapore from 25 March, 2359hrs, to serve out their SHN in designated facilities. The Government will absorb the cost of providing these designated facilities, and you do not need to make a prior booking. This applies even to those who may have transited in other countries.

Before you return to Singapore, we suggest that you provide your details at [www.go.gov.sg/shnhotel](http://www.go.gov.sg/shnhotel), so that we can better arrange for your accommodation needs. For further assistance, please contact the SHN Helpline at + 65 6812 5555.

### **3. I have returned to Singapore from the US/UK before 25 March, 2359hrs, and I'm currently already serving my SHN at home / in a hotel. Am I allowed to switch over to the Government-provided dedicated SHN hotel? Will I get a refund for accommodation expenses already incurred?**

All returnees who are currently in Singapore serving out their SHN may continue to do so at their place of residence, including hotels. If you prefer to serve out your SHN at the dedicated hotels, you may apply to switch to these hotels at [www.go.gov.sg/shnhotelneeds](http://www.go.gov.sg/shnhotelneeds).

Requests will be assessed on a case-by-case basis, subjected to hotel capacity. Priority will go towards fresh returnees and those who have a greater need for government-provided dedicated hotels (e.g. those living with vulnerable populations, living with healthcare workers, sharing room with multiple people). We seek your understanding but there will be no reimbursement for accommodation expenses that have already been incurred.

*[The response to this question has been updated since 24 March 2020.]*

**4. I have pre-booked a hotel to serve out my SHN prior to this announcement. Can I stay in my original hotel? If the hotel does not waive cancellation fees, will the Government provide reimbursement?**

It is mandatory for all returnees (whether SC/PR/LTP holders) from UK and USA, who arrive in Singapore from 25 March, 2359hrs, to serve out their SHN in the dedicated SHN hotels.

Those who have arranged to serve out their SHN at other accommodation should inform their accommodation provider accordingly. If you have incurred cancellation fees, you may request for further assistance at [www.go.gov.sg/shnhotelneeds](http://www.go.gov.sg/shnhotelneeds), and we will contact you for more details.

*[The response to this question has been updated since 24 March 2020.]*

**5. I am returning to Singapore from the US/UK after 25 March, 2359hrs. Am I allowed to make separate arrangements if I do not want to stay in the Government-provided dedicated SHN hotels? Are there any exception to this?**

Returnees from the US and UK are required to serve their SHN in the dedicated hotels. This is to ensure that proper and timely medical care can be provided to you if needed and it will also help minimize the risk of spread to others.

For those with extenuating circumstances, such as medical conditions or mobility issues, please provide the details in this form at [www.go.gov.sg/shnhotelneeds](http://www.go.gov.sg/shnhotelneeds). They can also contact the SHN Helpline at + 65 6812 5555 for more information.

*[The response to this question has been updated since 24 March 2020.]*

**6. Why is this only available to returnees from the US/UK? Will the dedicated SHN hotels be expanded to include other high-risk countries like those in Europe?**

The UK and US account for the largest share of imported cases by far. We expect more residents, including a sizeable group of Singaporean students, to return from these countries over the coming weeks. To prevent potential spread of infection from the UK and US returnees to their family members, we will work with hotel operators to provide dedicated facilities for the returnees to serve their 14-day SHN.

We have no plans to expand to more countries at the moment, based on the medical risk assessment.

**7. What happens if a person under SHN staying in the facility is sick and subsequently diagnosed with the virus?**

For life-threatening cases such as cardiac arrest, active seizures, breathlessness, major traumas and stroke, please call 995 directly for assistance.

For non-emergencies (such as cough or fever, follow-up visits for chronic conditions, refilling of prescription, etc.), Singapore Citizens, Permanent Residents and Long-Term Visit Pass

holders, may contact the SHN Helpline at +65 6812 5555. We will assist you to make the necessary arrangements with the nearest Public Health Preparedness Clinic (PHPC) or GP clinic, or to arrange for a house call by a GP (for those with mobility issues). Please inform the staff and doctor of your travel history and that you have been issued a SHN.

If the person is diagnosed with the virus, he/she will be warded in hospital for treatment and will not return to the facility. The Government will arrange for the room that the person had stayed in to be thoroughly cleaned according to guidelines from MOH/NEA.

*[The response to this question has been updated since 24 March 2020.]*

**8. During my stay in the facilities, who can assist me in areas of food, medical supplies, childcare help, etc?**

Persons staying at the dedicated SHN hotels must not leave their designated location for any reason. Should you require assistance for daily needs, such as the purchase of groceries, they should make arrangements with their relatives/friends. No visitors are allowed to enter the dedicated hotels but relatives/friends can drop-off packages with the hotel staff.

**9. Can I make a trip home before going to the dedicated SHN hotels?**

There will be transportation arranged to bring you from the airport directly to the dedicated SHN hotels. If there are essential items that you require, your family/relatives can pass these items to the hotel staff.

**10. What are the rooming arrangements like for those assigned to the dedicated SHN hotels? Will couples and families be separated?**

If you and your family members are arriving together from the same US and UK flight, we will do our best to accommodate requests for you to stay together, and to provide the appropriate room size depending on your family size, subject to room availability.

**11. How long will the Government be providing these dedicated SHN hotels?**

We will continue to monitor the COVID-19 situation closely. We will stand down these facilities when the importation risk has been addressed.

**12. How is the Government ensuring that the dedicated SHN hotels take are suitable and have the necessary precautionary measures for the SHN requirements?**

An advisory has been issued to all hotels on the appropriate measures that they need to take to accommodate those serving their SHN notice. This is an initiative coordinated across multiple government agencies and hotel partners to assist returning Singaporeans in their accommodation needs.

**13. What is the address that I should indicate on the SG Arrival Card with Electronic Health Declaration Form? Should it be my Singapore residential address or SHN address, if different?**

Please indicate your Singapore residential address on the form. If there is a need to amend this address, you can resubmit the form again with the updated stay address.

**14. If I am assigned to a dedicated SHN hotel, but will not know which one till arrive, what address should I indicate on the SG Arrival Card with Electronic Health Declaration Form?**

Please indicate your Singapore residential address on the form first. At the airport, when you receive information on your dedicated SHN hotel, you can resubmit the form with the updated stay address.

**\*The above information is accurate as at 25 March 2020, 8.30 pm (GMT +8)**

## **[24 March 2020] FAQs for Returning Singaporeans**

### **1. I am returning to Singapore from the US or UK on a direct flight / I am returning to Singapore from the US or UK but transiting through another city / I am returning to Singapore from elsewhere but transiting through the US or UK, AND I arrive after 25 March, 2359hrs. What are the most important things I need to know?**

It is mandatory for you to serve out your SHN at dedicated hotels, whether you are a single traveller or travelling with your family. You do not need to make a prior booking. You will be transported to the hotel after you land. The Government will absorb the cost of providing these hotels.

### **2. Do these dedicated hotels come with basic essentials that I need?**

You will have your own room and toilet, and will be provided all your meals, so that you do not need to have physical contact with other individuals. There will be WIFI provided so that you can continue your studies or work, or stay in touch with your family. Free laundry services are also provided.

### **3. Why are the dedicated hotels for SHN only provided for those travelling in from the US and UK?**

The US and UK account for the largest share of imported cases so far. We expect more Singaporeans, including a sizeable group of students, to return from these countries over the coming weeks. The number of imported cases and high travel volumes from the US and UK pose risks to those in Singapore, and hence specific precautionary measures for returnees from these locations are necessary to minimise the risk to others in Singapore.

### **4. Where are these dedicated hotels located? Can you share the list of hotel operators providing them?**

The list of dedicated hotels is not made public at this point, returnees will be assigned to the hotels when they arrive at the airport.

There is no need to pre-book these hotels before you fly out from the US or UK, if you are scheduled to arrive after 25 March, 2359hrs.

### **5. Are family members and friends prohibited from visiting me at the dedicated hotels during the 14-day SHN period?**

No visitors are allowed to enter the dedicated SHN hotels. This is necessary to help to keep your family and loved ones safe. We understand that you and your families may be feeling anxious, so do keep in touch with each other through your mobile devices or phones.

### **6. Am I allowed to make use of the hotel facilities (e.g. gym, swimming pool) during the SHN period?**



For the safety of those around you, you are required to stay in your room at all times during the 14-day SHN period. Usage of hotel facilities are not allowed. WIFI will be available, and meals will be catered for you. Free laundry services will also be provided.

**7. I am currently already serving my SHN at home or in a hotel after travelling in from the US/UK. Am I allowed to switch over to the dedicated hotel? How can I do so and will I get a refund for the period that I've already paid for?**

If you are already serving out your SHN, we suggest that you remain where you are to minimise the risks to others. If you would like to switch to the dedicated hotels, you may call the SHN hotline at +65 6812 5555.

However, if you arrived in Singapore before 25 March, 2359hrs, you will need to cover your own costs for your stay at the hotels and no refund will be provided for expenses already paid out.

**8. I am a Singapore Citizen/Permanent Resident. I did not manage to book a flight to Singapore and all previously available flights are now cancelled. What do I do?**

As of Singapore Airlines' statement on 23 March, Singapore Airlines (SIA) will cut 96 per cent of its capacity that had been scheduled up to the end of April. The decision was made after the further tightening of border controls around the world over the last week to stem the COVID-19 outbreak.

There may not be any more flights for Singaporeans to fly back to Singapore in the coming days. While staying where you are, you can stay updated on developments by signing up for our email updates: <http://go.gov.sg/sgn-covidupdates>.

You can also stay connected with other Singaporeans where you are by subscribing to our official Telegram channel: <https://t.me/SGNchannel> (Tap on "JOIN" to subscribe) and join our regional Telegram chats to get advice and support from those in similar predicaments as you:

**SGN Singapore** (for those back home)  
<https://t.me/SGNSingapore>

**SGN Australia / New Zealand**  
<https://t.me/SGNAusNZ>

**SGN Europe / United Kingdom**  
<https://t.me/SGNEurope>

**SGN North America**  
<https://t.me/SGNNorthAmerica>

**SGN Rest of the world** (Asia, Africa and South America)  
<https://t.me/SGNRest>

For consulate assistance, you may get in touch with the Ministry of Foreign Affairs at their 24-hour duty hotline (+65 6379 8800) or get in touch with them through the overseas mission

nearest to you: <https://www.mfa.gov.sg/Overseas-Missions/Find-A-Singapore-Overseas-Mission>

## 9. What will happen if I don't comply to the 14-day SHN after returning to Singapore from abroad?

If you fail to comply with the SHN, you may face the following penalties, as you have put the well-being of the wider community at risk:

- a. You may be prosecuted under Section 21A of the Infectious Diseases Act<sup>1</sup>;
- b. If you are a Singapore Permanent Resident, Long-Term Visit Pass holder, Dependant's Pass holder, or Student's Pass holder, your Re-Entry Permit or passes may be revoked or the validity shortened;
- c. If you are a foreign employee issued with a work pass, your work pass may be revoked. This is because the SHN is imposed on you pursuant to Section 7(4)(a) of the Employment of Foreign Manpower Act<sup>2</sup>; and
- d. If your child/ward is a full-time student attending a preschool, school or other educational institution in Singapore, your child/ward might be subjected to disciplinary action, including suspension or dismissal. For foreign students, this may include the cancellation of your child's/ward's Student's Pass or Dependant's Pass.

<sup>1</sup> Any person guilty of an offence under Section 21A of the Infectious Diseases Act shall (a) in the case of a first offence, be liable on conviction to a fine not exceeding \$10,000 or to imprisonment for a term not exceeding 6 months or to both; and (b) in the case of a second or subsequent offence, be liable on conviction to a fine not exceeding \$20,000 or to imprisonment for a term not exceeding 12 months or to both.

<sup>2</sup> The Controller of Work Passes may at any time vary or revoke any of the existing conditions of a work pass or impose new conditions. As an additional condition of your work pass, you must comply with the SHN.

## 10. I am a Singapore Citizen/Permanent Resident. If I have dependents travelling back to Singapore with me who do not qualify for entry, how can I make an appeal?

Based on ICA's website: <https://www.ica.gov.sg/covid-19>, the following applies:

All short-term visitors will not be allowed to enter or transit through Singapore.

Visitors who need to visit Singapore due to extenuating reasons may submit the completed [Form 14](#) (Part V is optional) to [ICA\\_nCoV\\_request@ica.gov.sg](mailto:ICA_nCoV_request@ica.gov.sg), together with the following documents:

- A copy of the passport bio data page
- Any other supporting documents

For faster processing by ICA, please focus your email to ICA on the appeal for entry. For all other queries, you can direct them to us at [hello@singaporeglobalnetwork.com](mailto:hello@singaporeglobalnetwork.com).

Singapore's measures for inbound travellers in relation to COVID-19 are summarised in ICA's [Appendix](#).

## 11. What do I do now that I am back in Singapore?

You can help keep our family and friends safe by doing the following:

- Maintain a record of who you come into close contact with. For example: Take note of the taxi or private hire vehicle number.
- Download TraceTogether for better contact tracing efforts if you have a SG number: <http://go.gov.sg/traceapp>. This can be your friend /parent's phone number. [Please check also for new updates being pushed out that will accept foreign numbers]
- Practice [safe distancing](#) from your family and friends.

**\*The above information is accurate as at 24 March 2020, 11.00pm (GMT +8)**

## **[22 March 2020] FAQs for Returning Singaporeans**

### **1. I am a Singapore Citizen/Permanent Resident. Can my dependents on Long-Term Passes still enter Singapore after 23 March 2020, 2359 hours?**

Yes, your dependents on Long Term Passes<sup>1</sup> will still be allowed to enter Singapore. However, if you or your dependents have travel history to Hubei province within the last 14 days, you will be placed under quarantine. Otherwise, you will be issued with a 14-day Stay-Home Notice (SHN). Persons under SHN must remain in their place of residence at all times.

<sup>1</sup>Long Term Pass holders include work passes, Student's Pass, Dependant's Pass, and Long-term Visit Pass.

### **2. I am a Singapore Citizen/Permanent Resident. Can my dependents on Short-Term Passes still enter Singapore after 23 March 2020, 2359 hours?**

No, all short-term visitors will not be allowed to enter or transit through Singapore from 23 March 2020, 2359 hours.

### **3. I am a Long-Term Visit Pass (LTVP) holder. Can I enter Singapore after 23 March 2020, 2359 hours?**

If you have a LTVP issued by the Ministry of Manpower (MoM), please apply for entry approval from MOM to enter Singapore as per current requirements.

If you have a LTVP issued by the Immigration & Checkpoints Authority (ICA), you can continue to enter Singapore. However, if you have travel history to Hubei province in China within the last 14 days, you will be placed under quarantine; otherwise, you will be issued with a 14-day Stay-Home Notice.

### **4. Is there an appeal process to gain entry into Singapore?**

No, there are no appeal processes at this point.

### **5. What happens to long-term pass applications that have already been submitted but pending confirmation? Will they still be processed or voided, and in the meantime, will I be able to enter Singapore?**

Long-term pass applications will continue to be processed but there could be delays due to the high volume of applications. If you have applied but have not received an approval, you will not be able to enter Singapore.

If you do receive approvals, the following still applies:

Holders of long-term visit passes issued by ICA can continue to enter Singapore after 23 March 2020, 2359 but they will be required to serve 14-day stay-home notice, or a quarantine order if travelling from Hubei province.

Holders of long-term visit passes issued by MOM must apply for permission to MOM and

can only enter if approved. MOM's entry approvals will only be granted for those providing essential services, such as healthcare and transport.

#### **6. Can I transit through Singapore given the new set of measures?**

Holders of long-term visit passes issued by ICA can continue to transit through Singapore after 23 March 2020, 2359 hours.

Holders of long-term visit passes issued by MOM must apply for permission to MOM and can only transit or enter if approved. MOM's entry approvals will only be granted for those providing essential services, such as healthcare and transport.

Short-term visitors will not be allowed to enter or transit through Singapore, from 23 March 2020, 2359 hours.

#### **7. Is there any way to expedite the MOH health approvals required for those travelling in from ASEAN countries so we can leave before the new set of measures kick in?**

We ask for your patience as the health approvals will require some time to be processed. If you do not have the requisite approvals when you arrive, you will not be allowed to enter.

#### **8. How will this new set of additional border control measures affect the availability of flights to Singapore? Will more flights be cut given the lower capacity expected?**

If you have decided to return to Singapore, we advise you to do so as soon as possible while commercial flights are available.

**\*The above information is accurate as at 22 March 2020, 4.30 pm (GMT +8)**