
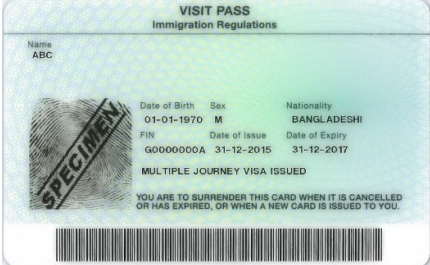



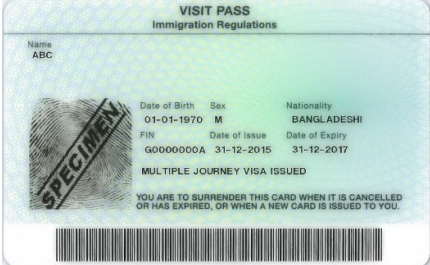



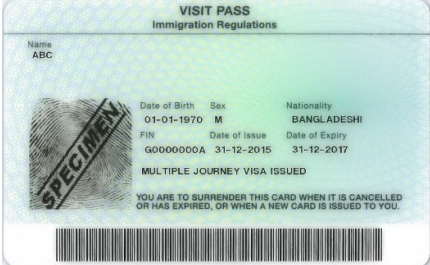




FAQs on New Work Pass Card and SGWorkPass Mobile App

- [Section A](#): New Work Pass Card
- [Section B](#): SGWorkPass Mobile App (available only in Android and iOS)
- [Section C](#): Others

| Section A: New Work Pass Card | | | | | |
|--|--|---------------|----------|--|--|
| Q1 | What is this new Work Pass card? | | | | |
| A1 | <p>The new Work Pass card has a Quick Response (QR) code printed on it.</p> <p>Variable employment 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>Sample of existing and new cards :</p> <table border="1"> <thead> <tr> <th>Existing Card</th> <th>New Card</th> </tr> </thead> <tbody> <tr> <td> <p>Front</p>  <p>The front of the existing card displays: WORK PERMIT, Employment of Foreign Manpower Act (Chapter 91A), Republic of Singapore, Employer ABC CONSTRUCTION PTE. LTD, Sector CONSTRUCTION, Name ABC, Occupation CONSTRUCTION WORKER, Work Permit No. 0 60000000, Date of Application 30-11-2015, Date of Issue 31-12-2015, Date of Expiry 31-12-2017, and K0000000.</p> <p>Back</p>  <p>The back of the existing card displays: VISIT PASS, Immigration Regulations, Name ABC, Date of Birth 01-01-1970, Sex M, Nationality BANGLADESHI, FIN G0000000A, Date of Issue 31-12-2015, Date of Expiry 31-12-2017, MULTIPLE JOURNEY VISA ISSUED, and a warning to surrender the card.</p> </td> <td> <p>Front</p>  <p>The front of the new card displays: WORK PERMIT, Employment of Foreign Manpower Act (Chapter 91A), Republic of Singapore, Employer ABC CONSTRUCTION PTE. LTD, Name ABC, Work Permit No. 0 60000000, and Sector CONSTRUCTION. It features a QR code and K0000000.</p> <p>Back</p>  <p>The back of the new card displays: VISIT PASS, Immigration Regulations, Name ABC, FIN G0000000A, Date of Birth 01-01-1970, Sex M, Nationality BANGLADESHI, MULTIPLE JOURNEY VISA ISSUED, a QR code with the instruction 'Download SGWorkPass App to check status', and a warning to surrender the card.</p> </td> </tr> </tbody> </table> | Existing Card | New Card | <p>Front</p>  <p>The front of the existing card displays: WORK PERMIT, Employment of Foreign Manpower Act (Chapter 91A), Republic of Singapore, Employer ABC CONSTRUCTION PTE. LTD, Sector CONSTRUCTION, Name ABC, Occupation CONSTRUCTION WORKER, Work Permit No. 0 60000000, Date of Application 30-11-2015, Date of Issue 31-12-2015, Date of Expiry 31-12-2017, and K0000000.</p> <p>Back</p>  <p>The back of the existing card displays: VISIT PASS, Immigration Regulations, Name ABC, Date of Birth 01-01-1970, Sex M, Nationality BANGLADESHI, FIN G0000000A, Date of Issue 31-12-2015, Date of Expiry 31-12-2017, MULTIPLE JOURNEY VISA ISSUED, and a warning to surrender the card.</p> | <p>Front</p>  <p>The front of the new card displays: WORK PERMIT, Employment of Foreign Manpower Act (Chapter 91A), Republic of Singapore, Employer ABC CONSTRUCTION PTE. LTD, Name ABC, Work Permit No. 0 60000000, and Sector CONSTRUCTION. It features a QR code and K0000000.</p> <p>Back</p>  <p>The back of the new card displays: VISIT PASS, Immigration Regulations, Name ABC, FIN G0000000A, Date of Birth 01-01-1970, Sex M, Nationality BANGLADESHI, MULTIPLE JOURNEY VISA ISSUED, a QR code with the instruction 'Download SGWorkPass App to check status', and a warning to surrender the card.</p> |
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Q2 Why is there a need to verify the new Work Pass card using the SGWorkPass mobile app?

A2 The new SGWorkPass mobile app will provide the latest pass status (i.e. whether pass is valid or invalid) and employment information of the pass holder. This will provide instant verification and convenience for smartphone users to check the latest status of a pass holder.

Example: If the pass is cancelled prematurely or has expired, the SGWorkPass mobile app will display the validity of the work pass and whether he or she can remain legally in Singapore.

Q3 When will MOM issue the new Work Pass card?

A3 MOM will issue the new Work 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:

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| Phase 1 : From 15 Sep 2017 | Work Permit (Marine Shipyard and Construction Sectors) |
| Phase 2 : January 2018 | Work Permit (Other Sectors excluding Domestic Sector) |
| Phase 3 : March 2018 | <ul style="list-style-type: none"> • Work Permit (Domestic sector) • S Pass • Employment Pass • Related Dependant’s Pass/Long Term Visit Pass |

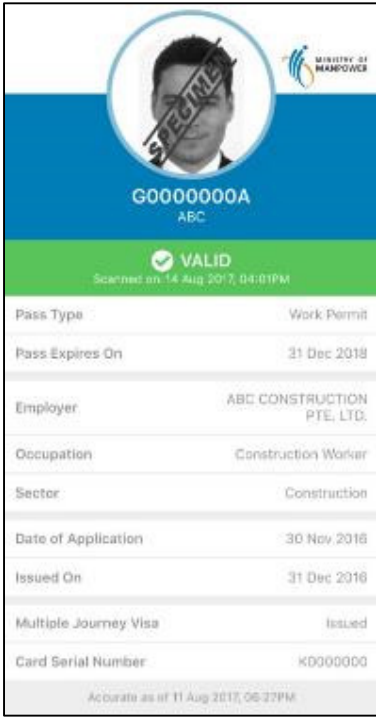
Based on the above phased implementation, existing pass holders will receive their new cards when they renew their pass. For new applications, the pass holders will receive the new cards during the issuance of passes. Prevailing administrative fees are still applicable.

The employers/pass holders/employment agents will be notified of the new process accordingly when they perform the issuance/renewal transactions online.

In the meantime, the existing cards are still valid and the pass holders can continue to use them.

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| Q4 | Is there a need to return the new Work Pass Card upon cancellation/expiry of pass? |
| A4 | 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. However, there is no need to return the card to MOM if the work pass is renewed. |
| Q5 | The new work 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 work pass? |
| A5 | No. There is still an expiry for each work pass and employers are still required to renew the pass if they wish to continue the employment after the date of expiry. |

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

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| Q1 | What information is available on the SGWorkPass mobile app? | | | | | | | | | | | | | | | | | | |
| B1 | <p>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.</p>  <p>The screenshot shows a mobile app interface for a work pass. At the top, there is a circular profile picture of a man with a 'SPECIMEN' watermark. Below the photo, the pass ID 'G0000000A' and the name 'ABC' are displayed. A green bar indicates the pass is 'VALID' and was scanned on 14 Aug 2017 at 04:01PM. The Ministry of Manpower logo is in the top right corner. Below this, a list of pass details is shown:</p> <table border="1"> <tr> <td>Pass Type</td> <td>Work Permit</td> </tr> <tr> <td>Pass Expires On</td> <td>31 Dec 2018</td> </tr> <tr> <td>Employer</td> <td>ABC CONSTRUCTION PTE. LTD.</td> </tr> <tr> <td>Occupation</td> <td>Construction Worker</td> </tr> <tr> <td>Sector</td> <td>Construction</td> </tr> <tr> <td>Date of Application</td> <td>30 Nov 2016</td> </tr> <tr> <td>Issued On</td> <td>31 Dec 2016</td> </tr> <tr> <td>Multiple Journey Visa</td> <td>Issued</td> </tr> <tr> <td>Card Serial Number</td> <td>KD000000</td> </tr> </table> <p>At the bottom, it states 'Accurate as of 11 Aug 2017, 06:27PM'.</p> | Pass Type | Work Permit | Pass Expires On | 31 Dec 2018 | Employer | ABC CONSTRUCTION PTE. LTD. | Occupation | Construction Worker | Sector | Construction | Date of Application | 30 Nov 2016 | Issued On | 31 Dec 2016 | Multiple Journey Visa | Issued | Card Serial Number | KD000000 |
| Pass Type | Work Permit | | | | | | | | | | | | | | | | | | |
| Pass Expires On | 31 Dec 2018 | | | | | | | | | | | | | | | | | | |
| Employer | ABC CONSTRUCTION PTE. LTD. | | | | | | | | | | | | | | | | | | |
| Occupation | Construction Worker | | | | | | | | | | | | | | | | | | |
| Sector | Construction | | | | | | | | | | | | | | | | | | |
| Date of Application | 30 Nov 2016 | | | | | | | | | | | | | | | | | | |
| Issued On | 31 Dec 2016 | | | | | | | | | | | | | | | | | | |
| Multiple Journey Visa | Issued | | | | | | | | | | | | | | | | | | |
| Card Serial Number | KD000000 | | | | | | | | | | | | | | | | | | |

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| Q2 | How to download the SGWorkPass mobile app? |
| B2 | <p>The SGWorkPass mobile app is available for free on Google Play (Android) or Apple App Store (iOS). The App is free and available 24x7.</p> <p>Please refer to www.mom.gov.sg/sgworkpass to download the App and for more details.</p> <p>You will be asked to perform a one-time registration during the download of the App. Upon entering your mobile phone number, you will receive an SMS containing a One-Time 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> |
| Q3 | Can the SGWorkPass mobile app be used to check the pass status without the one-time OTP registration? |
| B3 | <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>User Card Serial Number</i> button shown on the SGWorkPass mobile app. This will bring you to the new web portal e-services: Check Work Pass Status.</p> <p>Enter the card serial number that is printed on the card to retrieve the pass status.</p> <div data-bbox="354 1165 917 1591" style="border: 1px solid black; padding: 10px;"> </div> |
| Q4 | I have a problem scanning the QR code. |
| B4 | <p>Check that the QR code on the card is not damaged and ensure that your camera is working.</p> |

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| | <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> |
| Q5 | How quickly will any changes to the pass be reflected on SGWorkPass mobile app? |
| B5 | Any updated information will be available on the SGWorkPass mobile app by the next working day after any transactions/changes to the pass. |
| Q6 | Is the SGWorkPass mobile app available after office hours? |
| B6 | <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 access the existing Work Pass Online (WPOL)/ Employment Pass Online (EPOL) e-Service or the Check Work Pass Status e-service to check on pass status.</p> |
| Q7 | Will a third party scanner app be able to scan the QR code on the new Work Pass card? |
| B7 | 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. |
| Q8 | The SGWorkPass mobile app shows 'Invalid' upon scanning the new Work Pass card. What does it mean? |
| B8 | <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> |
| Q9 | Can the SGWorkPass mobile app information displayed be saved on the mobile devices? |
| B9 | The displayed information can be saved into the photo gallery of the mobile devices. |
| Q10 | Can the SGWorkPass mobile app be used overseas? |
| B10 | The SGWorkPass mobile app can only be used in Singapore. |
| Q11 | I don't have a smartphone. Are there alternatives to check the work pass status besides using the SGWorkPass mobile app? |

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| B11 | Use the existing Work Pass Online (WPOL) / Employment Pass Online (EPOL) e-Service or the Check Work Pass Status e-service to check pass status. |
| Q12 | I don't have internet access nor use the computer. How else can I check for the date of pass expiry of a work permit card? |
| B12 | <p>The employment information is provided on the following documents:</p> <ul style="list-style-type: none"> a) the Work Pass Notification Letters that can be printed from the pass issuance/renewal online transactions and b) the Card Delivery Letters when the cards are delivered to the pass holders. <p>You can also check the validity of the work pass using our Interactive Voice Response System (IVRS) through our MOM enquiry line. To check work pass validity using IVRS:</p> <ol style="list-style-type: none"> 1. Dial 64385122 2. Language selection: '1' for English, '2' for Mandarin 3. Key in your identification number (NRIC/FIN) 4. In main menu, press '1' for Work permit enquiries. 5. Press '1' for Foreign Domestic Worker (FDW) or '2' for Foreign Worker (FW) 6. Press '1' to check validity of work permit. You have the option of checking using <ul style="list-style-type: none"> a) The employer's NRIC (FDW only) b) The employer's FIN (FDW only) c) The worker's Work Permit Number <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> |

| 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 card for each renewal of pass? |
| C2 | <p>For pass holders issued with the new Work 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 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 (WPOL)/ Employment Pass Online (EPOL) e-service.</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 | 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. Meanwhile, they can continue to use the existing cards. |
| Q5 | Why did MOM decide to issue the new WP card and develop the mobile app? |
| C5 | <p>Employment information such as pass validity may change over the course of employment.</p> <p>The new SGWorkPass mobile app will provide the latest pass status (i.e. whether pass is valid or invalid) and employment 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> |

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| <p>Example: If the pass is cancelled prematurely or has expired, the SGWorkPass mobile app will display the validity of the work pass and whether he or she can remain legally in Singapore.</p> |
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Updated on 5 Sep 2017