

## **BUILDING A SMART NATION WITH TANGIBLE BENEFITS FOR OUR CITIZENS AND BUSINESSES**

### **Factsheet – National Digital Identity**

#### **Overview**

Since 2003, Singaporeans have been using Singapore Personal Access (SingPass) to transact with the Government. With more transactions going online and people owning more digital devices, Singapore is expanding SingPass into a national digital identity ecosystem that bridges public and private sector digital services.

Today, SingPass allows access to over 300 digital services offered by more than 110 government agencies and commercial entities. SingPass has been issued to more than 3.8 million citizens and residents, and more than 110 million transactions are conducted annually.

As a Strategic National Project, the eventual ecosystem will bring convenience to the everyday lives of citizens, catalyse industry to develop more value-added services, and increase opportunities for government-to-citizen co-creation. Citizens no longer need to remember multiple usernames and passwords and can use alternate methods to access digital services instead (e.g. pin or biometrics). Businesses can integrate a suite of national digital identity products into their existing solutions and services to improve customer service and internal business processes.

Operational in 2020, the national digital identity ecosystem will enable the private and public sectors to develop more value-added services on a common and universal trust framework. It brings various digital initiatives together to provide greater online convenience and transactional security for citizens and businesses. Current available initiatives include SingPass Mobile, MyInfo, Verify, Login and Notify. Digital Signing and Authorisation will be available in the later part of 2020.

#### **SingPass Mobile (SPM)**

In October 2018, we launched the SingPass Mobile app as a pre-cursor to citizens' national digital identity. With the app, users can verify their identity online and in person using their fingerprint, face recognition or a 6-digit passcode. With one-tap access, users can access Government services like checking their CPF balances or applying for HDB flats, and private sector services like managing their insurance policies. Users based overseas can also use the app to transact digitally with the Singapore Government and businesses, without the need for a physical token.

#### **MyInfo**

MyInfo is a "Tell Us Once" service that pre-fills a digital form with authoritative personal data each time they perform a transaction.

To date, 220 government digital services and 240 commercial digital services (total 460) have been on-boarded to MyInfo. Since then, the use of MyInfo has resulted in an average decrease of up to 80 percent in application time for users, with businesses reporting up to 15 per cent higher approval rate due to better data quality and significant cost savings in their customer acquisition process. This service sees more than 110,000 transactions a day.

## **MyInfo Business**

MyInfo Business enables seamless transactions with authoritative entity data, such as corporate profile, financial performance and ownership information. It facilitates close to 100 Government to Business (G2B) digital services such as applying for a grant on the Business Grants Portal and invoicing agencies on Vendors@Gov.

This service is being piloted with some private sector services such as opening a corporate utilities account and applying for SME loans. Singapore-registered business owners can log in through CorpPass, give consent and have authoritative data pre-filled in these participating digital services. In 2019, there were more than 20,000 business to business (B2B) transactions using MyInfo Business.

## **Verify**

This feature enables users to perform secure face-to-face identity verification and data transfer through scanning of QR codes or Near-Field Communication (NFC). Using the SingPass Mobile app, the user simply scans a secured QR code at the counter and consents to have his basic personal details used in the transaction.

Verify is being piloted at Republic Plaza for visitor registration and Punggol Polyclinic for new patient registration, without the need for residents to present their identity documents. Businesses that have face-to-face registration processes like real estate companies, healthcare institutions, financial institutions, the automobile industry, training providers have also expressed interest to integrate their services with Verify.

## **Login**

This feature enables users easy access to government and private sector digital services. Using the SingPass Mobile app, the user can log in to digital services without the need for a password. They can simply verify their identity using their fingerprint, face recognition or 6-digit passcode.

To date, there are 16 private sector digital services leveraging on Login as an authentication gateway, including NTUC Union, Income Insurance, the Singapore Employers' Federation and JustLogin's HR software.

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