

## Frequently Asked Questions

# Border Measures and Stay-Home Notice (“SHN”) Requirements

June 2021

## OVERVIEW

Singapore is further tightening border measures to curb COVID-19 infections. Travellers arriving in Singapore are required to observe more stringent health control measures. For employers and employees, find out the latest entry requirements for pass holders [here](#).

**Long-term pass holders (including those who have been granted In-Principal Approval) are required to obtain an entry approval from the Safe Travel Office (“STO”) before they can enter Singapore. Entry approval request requires the traveller to provide a Singapore mobile phone number for STO's approval.**

*Q: Why is a Singapore mobile phone number required for entry approval? Can a foreign mobile phone number be used?*

**A:** The MOM will contact the traveller during their stay in Singapore to ensure that he/she follows the relevant health control measures. The traveller is required to carry a Singapore number mobile phone with an internet connection at all times and also respond to MOM's phone calls, WhatsApp video calls or SMS within 1 hour.

*Q: How do I obtain a Singapore mobile phone number if I have not been to Singapore?*

**A:** You may request for your employer, friend or family member in Singapore to assist you in purchasing a prepaid SIM card. Alternatively, please check with your BDO immigration consultant for solutions if you do not have someone to assist you.

*Q: Can I use one Singapore mobile phone number for my entire family who are travelling to Singapore with me?*

**A:** No. The accompanying spouse needs to obtain her own local mobile phone number separately. However, young children are exempted from this requirement as the parents are responsible for their compliance with the restrictions and will be asked questions about their whereabouts and they may be asked to speak on the phone during the call by MOM.

*Q: What other information do I need to prepare in advance to submit my entry approval request?*

**A:** You will also need to provide your intended arrival date and residence address. We advise you not to book your air ticket to Singapore until you have successfully secured your entry approval.



## FOR MORE INFORMATION



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*You may book a Suite directly with the hotel liaison officer if you need a bigger room to serve your SHN.*

**Subject to the prevailing border measures, travellers may be required to serve SHN at an SHN Dedicated Facility (SDF). The Government will assign the traveller to an available SDF upon arrival. The traveller is not allowed to choose his/her own preferred SDF, and the employer (or employee) has to bear the cost for the SDF.**

*Q: When do I pay the SDF cost?*

**A:** The exact cost will be made known to the traveller during the entry approval application process. Payment must be made before the entry approval is granted. BDO can facilitate with the entry approval request and SDF payment, if required.

*Q: What if I need a bigger room for my SDF stay?*

**A:** Subject to availability, you may book a Suite at a higher cost. For more information on the list of available Suite Options, please refer [here](#).

*Q: How do you count the number of SHN days?*

**A:** The day that you arrived in Singapore is counted as Day 0. Day 1 will begin the next day, and subject to prevailing conditions, your SHN will end at 12 pm on the last day.

*Q: Why are some travellers allowed to serve their SHN at home?*

**A:** Travellers from lesser risk countries may be allowed to serve their SHN at their own place of residence in Singapore, provided that the place is only occupied by the traveller or family.

You may wish to check with your BDO immigration consultant to determine whether you qualify to serve SHN at home.

*Q: How do I know if my SHN has ended?*

**A:** Travellers serving SHN at their own place of residence may end their SHN once they complete the full SHN period and receive an SMS with the negative COVID-19 swab test result, whichever is later.

Likewise, travellers who are staying in SDF will be alerted by the SDF concierge on their check out time once they complete the full SHN period and receive an SMS with the negative COVID-19 swab test result, whichever is later.

**Travellers may also need to undergo different stages of the COVID-19 test as part of the health border control measures.**

*Q: What are the different types of COVID-19 test I need to undergo?*

**A:** For travellers entering Singapore from high-risk countries, the Government requires the traveller to take a COVID-19 polymerase chain reaction (PCR) test within 72 hours before departure.

All travellers, regardless of where they come from, must separately take an on-arrival COVID-19 test. Lastly, travellers who are required to serve SHN will need to take COVID-19 swab tests before completing the SHN.

*Q: Do I need to be vaccinated before I can enter Singapore?*

**A:** There is no requirement from the Singapore Government for you to be vaccinated before you can enter Singapore. However, please check with your home country immigration regulations whether there is a requirement for you to be vaccinated before you can leave the country.

**Under the current prevailing guidelines, employers can only issue their employee's EP after they have successfully completed their SHN.**

*Q: What is next after I complete my SHN?*

**A:** BDO will support issuing your EP electronically. Thereafter, you will need to visit the Employment Pass Service Center ("EPSC") to register your EP card. BDO will help you to secure the appointment to visit the EPSC.

*Q: When will I receive my EP card?*

**A:** After you have completed your EP card registration at the EPSC, it will take MOM approximately 5 to 7 working days to deliver your EP card to our office. Upon receipt, we will inform you of the delivery of the EP card to your preferred residence address.

**Due to the heightened risk of transmission, it is understandable that some travellers who are carrying a valid IPA may not want to enter Singapore. Once the IPA is approved, the MOM generally allows the traveller a 6-month period from the date of IPA approval to enter Singapore to formalise the EP.**

*Q: Can I extend my IPA if I do not wish to enter Singapore at this stage?*

**A:** Yes, subject to prevailing conditions, the MOM generally allows the IPA holder a one-time extension to extend the IPA for a further two months.



*Q: Can I further extend my IPA if I have already extended it in the first round?*

**A:** Unfortunately, the extension is only allowed once. Further extension is generally not allowed by the MOM. If the traveller wishes to continue holding an EP, he/she should reapply the EP when he/she is ready to enter Singapore.

As you are our valued clients, your BDO immigration consultant will be able to support you with the reapplication at a nominal fee. Please contact your BDO consultant for more information. Standard fees apply for non-clients.

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