

A SMART NATION FOR A FUTURE-READY SINGAPORE

Factsheet – LifeSG

1. LifeSG (formerly known as Moments of Life) is a Strategic National Project under Singapore's Smart Nation initiative. The app delivers Government services in a user-centric manner, and helps individuals to discover services and information that are relevant to them, regardless of which Government agency they are provided by.

2. The app achieves this by integrating and bundling services across Government agencies. Users will be recommended relevant services according to their profiles and preferences. Services are grouped according to the needs they address at different life junctures and significant milestones.

App Features and Benefits

3. LifeSG was first launched in June 2018 to support families with young children below six years old. Since then, more features have been added to serve citizens in other aspects of their life journeys. These include an Active Ageing module for seniors aged 60 and above (rolled out in September 2019) and an Employment Support Guide for jobseekers (rolled out in June 2020). To date, LifeSG has had more than 250,000 downloads. The key app features and the benefits they bring to users are described below. (Please refer to **Annex A** for screenshots.)

- **Personalised Dashboard** – The app home screen displays a personalised dashboard that contains recommended content and services based on the user's profile, and a listing of events that the user may be interested in. Upcoming enhancements include:
 - An overview of key personal information such as identity, CPF, housing, and education details.
 - List of upcoming medical appointments, appointments with Government agencies, and events registered through the app.
- **User-friendly Guides** – The app contains guides that integrate information across multiple Government agencies, making it convenient for users to view in one place, all the information they need at various life stages or to complete certain tasks. Examples include guides on:
 - Grants and assistance schemes, containing information on over 30 schemes from multiple Government agencies, including new support schemes introduced during COVID-19;
 - Employment and retrenchment support programmes from 8 agencies;

- Step-by-step guides on more complex transactions involving multiple agencies, such as buying and selling property, and legacy planning; and
- Topics on parenting and active ageing.
- **Personalised Benefits and Support Module** – This shows at one glance the list of benefits that a user has received or may be entitled to, such as GST Vouchers and SingapoRediscover Vouchers. Eligible seniors can also view their Merdeka Generation e-card. More than 21,000 users have accessed this module since it was launched in December 2020. More benefit types will be added soon.
- **Personalised Eligibility Checkers and Calculators** – By simply answering a few simple questions, users can view the list of Government support schemes they are eligible for and estimate the amount of benefits and support they can receive. This provides much added convenience as users no longer have to navigate and process the eligibility criteria of each individual scheme.
- **Explore Services** – Citizens can explore and easily access 70 Government services. Information is grouped according to topics of interest, such as family and parenting, work and employment, healthcare, housing and property, and not according to agencies. About 10,000 users access this feature each month. More services will be added progressively. The full list of services available on LifeSG can be found in **Annex B**.
- **Integrated Services** – For selected, more complex transactions, LifeSG integrates multiple Government touchpoints to provide a more seamless process. This includes the birth registration service, which enables new parents to also register for Baby Bonus, create a Child Development Account, and even sign up for a child library card, all at the same time. This has reduced the time spent on birth registration and Baby Bonus application from 60 minutes to just 15 minutes, and without having to show up at the registration counter in-person. 7 in 10 new-borns in Singapore are now registered through the app.

Downloading the app

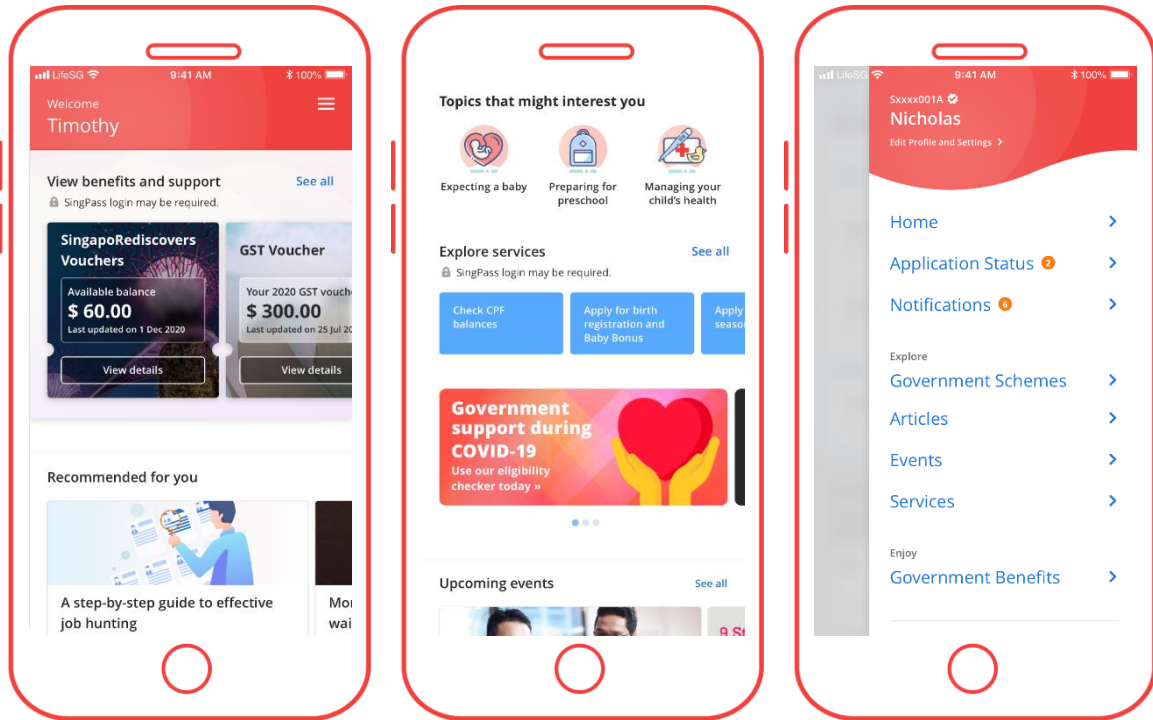
4. For more details on LifeSG, including links to download the app, please visit <https://www.life.gov.sg>.

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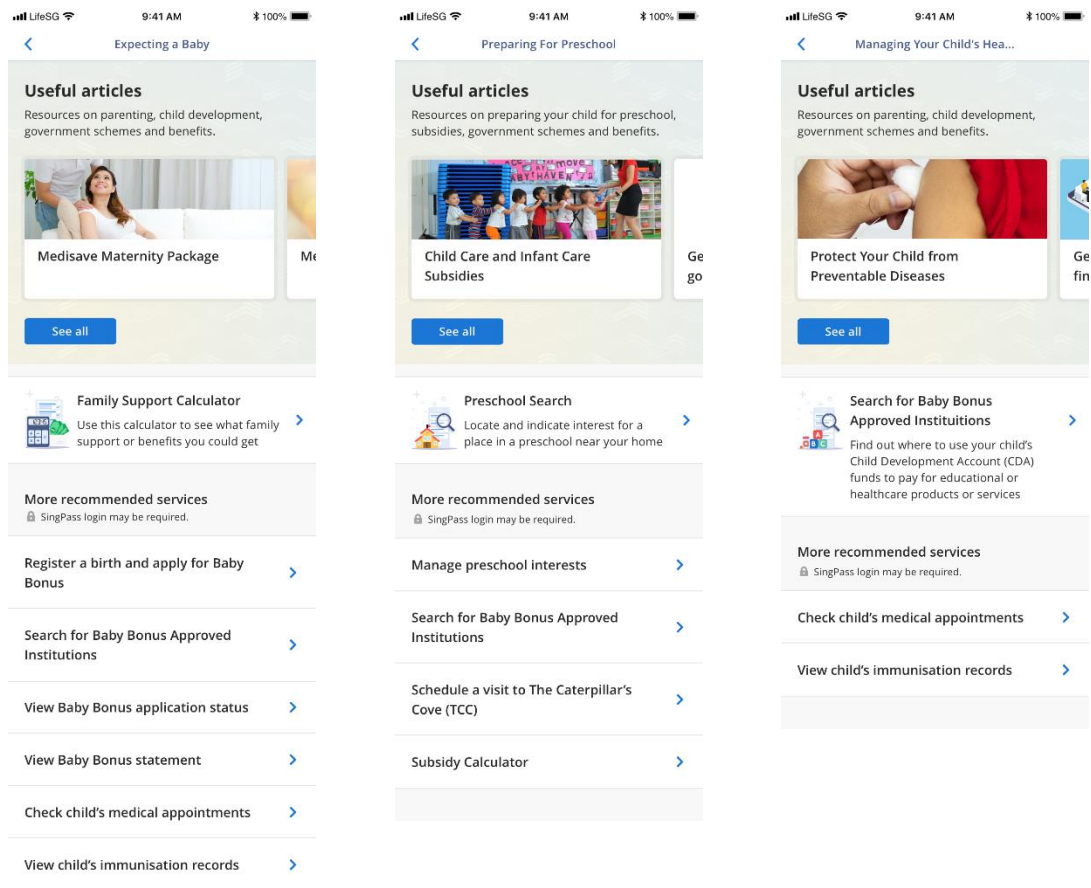
ANNEXES

Annex A - Screenshots of the LifeSG app features

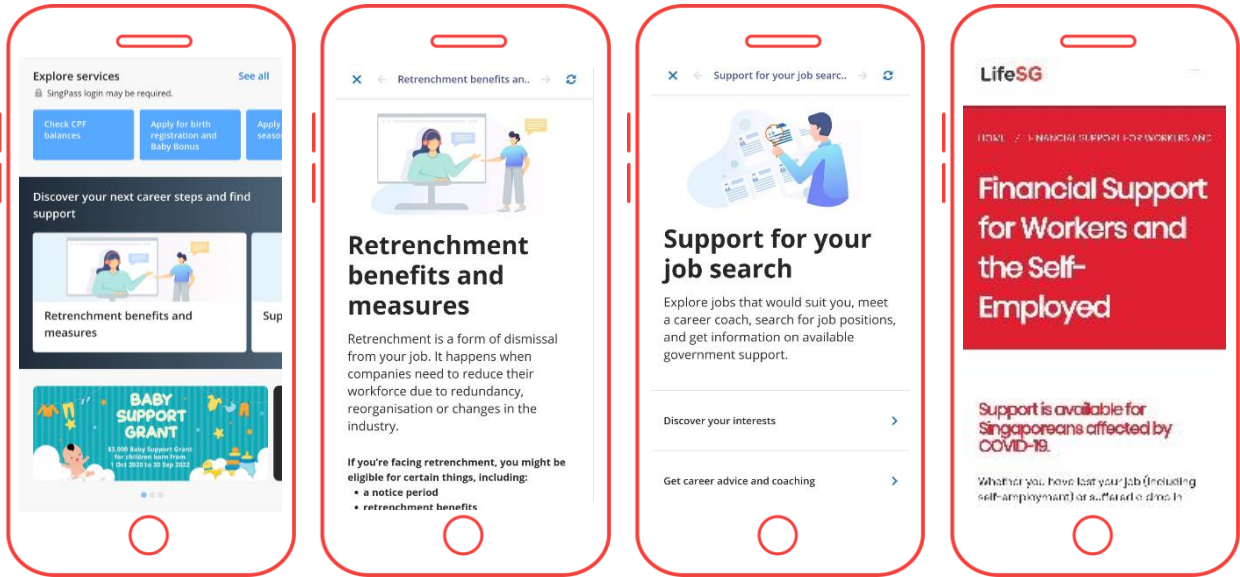
i. LifeSG Dashboard



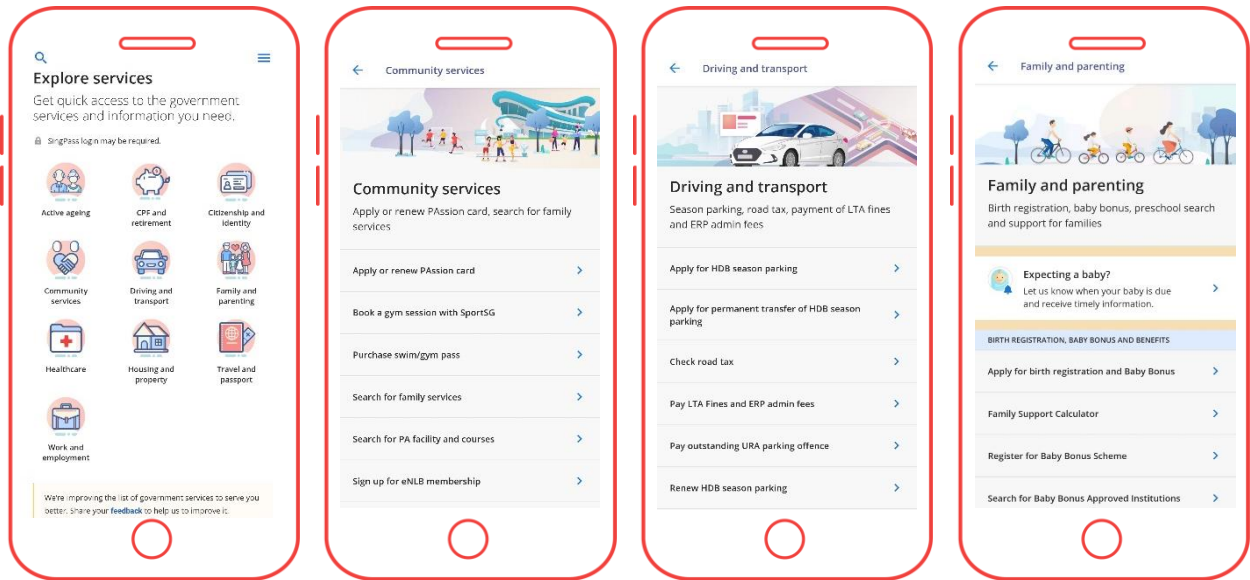
ii. Topical guides for parents



iii. Topical guides for working adults – jobseekers and retrenched workers



iv. Explore 70 services grouped via topics of interest



Annex B - Full list of services on LifeSG (as of 1 February 2021)

Service Description
Make a CPF top-up
Check road tax
Renew road tax
Pay LTA Fines and ERP admin fees
Manage work permit for helpers and nannies
Search for family services
Make a CPF nomination
Apply or renew PAssion card
Search for SkillsFuture courses
Check CPF statement
Apply for birth registration and Baby Bonus
Register for Baby Bonus Scheme
View Baby Bonus application status
View Baby Bonus statement
Search for a preschool
Manage preschool interests
Search for Baby Bonus Approved Institutions
View child's immunisation records
Check child's medical appointments
Check CPF balances
Family Support Calculator
Apply for Enhancement for Active Seniors (EASE)
Make an appointment for blood donation
Schedule a visit to The Caterpillar Cove (TCC)
Search for PA facility and courses
Purchase swim/gym pass
Book a gym session with SportSG
Pay outstanding URA parking offence
Check CPF contribution history
Make housing payments with CPF
Check your personal medical appointments
Check your eligibility for HDB flats
Apply for Home Loan Eligibility (HLE) letter
Apply for Open Booking of Flats
Check your application status on MyHDBPage
Check your HDB appointment details
Register your intent to buy or sell on HDB Resale portal
Check CPF transaction history

Register your overseas travel with MFA
Apply for CHAS card
Check your CHAS balance
Apply for permanent transfer of HDB season parking
View HDB Housing Loan Statement
Apply for a birth extract
Check passport application status
Book appointment with ICA
Book a Virtual Digital Clinic session for seniors
Check property tax balance
File an appeal for re-employment or unlawful dismissal
Sign up for eNLB membership
Renew HDB season parking
Request for a top-up of prescribed medicine (SingHealth)
View your estimated hospital bill (SingHealth)
Apply for HDB renovation permit
Check annual value of property
Apply for HDB season parking
Apply for passport