

Frequently Asked Questions

Under what circumstances can I use this service?

This service is for critical incidents or situations where the safety of people (including yourself) or property is at IMMEDIATE risk. For example:

- a. A crime is in progress, or might be/has been committed; and
- b. Someone or yourself is seriously injured or is in danger.

How do I use the service?

Send a brief SMS message to 70999 containing information on the nature of emergency (e.g. what has happened, or is happening) and the location where it is happening.

How do I register for the service?

You may approach Centre for Enabled Living (7 Maxwell Road, #05-08 Annexe B, MND Complex, Singapore 069111. Hotline: 1800 8585 885 Email: information@cel.sg) or The Singapore Association for the Deaf (227 Mountbatten Road) for more information. Please bring along your NRIC, and any form of medical documentation verifying your speech/hearing impairment to either centres to register for the service.

Will I be able to de-register from the service if I no longer require it?

Yes, you may approach the VWO you are registered with to de-register from the service.

What happens if I change my mobile phone number?

You will need to alert the VWO you are registered with on the changes.

This initiative is brought to you by:



Partners:

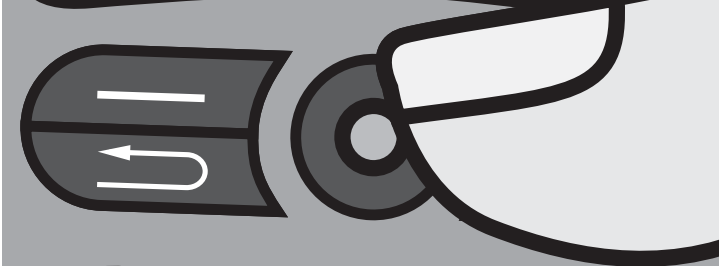


For more information, please visit
www.spf.gov.sg/sms70999 or
www.ncss.org.sg/social_service/disability_services.asp

sms70999

Emergency Short Messaging Service (SMS) Helpline Service

A joint initiative by the Singapore Police Force and the National Council of Social Service





sms70999

Emergency SMS Helpline Service

The Emergency SMS Helpline Service is a new emergency SMS service that offers persons with hearing and/or speech impairment another avenue for communication with the Police in times of emergencies.

Making The Service Work For You

The success of this service greatly depends on the accuracy and details of the information you provide.

Do's and Don'ts

- Try to be as detailed as possible when providing your location. (e.g. street name, block number, unit number, name of establishment, etc)
- Include a brief description of what had happened.
- Indicate which service you require and why (e.g. Police, Ambulance or Fire rescue).
- Avoid ambiguous SMS abbreviations (e.g. 'I w W8 4 Pol b4 e bus stop l8r' which means to say 'I will wait for Police before the bus stop later'.)



You will receive an acknowledgement from the Police once your message has been registered successfully.

