

## **ANNEX C: DIGITAL DEATH CERTIFICATES TO REPLACE PHYSICAL CERTIFICATES FROM 29 MAY 2022**

### **Current Death Registration Process**

Currently, the death registration process comprises two steps:

- i. A medical practitioner will issue a Certificate of the Cause of Death (CCOD) bearing the death particulars of the deceased to the next-of-kin (NOK).
- ii. The NOK will have to register the death of the deceased at either the public hospitals, Neighbourhood Police Posts/Centres (NPPs/NPCs) or the ICA Building by producing the CCOD and deceased's identity documents. A physical death certificate will then be issued upon completion of the registration, which the NOK can use to proceed with post-death matters.

### **New Death Registration Process**

2. From **29 May 2022**, the death registration process will be streamlined such that the NOK will not need to register a death at a physical counter (e.g., at hospitals or police posts).

3. Once the medical practitioner certifies the death online, the death will automatically be registered in ICA's system, and a digital death certificate will be immediately generated by the system. The medical practitioner or hospital staff will provide the NOK with the required information, such as the digital death certificate number, to allow the NOK to download the digital death certificate from My Legacy.

4. NOK are advised to download the digital death certificate as soon as they have received the digital death certificate number from the medical practitioner or hospital staff. They will be given up to 30 days to download the digital death certificate. Once downloaded, the digital death certificate can be stored on the NOK's personal devices. A sample digital death certificate is appended at the end of **Annex C**.

5. With the introduction of the digital death registration process, the counters providing death registration services at all public hospitals, NPPs/NPCs and ICA Building will cease operations from 29 May 2022.

6. With the digital death certificate, NOK may directly apply for a Permit to Bury/Cremate at the National Environment Agency (NEA)'s e-Services website - ePortal ([www.eportal.nea.gov.sg](http://www.eportal.nea.gov.sg)), or authorise a person (such as a Funeral Director) to do so. The Permit to Bury/Cremate is required before NOK can proceed with the Application for Burial/Cremation at government-managed after-death facilities and for cremation at private crematoria. More information on the application processes may be obtained via User Guide for NEA ePortal: After-death services (<https://www.nea.gov.sg/our-services/after-death/post-death-matters/e-services>).

### **Need Assistance? Help Is Available**

7. NOK who have difficulty using My Legacy to download the digital death certificate can get their family members or friends to assist them. They can also approach hospital staff, general practitioners, nursing homes and hospices for assistance.

8. NOK who are unable to go online and do not have someone who can help them with the death registration process can call a 24-hour hotline at **6589 8707**, or visit the ICA Building and the network of ServiceSG Centres located across Singapore for assistance. Please refer to **Annex E** for more details.

# Death Registration

**NEW**

**CURRENT PROCESS**

**FROM 29 MAY 2022**

Loved one passes away



Receive Certificate of the Cause of Death (CCOD) issued by medical practitioner



Receive deceased's information from medical practitioner



- Register death of the deceased at public hospitals, Neighbourhood Police Posts/Centres or ICA Building by producing CCOD
- Obtain physical death certificate upon Registration



Download digital death certificate from **My Legacy** at [go.gov.sg/mylegacy-edc](https://go.gov.sg/mylegacy-edc)

## How to **DOWNLOAD** from My Legacy

Download with Singpass

Download without Singpass

Select login option

What would you like to download?

Death Certificate

Select 'Death Certificate'

Download death certificate

Ready to download

Death certificate of EDWARD DOE

Death-certificate.pdf

Download and save certificate in your personal device

Are you a next-of-kin

Declare relationship

Deceased's details

NRIC, FIN, or passport number

S0000987A

Death document number

Check the top-right corner of the document issued by the hospital.

S0000987A

Date of death

04 | 01 | 2022

DD | MM | YYYY

Enter deceased's information

## Sample of Digital Death Certificate

 REPUBLIC OF SINGAPORE <b>CERTIFICATE OF DEATH</b>		CERTIFICATE NO.				
DECEASED'S PARTICULARS	Name					
	NRIC/Identification Document No.		Sex	Date of Birth		
	Race	Nationality/Citizenship	Date of Death	Time of Death		
	Place or Address where Death Occurred			Approximate Interval between Onset and Death		
				Years	Months	Days
CAUSE OF DEATH	Disease or Condition Leading to Death (A)					
	Antecedent Causes (B)					
	(C)					
	Other Significant Conditions					
Name, Official Title and Institution of Certifier			Date of Issue			
Note: This certificate is system-generated. No signature is required.			Access Code:  For verification, scan or visit <a href="https://go.gov.sg/ica-verify-edc">https://go.gov.sg/ica-verify-edc</a>			