

Singpass Face Verification FAQs

Q1. What is Singpass Face Verification?

Singpass Face Verification is a method of verifying your identity using a face scan compared against the government's records. It is used to complement existing authentication methods for digital token set up in higher risk or unusual scenarios to better protect users.

Q2. What happens if I fail Singpass Face Verification multiple times?

If you are unable to successfully complete the facial verification after 5 attempts, we recommend that you wait for 30 minutes before trying again.

Q3. What if my facial features change due to personal reasons or unforeseen circumstances (e.g. cosmetic surgery, accident, etc.)?

Individuals who no longer resemble their NRIC or passport photograph can apply for a replacement of their NRIC or passport with the Immigration & Checkpoints Authority (ICA). This ensures that the Government's biometric database of facial images remains up to date.

Q4. Why is my Singpass Face Verification unsuccessful?

There may be several possible reasons for this. For ways to improve the success of Face Verification, you should ensure that:

1. Your face is not covered
2. You keep still while scanning is in progress
3. There is no strong lighting in the background
4. Your environment is not too dark
5. You use a minimum resolution of 2 megapixels for the camera
6. Your NRIC / passport photo image is up to date

Q5. Why am I prompted to do Singpass Face Verification when I set up my digital token for some banks but not others?

For banks enrolled in the use of Singpass Face Verification, you may be required to perform the authentication for higher risk or unusual scenarios as an additional means to guard against unauthorised set up of your digital token.

Q6. Is my biometric data collected during the use of Singpass Face Verification?

Banks do not collect or store the biometric data during the use of Singpass Face Verification.

Your facial data is collected by Singpass and used for purposes such as authenticating your identity.

Unless prohibited by law, facial data may be:

- captured by relying parties approved by Singpass to use Singpass Face Verification;
- shared with Singpass's service providers in connection with the provision of Singpass Face Verification to you; or
- shared with government agencies to serve you in the most efficient and effective way or for the discharge of public functions.

Facial data is retained to analyse and improve Singpass Face Verification. This data retained is encrypted when stored and protected with tamper-evident logging. Data that is no longer required is deleted, unless there is a legal requirement to retain such data.

For more information on Singpass Face Verification, please visit: <https://ask.gov.sg/singpass>.

Q7. How is my data protected?

There are stringent security measures in place to protect users' personal information. For example, facial data that is retained is encrypted when stored and protected with tamper-evident logging.

Q8. Where can I get help for Singpass-related matters?

For more information on Singpass Face Verification, please visit: <https://ask.gov.sg/singpass>. If you need further assistance regarding your Singpass account, please get in touch with us at: <https://go.gov.sg/singpass-feedback-issue>.