Factsheet – LifeSG

1.   LifeSG 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 related services across government agencies. Users will be recommended relevant services according to their profiles and preferences. These services are grouped according to the needs they address at different life junctures and significant milestones.

App Features and Benefits

3.   LifeSG (formerly known as Moments of Life) 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 users in other aspects of their life journeys. The key app features and benefits to users are:

- **User-friendly Guides** – The app contains guides that integrate information across multiple government agencies, making it convenient for users to view all the information they need at various life stages or to complete certain tasks, in one place.

- **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 NS55 Recognition Package credits, NS Excellence Awards, NS Celebratory Gifts, GST Vouchers and SkillsFuture Credit. Eligible seniors can also view their Merdeka Generation e-card.

- **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.

- **Services –** Users can explore and easily access more than 400 government services for key moments in life as well as daily living. 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.

- **Profile with Inbox and Appointment** - The Profile page allows users to retrieve and view personal information from multiple public agencies (e.g CPF, IRAS) at one glance, with personalised charts for key categories. The Inbox serves as a consolidated touchpoint for users to be notified of announcements and the follow-ups required for key tasks at certain stages of a transaction. The Appointment feature allows users to receive reminders for upcoming appointments or events signed up through LifeSG.

LifeSG Highlights

- As of January 2023, LifeSG has had more than 1.5 million app downloads.

- In July 2022, LifeSG was also used to distribute NS55 Recognition Package credits of S$100 each to over 1 million past and present national servicemen. As of December 2022, about 68 per cent of all credits issued have already been spent.

- Since May 2022, registrations for all eligible births in Singapore can be done online through LifeSG. New parents can perform the birth registration, open a Child Development Account with banks and apply for the Baby Bonus scheme in 15 minutes on the LifeSG app or website. This used to be a 60-minute process involving different agency touchpoints

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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