

# APPLICATION FORM

This form is to apply for subsidised home Wi-Fi and laptop/tablet.

## Need help filling in this form?

Visit your nearest **SG Digital Community Hub** (scan QR to find one) to get help from a Digital Ambassador, or call **6377 3800** for guidance.

Sekiranya anda memerlukan bantuan untuk mengisi borang, sila kunjungi **Hab Komuniti Digital SG** (imbas Kod QR untuk cari lokasi), atau hubungi **6377 3800**

如果您在填写英文表格方面需要帮助，请亲临新加坡数码转型社区援助站 (扫描二维码查看地点) 或致电 **6377 3800**

படிவத்தை நிரப்ப உங்களுக்கு உதவி ததவப்பட்டால், சிங்கப்பூர் மின்னிலக்கச் சமூக நடுவத்திற்குச் சசல்லுங்கள், அல்லது 6377 3800 என்ற எண்தண அதையுங்கள்



Find your nearest  
SG Digital Community Hub:



<https://go.gov.sg/sgdcommhub>

## Before you begin, please note

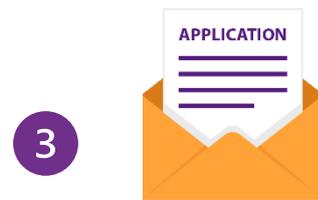


We will check your household income from government records **based on your home address (on your NRIC)**.



**Everyone in your household must give permission to share their personal details with IMDA.** This helps IMDA check your family's income to see if you can get support.

If you have previously applied for DigitalAccess@Home, this applies to members of your household who were **not included in your previous application**.



**Mail the completed form to the following address:**

Infocomm Media Development Authority  
10 Pasir Panjang Road  
#03-01  
Mapletree Business City  
Singapore 117438



- Please fill in this page for **every household member** living with you at the same NRIC-registered address, including yourself. **One page per person.**
- If you need more pages, please **photocopy this page or get more copies** at your nearest **SG Digital Community Hub**.



## Household Member Information

### You are the:



Main Applicant



Household Member

*Relationship to main applicant  
(i.e. spouse, child, sibling):*

### Full Name (as in NRIC)

### NRIC No.

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## Contact Information

This will be used to contact the household member about the application.  
Please fill in AT LEAST 1 FIELD.

### Mobile Number

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### Home Number

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### Office Number

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### Email Address

## Consent

1. Each household member registered under the same address **must give consent** to share their personal data with IMDA. This allows IMDA to check your family's income to determine if you are eligible for support.
2. **For individuals below 21 years old**, a parent/legal guardian must sign on their behalf.
3. **For individuals who lack mental capacity**, a donee or deputy may sign the form on their behalf. Please attach a copy of the **Lasting Power of Attorney (LPA)** or **court order**, together with a **medical report** confirming the person's lack of mental capacity.

I **consent** to the collection, use and disclosure of my personal data contained in this application by IMDA, the Government and Participating Agencies (defined below) for the purposes of:

- a. Determining if I and/or my Household qualify for the schemes indicated below, and if I and/or my Household meet all other eligibility criteria for the schemes indicated below; and
- b. To provide me and/or my Household with the schemes indicated below.

I wish to participate in the following scheme(s):

IMDA Schemes only

(Optional) All Government and Participating Agencies

*Sharing your personal information with participating agencies will facilitate and simplify your future applications for other support schemes by such agencies. The list of HOMES' Participating Agencies and Participating Schemes can be found here:*

<https://www.homes.gov.sg/eservice/ParticipatingScheme>

IMDA conducts periodic surveys to understand the experience of its beneficiaries for the purpose of improving the scheme. I **consent** to my particulars contained in this application (including details of my DigitalAccess@Home scheme) being shared with IMDA's appointed vendor, who may contact me for a survey and who may use my particulars solely for the purpose of the survey. As participation in the survey is optional, if I do not consent to the survey, I may inform IMDA or its appointed vendor upon being contacted.

### Signature of household member (or person acting on behalf)

*Sign here*

### To fill only if there is a person acting on behalf

#### Full Name (as in NRIC)

#### NRIC No.

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## Household Member Information

### You are the:

Main Applicant

Household Member

*Relationship to main applicant  
(i.e. spouse, child, sibling):*

### Full Name (as in NRIC)

### NRIC No.

## Contact Information

This will be used to contact the household member about the application.  
Please fill in AT LEAST 1 FIELD.

### Mobile Number

### Home Number

### Office Number

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*Sign here*

### To fill only if there is a person acting on behalf

### Full Name (as in NRIC)

### NRIC No.

### Contact No.

### Email Address



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## Household Member Information

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Household Member

*Relationship to main applicant  
(i.e. spouse, child, sibling):*

### Full Name (as in NRIC)

### NRIC No.

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#### Full Name (as in NRIC)

#### NRIC No.

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#### Contact No.

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#### Email Address



## Current Government Support

Are you or anyone in your household receiving any of these Government Assistance Schemes?  
(Tick  all that apply. Do not tick if your household does not receive any schemes.)

This will help us to assess your tier eligibility.



HDB  
Public Rental Scheme  
(PRS)



MSF  
ComCare Long Term  
Assistance



MOE  
Financial Assistance Scheme  
(FAS)



MSF  
ComCare Short-to-  
Medium Term Assistance



MOE  
Special Education Financial  
Assistance (SPED FAS)\*



MOE  
Higher Education Community Bursary  
Tier 1 \*



## Other Information

Does your household have a person with disability?

Yes

No

If yes, please submit a copy of their proof of disability together with this application form. (e.g. public transport concession card, certification from medical doctor)



## If you are helping someone to apply

Please provide at least 1 contact detail if you would like to be the contact person for follow-up.

Mobile Number

Email Address

Full Name

Relationship to the applicant

## If you are assisted by an organisation

I **consent** to collection, use and disclosure of my personal data contained in this application by my nominated organisation(s) (e.g. schools, voluntary welfare organisations, social service agencies, public healthcare institution, community self-help groups) as set out below, for the purposes of providing social assistance to me/my Household.

Nominated Organisation(s):

# Terms and Conditions



## Please read and SIGN at the END.

1. I understand and agree that these phrases used in the application form refers to the following definitions:
  - a. **"Personal Information"** includes my:
    - i) personal data (e.g. name, NRIC No, address, age, gender, family/household structure and family/household composition);
    - ii) financial data (e.g. income, insurance coverage);
    - iii) consumption data (e.g. housing, healthcare bills, scheme subscriptions);
    - iv) social assistance data (e.g. social assistance history, assessments for eligibility and suitability for social services and public assistance schemes, social worker case reports);
    - v) medical information (e.g. medical reports); and
    - vi) other information (e.g. savings, payment for utilities) provided by me for the evaluation and administration of social services and public assistance schemes.

It includes information collected and kept by various Government ministries, departments and statutory boards, including the following information collected and kept by the Inland Revenue Authority of Singapore (IRAS) and Central Provident Fund (CPF) Board:

    - vii) my income information;
    - viii) information relating to and derived from my CPF Account(s) and CPF contributions (e.g. CPF Account(s) balance, CPF withdrawal details); and
    - ix) information relating to my participation in schemes administered by CPF Board (e.g. medical information, insurance coverage).

Except the above, other information collected from surveys conducted by IRAS and CPF Board is excluded. Personal Information may relate to past, present or future matters.
  - b. **"Assistance Package"** includes the DigitalAccess@Home scheme, Home Access scheme, NEU PC Plus scheme and any similar schemes from IMDA.
  - c. **"Household"** refers to anyone living with me in the same residential address, including but not limited to such persons living at the same residential address related to me by blood, marriage (including step-children and in-laws) or legal adoption, but not including any persons who is my employee, employer, landlord or tenant.
  - d. **"IMDA Schemes"** refers to DigitalAccess@Home, Mobile Access for Seniors, and includes any future similar schemes from IMDA which may be introduced from time to time.
  - e. **"Schemes"** refer to all Participating Schemes.
  - f. **"Participating Schemes"** refer to social services and public assistance schemes provided by the Government and/or Participating Agencies, including:
    - i) healthcare, aged care, childcare, education, employment, housing, social assistance and counselling services and schemes;
    - ii) any form of financial assistance such as subsidies, grants, tax reliefs, vouchers or bursaries; and
    - iii) schemes administered by CPF Board.
  - g. **"Participating Agencies"** refers to statutory boards and organisations approved by the Government to provide the Participating Schemes, and includes any new statutory boards or organisations which may be included from time to time.
  - h. **"Processing Agency"** refers to the organisation appointed by IMDA to process applications.
2. I hereby declare that the information which I provide herein or in connection with this application is true, up-to-date, and correct and that I have not wilfully suppressed and will not wilfully suppress any material fact. If I suppress or have suppressed any material facts or provide or have provided any false, misleading, insufficient, or inaccurate information, my application will be rejected and/or the DigitalAccess@Home scheme application withdrawn from me.
3. I understand that my application may be rejected by IMDA and/or the Processing Agencies without assigning any reason for doing so.
4. I hereby apply for DigitalAccess@Home scheme, subject to the following terms, conditions and undertakings: -
  - a. My Household stays in a HDB flat;
  - b. My Household has at least one Singaporean staying in same residential address, as per address stated on NRIC;
  - c. If my Household is a current Assistance Package beneficiary, my Household will not choose an Assistance Package (or any similar assistance packages) that my Household had previously received.
  - d. My Household does and will not (independently from DigitalAccess@Home scheme) have existing home fibre broadband contract at the time of activating Assistance Package;
  - e. If I had opted for the subsidised device, I will keep the device in my/my Household's possession for the entire contract period of 36 calendar months, and shall not sell the device during this period. I agree that IMDA or its appointed vendor may, upon giving

reasonable prior notice and at a reasonable time, visit my/my Household's premises to verify that the device remains in my/my Household's possession;

- f. I shall comply with such other requirements or conditions as may be stipulated by IMDA and/or the Participating Agencies;
  - g. I shall comply with all applicable laws and regulatory requirements in the use of any services and/or devices under DigitalAccess@Home scheme.
  - h. I understand I need to pay the required monthly subscription for the entire contract period (36 calendar months); and
  - i. I agree to inform IMDA of any change in my residential address or contact information within 30 calendar days.
6. I acknowledge that IMDA reserves the right to terminate this agreement and any DigitalAccess@Home schemes and Assistance Packages extended to me, and to recover from me such amounts as may be due and owing by me to IMDA and all such subsidies and/or benefits provided under DigitalAccess@Home scheme and any Assistance Packages, should I be found to have falsely declared any information or provided misleading and/or inaccurate information with regard to my application to DigitalAccess@Home or otherwise breached any of the Terms and Conditions herein. Termination shall be without prejudice to any accrued rights of IMDA up to the date of termination. I acknowledge that IMDA and any parties appointed by IMDA reserve the rights to visit me and verify that I possess the device obtained under the DigitalAccess@Home scheme.
7. I will indemnify and keep IMDA indemnified against, and hold IMDA harmless from, any and all loss, damage, claim or expense (including legal expenses) arising from or relating to any of the following:
- a. Any use by me or a Third Party User (defined below) of any services and/or devices under DigitalAccess@Home scheme for any purpose.
  - b. Any failure by me to perform or observe any term or condition of any of the following documents:
    - i) This Application Form
    - ii) Any document between me and IMDA or the any service provider or the device provider that relates to the provision or use of any services and/or devices under DigitalAccess@Home scheme.
  - c. Any interruption, downtime, fault, or loss of use of the any services and/or devices under DigitalAccess@Home scheme.
  - d. Any termination of any services under DigitalAccess@Home scheme.
8. If my Household opted to redeem a subsidised broadband plan ("**Broadband Service**") under DigitalAccess@Home scheme:
- a. I declare that I am aware that if I prematurely terminate the Broadband Service before expiry of the contract period, the Broadband Service provider may impose early termination charges on me. In the event the Broadband Service is terminated for any reason whatsoever within 36 calendar months of its commencement, I acknowledge that IMDA reserves the right to require me to bear any and all charges in respect of the Broadband Service for the period between the date of termination and the expiry of 36 calendar months from the commencement of the Broadband Service.
  - b. I acknowledge that I am solely responsible for any use of the Broadband Service, regardless of whether the Broadband Service is used by me or by any other person ("**Third Party User**"). I will be responsible for the use of the Broadband Service by a Third Party User whether or not I have given permission to the Third Party User to use the Broadband Service. I will ensure that all use of the Broadband Service, whether by me or any Third Party User, complies with applicable laws of Singapore and/or any other relevant jurisdiction.
  - c. I acknowledge that the Broadband Service and any related technology, software, hardware components and data are provided "as is" and "with all faults" and there are no warranties, express or implied, by operation of law or otherwise, made by IMDA with respect thereto. I acknowledge that to the maximum extent permitted by law, IMDA expressly disclaims all implied warranties, terms or conditions of satisfactory quality, merchantability, fitness for a particular purpose, title or noninfringement, and any implied warranties arising out of course of performance, course of dealing or usage of trade, relating to the Broadband Service.
  - d. I acknowledge that IMDA may, at its absolute discretion and without providing any reason, terminate the Broadband Service at any time without informing me beforehand, if any of the following occur:
    - i) IMDA has any reason to suspect or believe that the Broadband Services has been used by me or any Third Party User in any illegal, unethical, immoral or improper manner.
    - ii) I fail to perform or observe any term or condition in any of the documents listed in paragraph 7b above;
    - iii) IMDA is of the reasonable opinion that I or any of my family members have communicated or behaved in an abusive, threatening or insulting manner towards, or otherwise caused distress to, any officer, employee, agent or contractor of IMDA (including any employee, agent or contractor of the service provider or the device provider) who is carrying out his/her duties under this Agreement; or
    - iv) IMDA is unable to verify that the device remains in my/my Household's possession.
9. I acknowledge that IMDA will not be liable to me or any Third Party User, under any circumstances for any type of loss or damage whatsoever, including loss of profit, savings, business, contracts or revenues, and all other forms of actual, direct, special, incidental or consequential loss or damage, relating to or arising out of any of items listed in paragraphs 8a to 8d above, even if IMDA knew, or should have known, of the possibility of such loss or damage.

#### **CONSENT FOR DATA SHARING**

10. I understand that the Government and Participating Agencies may, without further reference to me, collect, share and use my Personal Information to determine if I and/or any of my Household members qualify for any or all of the Schemes indicated in the Consent on Personal Information section, and where I and/or my Household member so qualify, to provide such Schemes to me and/or my Household member.
11. I understand that the Personal Information collected may also be used by the Government and/or Participating Agencies for analysis and evaluation to improve and/or make changes to the Schemes and/or to create new social services or public assistance schemes.

12. I understand and consent that, for the purpose of facilitating the offer of DigitalAccess@Home scheme by IMDA, any and all government agencies, statutory boards, voluntary welfare organisations/social service agencies, public healthcare institutions, or community self-help groups that have any of my records may share such records with IMDA (including Personal Information therein) with IMDA, if it is relevant to IMDA's work with us and/or our Household.
13. I understand that nothing in this application imposes any contractual obligation as to confidentiality on IMDA, and that the Personal Information which I provide herein or in connection with this application (including the Personal Information of which I have consented to the collection, sharing and use) may be shared with:
  - a. any Participating Agencies, statutory boards, voluntary welfare organisation / social service agencies, public healthcare institutions, community self-help group or person authorised by IMDA, for the purposes of research in which I, as a specific individual, shall not be identified;
  - b. any Singapore public sector agency<sup>5</sup> for any of the purposes in Section 4(2) of the Public Sector (Governance) Act 2018; or
  - c. any entity for any other purposes prescribed or permitted under Singapore Law.

<sup>5</sup>As defined in Section 2(7) of the Public Sector (Governance) Act 2018.

14. I understand that if there are any discrepancies in the Personal Information collected, such discrepancies may be reflected to the relevant Government ministry(ies), department(s) or agency(ies), so that they may take the necessary steps to rectify any inaccurate records relating to me.
15. My consent regarding any Personal Information shall remain valid until I withdraw it in writing. I accept that it could take up to 10 working days from the date of receipt by HOMES Administrator ([HOMES\\_Ops@moh.gov.sg](mailto:HOMES_Ops@moh.gov.sg)) before any withdrawal of consent takes effect.
16. I understand and agree that my consent under this form will supersede/override all of my previous withdrawal(s) of consent (if any) for the sharing of my Personal Information by the Government and/or Participating Agencies, statutory boards, voluntary welfare organisations/social service agencies, public healthcare institutions, and/or community self-help groups, as the case may be.
17. In the event that the consent obtained pursuant to my submission of this form is subsequently found to be false, defective or otherwise invalidated through no fault of the Government, Participating Agencies, statutory boards, voluntary welfare organisations/ social service agencies, public healthcare institutions, or community self-help groups, I agree that the Government, Participating Agencies, statutory boards, voluntary welfare organisations/social service agencies, public healthcare institutions, or community self-help groups, as the case may be, shall not be liable for any collection, use, sharing or disclosure of my Personal Information that was necessary for any of the purposes in paragraphs 10, 11, 12, 13, 14 or 15 before such falsity, defect and/or invalidation of consent was known to them.
18. The Terms and Conditions herein and my consent regarding any Personal Information shall be governed by and construed in accordance with the laws of the Republic of Singapore and I agree to submit to the non- exclusive jurisdiction of the Singapore courts.
19. A person who is not party to this agreement has no right under the Contracts (Rights of Third Parties) Act 2001 to enforce any term of this agreement.
20. These Terms and Conditions shall include the "Information for Applicants" enclosed with the Application Form. These Terms and Conditions read with the Application Form constitutes the entire agreement between IMDA and you with respect to its subject matter, and supersedes all previous communications, agreements and undertakings between you and IMDA (whether written or oral) with regard to the said subject matter.
21. IMDA shall be entitled to amend or supplement these Terms and Conditions from time to time, and you shall immediately be bound by such amended or supplemented version of the Terms and Conditions from the time it is published on [www.digitalaccess.gov.sg](http://www.digitalaccess.gov.sg) and/or [www.imda.gov.sg](http://www.imda.gov.sg) or such other website that IMDA operates in lieu thereof, or from the time it is notified to you by IMDA, whichever is earlier. It shall be your responsibility to check the relevant website to acquaint yourself with such amended or supplemented versions of the Terms and Conditions.

*End of Terms and Conditions*

**Signature of Main Applicant**

*Sign here*

---

*Date*

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**For Official Use:**

Application Serial No.:	Application Receipt Date:
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**Remarks:**