Face Verification

1. Does Singpass collect and use biometric data for Singpass Face Verification?

Yes. Your facial data is collected and used for purposes such as authenticating your identity and improving Singpass Face Verification.

Unless prohibited by law, facial data may be:

- captured by relying parties approved by us to use Singpass Face Verification;
- shared with our 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. We delete data that is no longer required, unless we are legally required to retain such data.

2. How can I use Singpass Face Verification?

Log in to any government digital service on your web or mobile browser by entering your Singpass ID and password. Then, select Singpass Face Verification as the 2FA method and follow the instructions on your screen to scan your face. This service works on a computer that is equipped with a web camera or on a smartphone with a front-facing camera.

You can refer to the instructions [here](#) on how to enable camera permissions for your browser to access your camera.

1

Enter your
**Singpass ID
and Password**

2

Select **"Face
Verification"**, read
the instructions and
tap on **"Continue"**

3

Read the guidelines
and tap on
"Continue"

4

Read the
instructions and tap
on **"Begin Scan"**

5

Scanning process
and successful
verification
message will show

3. How is my data protected?

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

4. Is it compulsory for me to use Singpass Face Verification?

We may in certain situations require you to use Singpass Face Verification where we deploy it as an additional means to guard against unauthorised access to your account. You may be required to do this when you log in to services on a new device or Internet browser, or for certain higher risk transactions.

Otherwise, if you do not wish to use Singpass Face Verification, you may continue to log in or transact using other authentication methods. For on-site assistance, you may visit any [Singpass counters](#).

5. 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 due to medical reasons (e.g. surgery) can apply for a replacement of their NRIC or passport with ICA. This ensures that the Governments biometric database of facial images remains up-to-date.

6. What is Singpass Face Verification?

Singpass Face Verification compares captured facial data against the facial data associated with the specific user from the government's database.

7. 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. Your environment is not too dark
4. There is no strong lighting in the background
5. You use a minimum resolution of 2 megapixels for the camera

8. Will someone who looks a lot like me, or a twin, be able to impersonate me?

Biometrics will not be used as the sole authentication factor for more sensitive transactions. This ensures that someone with similar facial features (e.g. identical twins) will not be able to access your account. Additional authentication factors (e.g. password, SMS-OTP, Singpass app) may be required on top of biometrics.