

Mobile Access for Seniors

MOBILE ACCESS FOR SENIORS

- SUBSIDISED SMARTPHONE AND MOBILE PLAN FOR ELIGIBLE SENIORS -

STEP 1

Meet Qualifying Criteria

- ☐ Age 60 year old and above
(Based on birth year)
- ☐ Singapore Citizen
- ☐ Active recipient of MSF ComCare Long Term Assistance / Short-to-Medium Term Assistance, or HDB Public Rental Scheme

STEP 2

Learn Digital Skill

- ☐ Acquire basic digital skills (at least 1 skill) under IMDA's Seniors Go Digital Programme

STEP 3

Redeem Mobile Access*

- ☐ Select choice of telco and mobile access plan
- ☐ Visit telco shop for redemption. Senior must redeem the mobile access package within 3 months from the redemption voucher issuance date.

* For training held at permanent or pop-up digital nodes at CC or libraries

MOBILE ACCESS FOR SENIORS

MINIMUM SPECIFICATION	
SMARTPHONE	MOBILE PLAN
<ul style="list-style-type: none">▪ Android, 6 inch▪ Storage: 32 GB▪ RAM: At least 2 GB▪ Warranty: At least 1 year	<ul style="list-style-type: none">▪ 5 GB data▪ 100 minutes outgoing talktime▪ 20 SMS▪ Mobile security

Subsidised plan will come with value-added services such as:

- Free SIM card registration
- Free caller ID
- Unlimited incoming calls

Scenario A: What happens if senior exceed monthly allocated outgoing talk-time or SMS?

- Additional charges will be charged by respective participating telco.

Scenario B: What happens if senior exceed monthly data cap ?

- Data connectivity will not be cut-off, but speed will be throttled down
- No charges for excess data used beyond monthly cap

MOBILE ACCESS FOR SENIORS



SUBSIDISED 1-YEAR MOBILE PLAN – \$5/MONTH

6 GB
100 mins
20 SMS

5 GB
150 mins
50 SMS

8 GB
350 mins
200 SMS

20 GB
300 mins
30 SMS

BUNDLING WITH SUBSIDISED SMARTPHONE – 1-TIME COST STARTING FROM \$20

OPPO A12	\$20
Huawei Y6s	\$31
Samsung Galaxy A11	\$46

✓ Via Telco shop

OPPO A12	\$20
Readme C3	\$40
Samsung Galaxy A11	\$58

✓ Via Telco shop

✓ Via Deliver (IMDA approval required)

Vivo Y1S	\$20
Huawei Y6s	\$38
Samsung Galaxy A11	\$58

✓ Via Telco shop

✓ Via Deliver (IMDA approval required)

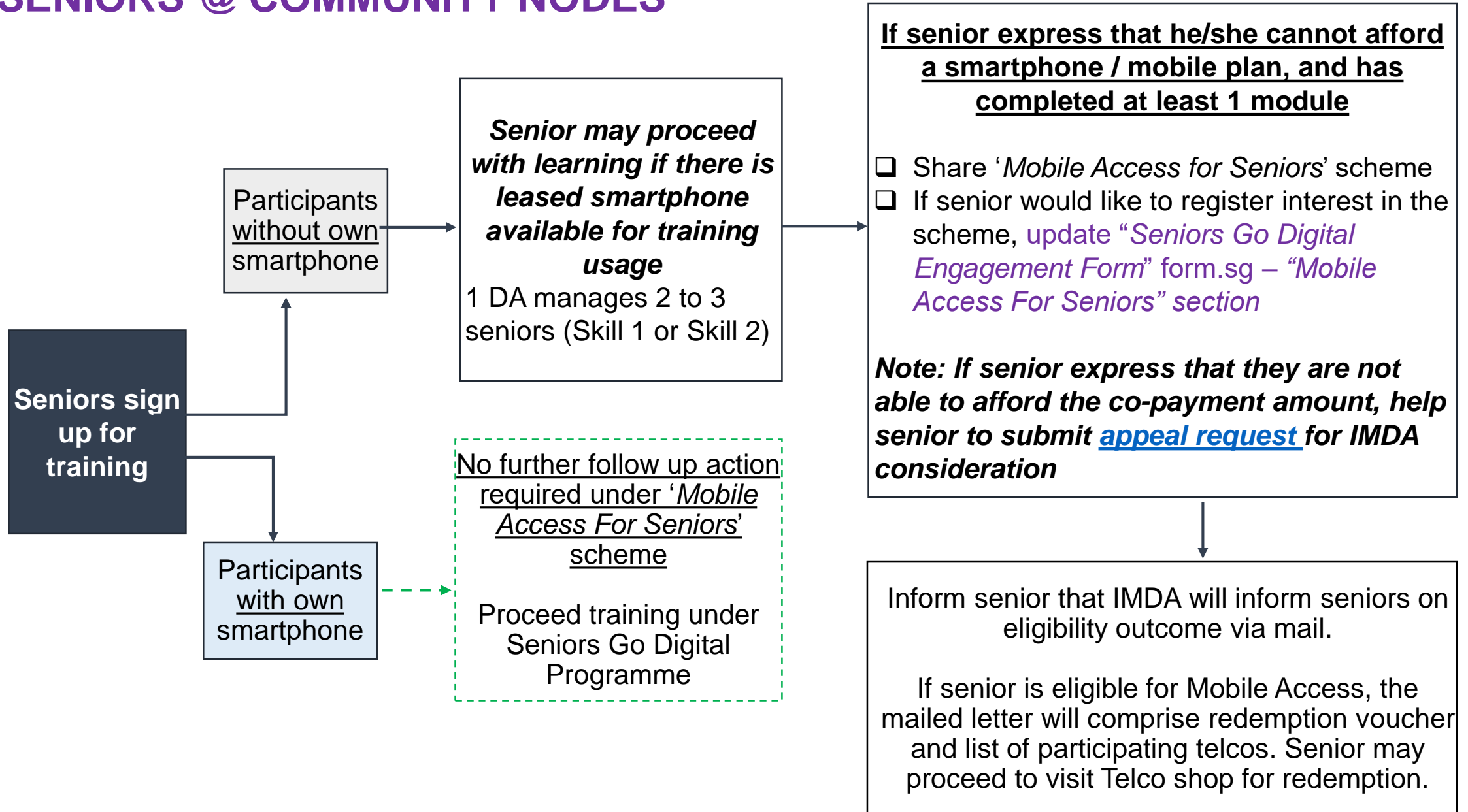
Lenovo A7	\$20
Vivo Y1S	\$40
Samsung Galaxy A11	\$60

✓ Via Telco shop

✓ Via Deliver (IMDA approval required)

All prices are inclusive of 7% GST. Subjected to stock availability, and actual smartphone specification may vary at the point of redemption

SENIORS @ COMMUNITY NODES



MOBILE ACCESS FOR SENIORS

– DOCUMENTS FOR REDEMPTION

Segment	Documents issued by IMDA to Senior	Document that Senior needs to show Telco for redemption
Seniors that meet ' <i>Mobile Access for Seniors</i> ' scheme qualifying criteria	<ol style="list-style-type: none">1. Generic letter2. Redemption voucher3. Listing of smartphone and/or mobile plan offerings	<ol style="list-style-type: none">1. Redemption voucher2. NRIC
Appeal Approved Seniors (<i>i.e. Seniors who by default do not meet the qualifying criteria, but had initiated appeal for subsidised plan</i>)	<ol style="list-style-type: none">1. IMDA's Approval letter2. Redemption voucher3. Listing of smartphone and/or mobile plan offerings	<ol style="list-style-type: none">1. Redemption voucher2. NRIC

MOBILE ACCESS FOR SENIORS – REDEMPTION VOUCHER

Front of voucher



Back of voucher

The back of the voucher has a purple and white geometric design. At the top right, the number 20-SDO-00001 is printed vertically. The SG:DIGITAL logo is centered at the top. Below it, the title "MOBILE ACCESS FOR SENIORS" is in large purple letters, followed by "SUBSIDY FOR SMARTPHONE | SUBSIDY FOR 12 MONTHS MOBILE PLAN" in smaller red letters. There are three horizontal lines for text entry, each with a label to its left. The bottom section contains the "Terms and Conditions" and a list of five bullet points. A large purple abstract shape is in the bottom right corner.

SG:DIGITAL

MOBILE ACCESS FOR SENIORS
SUBSIDY FOR SMARTPHONE | SUBSIDY FOR 12 MONTHS MOBILE PLAN

Name of Senior :

NRIC of Senior :

Date of Issue :

Terms and Conditions:

- Non-transferrable, and non-exchangeable for cash.
- Valid for redemption ONCE only, and up till 3 months from date of voucher issuance.
- Redemption is limited to specific smartphone model supported under this scheme only. Actual smartphone specification may vary at the point of redemption.
- Smartphone redeemed is for Senior's own use only.
- Redemption with participating telco partners only.

20-SDO-00001

SCENARIO 1: HOW CAN I ENJOY / RECEIVE THE SUBSIDISED SMARTPHONE AND/OR MOBILE PLAN

Step 1: Share '*Mobile Access for Seniors*' scheme qualifying criteria with senior.

Step 2: Encourage senior to attend the training. If senior meets the qualifying criteria, and have completed at least 1 module, help the seniors register interest for the '*Mobile Access for Seniors*' scheme by **completing “Mobile Access For Seniors” section of the “Seniors Go Digital Engagement Form” on form.sg/CRM**

Step 3: Inform senior(s) that IMDA will notify senior via mail on whether they are eligible to receive Mobile Access package. If they are eligible, the mail will include redemption voucher, and list of participating telco where they can redeem the Mobile Access package.

SCENARIO 2: I AM KEEN TO GO DIGITAL BUT I DO NOT QUALIFY FOR MOBILE ACCESS FOR SENIORS SCHEME AND HAVE FINANCIAL MEANS TO DO SO. ANY FINANCIAL SUPPORT TO HELP ME?

Step 1: Find out from senior on why senior cannot afford to purchase smartphone or mobile plan.

Step 2: Submit [Appeal Request form](#) for on behalf of the senior.

Step 3: Inform senior(s) that IMDA will notify senior via mail on whether they are eligible for '*Mobile Access for Seniors*' scheme. If they are eligible, the mail will include information on how senior can redeem the Mobile Access package from the participating telco.

SCENARIO 3: MY FAMILY IS COMCARE BENEFICIARY, AND CURRENT HOME ACCESS BENEFICIARY THAT HAD RECEIVED SMARTPHONE. CAN I STILL QUALIFY FOR 'MOBILE ACCESS FOR SENIORS' SCHEME?

Standard Reply:

"You would not be eligible to receive subsidised smartphone under 'Mobile Access for Seniors' scheme. But you may apply for subsidised mobile plan"

Internal Notes:

If the individual had expressed a good reason of why they need a second smartphone (or was insistent in request), please help the individual to complete and submit the [Appeal Request Form](#). All appeal request will be assessed on case-by-case basis. Outcome will mailed to the residential address stated in the appeal request form.

[Home Access](#) is a household scheme that supports lower-income families with subsidised fibre broadband connectivity with an option to bundle with tablet or smartphone

SCENARIO 4: MY FAMILY IS COMCARE BENEFICIARY, AND CURRENT HOME ACCESS BENEFICIARY THAT HAD RECEIVED BROADBAND ONLY. CAN I STILL QUALIFY FOR ‘MOBILE ACCESS FOR SENIORS’ SCHEME?

Standard Reply:

“Yes, you may register for ‘Mobile Access for Seniors’ scheme, if you meet the qualifying ability criteria, and have attended IMDA’s [Senior Go Digital programme](#) to acquire at least one (1) basic digital skill. “

**SCENARIO 5: I PREFER ANOTHER MOBILE PLAN
PROVIDED BY PARTICIPATING TELCO. CAN I
REDEEM THAT PLAN INSTEAD?**

Standard Reply:

“Redemption must be within the mobile plans supported under the ‘Mobile Access for Seniors’ scheme only.”

**SCENARIO 6: I PREFER ANOTHER SMARTPHONE
BRAND/MODEL PROVIDED BY PARTICIPATING TELCO.
CAN I REDEEM THAT SMARTPHONE INSTEAD?**

Standard Reply:

“Redemption is limited to the specific smartphone brand/model under the *Mobile Access for Seniors’ scheme.*”

SCENARIO 7: I AM KEEN TO GET MOBILE PLAN, BUT I AM NOT ELIGIBLE FOR 'MOBILE ACCESS FOR SENIORS' SCHEME. ANY OPTIONS FOR ME?

- Mobile service will offer customised Seniors Go Digital mobile plans to support seniors' access to mobile broadband services.
- These special plans, available to all seniors, offer larger data bundles at a lower cost, to give seniors the confidence to enjoy the benefits that digital services bring. Different operators will be offering a variety of price plans and service offerings, to give seniors more choice in the plans that best meet their needs.
- List of participating telcos:



CONTACT INFORMATION

Public Enquiries

❑ Email: info@imda.gov.sg

❑ Call 6377 3800

‘MOBILE ACCESS FOR SENIORS’ SCHEME – FORM.SG

Initiate Appeal Request for senior

- **Appeal Type 1:** Seniors that do not meet ‘Mobile Access for Seniors’ scheme qualifying criteria
- **Appeal Type 2:** Seniors that need last mile assistance for smartphone co-payment cost



<https://go.gov.sg/ma-appeal>

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