

Frequently Asked Questions

Under what circumstances can I use this service?

This service is for critical incidents or situations where the safety of people (including yourself) or property is at IMMEDIATE risk. For example:

Police

- A crime is in progress, or might be/ has been committed;
- Someone or yourself is in danger;

Civil Defence

- Property is on fire and/ or someone is trapped and needs to be rescued; and
- Someone or yourself is injured or sick and requires an SCDF emergency ambulance to convey immediately to hospital.

Note: SCDF emergency ambulances respond to life threatening situations or cases involving serious illness or injury. Examples are difficulty in breathing or choking; sudden or severe chest pain; deep cuts or wounds with profuse bleeding; and injuries to the chest, abdomen, pelvis or spine.

How do I use the service?

Send a brief SMS message to 70999 (Police) or 70995 (SCDF) containing information on the nature of emergency (e.g. what has happened or is happening); the location where it is happening (address or prominent landmark), and the type of help required (e.g. police, fire engine, ambulance).

How do I register for the service?

You may contact the following organisations for registration and other enquiries:

SG Enable: 141 Redhill Road, S(158828)

Hotline: 1800 8585 885 Email: ad.services@sgenable.sg

The Singapore Association for the Deaf (SADeaf):

227 Mountbatten Road S(397998) Tel: 6344 8274

SMS: 9226 7621 Email: cs_swa@sadeaf.org.sg

TOUCH Community Services (Silent Club):

Block 162 Bukit Merah Central #05-3545 S(150162)

Tel: 6317 9953 SMS: 9769 4403

Email: silent.club@touch.org.sg

Will I be able to de-register from the service if I no longer require it?

Yes, you may approach the organisation you are registered with to de-register from the service.

What happens if I change my mobile phone number?

You will need to alert the organisation you are registered with on the changes.

How do I know that the Police or SCDF received my sms?

You will receive an acknowledgement from the Police or SCDF once your message has been received successfully.

This initiative is brought to you by:



Emergency Short Messaging Service (SMS) Helpline Services

A joint initiative by the Singapore Police Force, the Singapore Civil Defence Force and the National Council of Social Service



For more information, please visit
www.police.gov.sg/SMS70999
www.scdf.gov.sg
www.ncss.gov.sg/social_service/adult_disability_services.asp



sms70999



sms70995

Emergency SMS Helpline Services

The Emergency SMS Helpline Service is a emergency SMS service that offers persons with hearing loss and/or speech difficulties* another avenue for communication with the Singapore Police Force (70999) and the Singapore Civil Defence Force (70995).

Making The Service Work For You

The success of this service greatly depends on the accuracy and details of the information you provide.

Do's and Don'ts

- Indicate which service you require and why (eg. Police, Ambulance or Fire engine).
- Try to be as detailed as possible when providing your location (eg. street name, block number, unit number, name of establishment, etc)
- Include a brief description of what had happened.
- Avoid ambiguous SMS abbreviations (eg. 'I w W8 4 Pol b4 e bus stopl8r' which means to say 'I will wait for Police before the bus stop later').

* Professionally diagnosed



Police sms70999

1. Description of incident
2. Incident location
3. Any other information to help the police

Example:



I was robbed of my wallet at Toa Payoh Lorong 4, outside the Blk 14 Coffee Shop. The robber was wearing a black jacket, denim pants and a pair of sunglasses. Please help me.

Civil Defence sms70995

1. Which service is required (ambulance or fire engine)
2. Address/ incident location (be descriptive, include prominent landmarks)
3. Nature of emergency (fire or someone trapped/ have difficulty in breathing)

Examples:

Residential



Fire Engine. Blk 889 Tampines St 81 <# unit no.> or S520889 <# unit no.>. My neighbour's room is on fire.



Ambulance. Blk 889 Tampines St 81 <# unit no.> or S520889 <# unit no.>. My mother has fainted.



Non-Residential



Fire Engine. Smoke from rubbish chute at Blk 889 Tampines St 81.



Ambulance. I'm at Pasir Ris Park, in front of Mcdonald's. I'm wearing a red shirt and black shorts. Feeling giddy.

