

## **MEDIA FACTSHEET**

### **Moments of Life**

Moments of Life – one of the Strategic National Projects in Singapore’s Smart Nation initiative – places citizens at the heart of digital government services at key life moments. Moments of Life is a suite of services which supports citizens’ needs at key junctures by integrating and bundling services across Government agencies.

#### Moments of Life supports families with young children

2. The initial features of the Moments of Life application were designed to support families with young children on their journey of raising a child from birth. As of Feb 2019, the application has facilitated:

- Convenient 24/7 electronic registration of more than 2,000 births, enabled by auto form-filling feature;
- On-the-go access to child immunisation records;
- Application for three services (birth registration, Baby Bonus and child library membership) via a single application;
- Electronic registration of births at KK Women’s and Children Hospital, Singapore General Hospital and National University Hospital. This will be expanded to private hospitals, starting with Thomson Medical Centre since January 2019; and
- Convenient geolocation search and indication of interest for preschools.

3. To facilitate a smoother and more convenient experience for citizens to interact with Government and access digital services, more enhancements will be rolled out in the coming months:

- On-boarding of remaining private hospitals with maternity services as part of the electronic birth registration feature; and
- Further streamlining of the electronic birth registration application by auto-filling the electronic Notification of Live Birth number.

#### Moments of Life supports other life moments

4. Moving forward, Moments of Life will be expanded to include new services that cater to other key life moments of citizens. For instance, Moments of Life will integrate relevant information and services that: (i) encourage seniors to lead active and engaged lives; as well as (ii) enable citizens to plan ahead for end-of-life matters and enjoy greater peace of mind. Citizens will enjoy a more seamless and convenient experience of transacting with the Government, and save time.

5. Moments of Life is a journey taken with citizens. The platform was developed using feedback from citizens on their pain points and needs, and has been progressively enhanced through co-creation between Government and citizens. As citizens' needs will evolve over time, this iterative process will continue, to further improve user experience and the suite of services offered.

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