

Annex B

Key features of TT Token

The TT Token is designed to be portable, convenient and easy-to-use. Users only need to check that the flashing green light is on, to ensure that the Token is working. The Token comes with a battery with an estimated battery life of 6 months, and will not require any charging. Users need only remember to carry the Token when they leave their home.

2 Designed to interoperate with the TT App, the Token works by exchanging short-distance Bluetooth signals with other TT Tokens or TT App in close proximity. Records of proximity data of close contacts are encrypted and stored locally in the Token for no more than 25 days. The Token will only be collected by the relevant authorities for data extraction to safeguard public health, and only if a user is confirmed to be a COVID-19 case.

3 Like the App, the Token does not capture geolocation data. It also does not have internet or cellular connectivity to minimise unauthorised remote access to the encrypted data of close contacts that is stored only on the Token.

4 Each TT Token will have a unique QR code registered to the identity card number of the resident. Residents can bring along any government-issued identity card with a barcode (e.g. NRIC, work permit, driver's license, Pioneer Generation Card, Merdeka Generation Card) for the collection. If they wish to collect the Token on behalf of their family members, they would need to bring along their respective identity cards for verification.

5 Simple instructions will be provided on how to care for the device and what to do when the Token is faulty or misplaced. Each resident will only be issued with one Token and are advised to label their Token to avoid any mix-up with their household members' Tokens. Token users who require assistance with their Tokens can contact the TT support helpdesk by emailing support@tracetgether.gov.sg or calling the hotline at 6973 6511.

6 For those who prefer to use the TT App on their mobile phones, please remember to keep the TT App on whenever you leave home, so that it can help protect you and your loved ones. In particular, the TT App must be on when participating in activities within venues that require TT App or Token for SafeEntry check-in.

Frequently-Asked-Questions on TT Token Collection

1) Can I collect the TT Token on behalf of my family members who are living in different areas? What should I do?

If you wish to collect on behalf of your family members, please bring along any government-issued identity card with a barcode (e.g. NRIC, work permit, driver's license, Pioneer Generation Card, Merdeka Generation Card) of the family members to the distribution points. You will also have to provide your family members' contact numbers when collecting the Tokens for them.

2) Is there a limit on the number of people I can collect the Tokens for at any one time? Can we organise ourselves into groups for collection?

There is no limit to how many people a person can collect Tokens for at any one time, provided you have the necessary identification documents. However, for large group collection of more than 20, please call the hotline at 6973 6511 or email support@tracetgether.gov.sg to make arrangements for a separate collection.

3) How can I tell if my Token is working properly? What do I do, if my Token is faulty?

When the Token is functioning properly, the green light will be blinking once every minute. If you see a red, blinking light, this means the Token is faulty. Please call the hotline at 6973 6511 or email support@tracetgether.gov.sg for assistance.

4) If my Token is faulty or I have accidentally misplaced it, what should I do? Will I be charged for a replacement Token?

Token replacement will be available at your nearest community centre/club that has started the distribution exercise. Please check the TokenGoWhere (token.gowhere.gov.sg) for the latest list of distribution venues for distribution. The first replacement of lost Tokens is not chargeable.

Further Background on TraceTogether Programme for Effective Contact Tracing

The TraceTogether (TT) Programme comprises both the use of the TT App and the TT Token. Together with SafeEntry, the national digital check-in system for venues, they make up the suite of digital contact tracing tools to facilitate the safe resumption of businesses and social activities.

2 Effective contact tracing depends heavily on the speed and accuracy to identify and isolate close contacts of COVID-19 cases. While contact tracing remains a human endeavour, the use of technology and digital tools such as the TT Programme and SafeEntry will help our contact tracers to generate activity maps faster and jog the memories of COVID-19 cases during interviews. This has significantly reduced the time needed to identify close contacts during the infection period.

3 To further improve the efficacy of our contact tracing efforts, a larger proportion of our population will need to come onboard the TT Programme by increasing the usage of either the TT App or TT Token. At present, 2.4 million people have voluntarily downloaded the TT App in Singapore, which accounts for about 40% of the population. While this is more than what other countries have achieved for similar digital contact tracing programmes, we can do better. Given that not everyone owns or is comfortable using a smart phone, we have expanded the Programme to include a portable device, TT Token, to extend protection to as many people as possible.

4 Maintaining public trust and cooperation are our key priorities as we continue to improve our digital solutions while preserving and upholding the privacy of our people. The encrypted proximity data of close contacts will be stored locally in the user's mobile phone or Token for no more than 25 days. In the unfortunate event that the user tests positive for COVID-19, the data in their App or Token will be shared with MOH for contact tracing purposes and to help us curb the spread of COVID-19.

5 Only a small number of authorised personnel will have access to the data for contact tracing purposes. All public sector data protection rules will apply to the data held by MOH, including abiding by recommendations of the Public Sector Data Security Review Committee.