





Information for families of newly admitted inmates.

We have information for you on **connecting with your loved one** who was recently admitted to the prison, and other **useful resources** to manage the uncertainties that you may face arising from the incarceration of your loved one.

<p>Electronic Letters (E-letters)</p> <p>To keep in touch with your loved one at your convenience, please register as an e-letter user. E-letters require a maximum processing time of ten days. You will require the inmate number which will be available in the notification letter which will be sent to the declared Next-of-Kin of the inmate on the next working day after admission. Your loved one may write up to four e-letters per month.</p>	<p><u>To Register as an e-Letter User</u></p>  <p>https://go.gov.sg/pris-eletters</p>
<p>Visitation</p> <p>Please follow these steps to register as a visitor and book a visit with your loved one.</p> <ol style="list-style-type: none">1. Submit the online registration form with documentary proof of your relationship with your loved one. All visit applications are subjected to approval.2. After receiving the confirmation SMS, scan the QR code to book your visit using your Singpass. For a list of locations where your tele-visit or face-to-face visit can be conducted, please visit: www.sps.gov.sg/visit-matters/visit-information/where-can-i-visit/3. Please bring along your identification documents and original documentary proof of relationship (e.g., birth certificate, marriage certificate) on your first visit if you have not submitted them during the online registration. The visit will not be facilitated if you are unable to provide the required documentation.4. For more information on visit matters, please visit: www.sps.gov.sg/visit-matters/visit-announcements/	<p><u>To Register as a Visitor</u></p>  <p>https://go.gov.sg/pris-vraf</p> <p><u>To Book Your Visit</u></p>  <p>https://go.gov.sg/pris-ipris</p>
<p>Payment of Courts' Fine, Compensation or Penalty</p> <p>SPS administers sentences as part of the criminal justice system. For payment of any fine, compensation amount or penalty imposed by the Courts on behalf of your loved one, you are required to contact the State Courts hotline at 1800-587-8423 to enquire how to make the payment.</p> <p>Please scan the QR code to send a scanned copy or photo of the payment receipt to us or call us at 1800-PRISONS (1800-774-7667).</p> <p><i>*Please be informed that calls to this 1800 service line from mobile phone may incur airtime charges according to your mobile service provider's plan.</i></p>	<p><u>Verification of Payment</u></p>  <p>https://go.gov.sg/pris-feedback</p>

SPS Family Resource Centres

This may be a difficult time for you and your family. Please consider approaching the SPS Family Resource Centres (FRC) if you require financial or social assistance.

To arrange an appointment with the FRC social workers at the Prison Link Centre (Changi), please contact the following numbers:

Institution	FRC	Contact
A1, A3, A4, A5, B1, B2	Fei Yue	6546 7460
B3, B4, B5, S1, S2	Allkin Singapore	6549 0571

More Information on Community Resources



<https://go.gov.sg/crb2023>

Community-based Programmes (CBP)

No application for CBP is required. All Penal and DRC inmates will automatically be assessed for their eligibility and suitability for CBP and will be informed of the outcome by their officers.

For more information on CBP, please scan the QR code.

More Information on CBP



<https://go.gov.sg/pris-cbp>

We hope to support loved one in this rehabilitation journey. **Please encourage your loved one to approach our officers for any assistance while in prison.** You may be assured that our officers would attend to your loved one promptly.

For more information, please visit our website at www.sps.gov.sg, or contact us via 1800-PRISONS (1800-774-7667) or www.sps.gov.sg/feedback.

**Please be informed that calls to this 1800 service line from mobile phone may incur airtime charges according to your mobile service provider's plan.*