

Annex 3:

What should users do if they have misplaced or did not receive their 2FA PIN mailer?

1. Local users can request a new PIN mailer by sending an SMS to 78111 from the same mobile number registered with their SingPass account, in this format:

Resend pin mailer<space>NRIC<space>Postal Code

E.g. Resend pin mailer S1234567A 098765

2. Overseas users can email osu@assurity.sg for assistance.