

MUST READ!

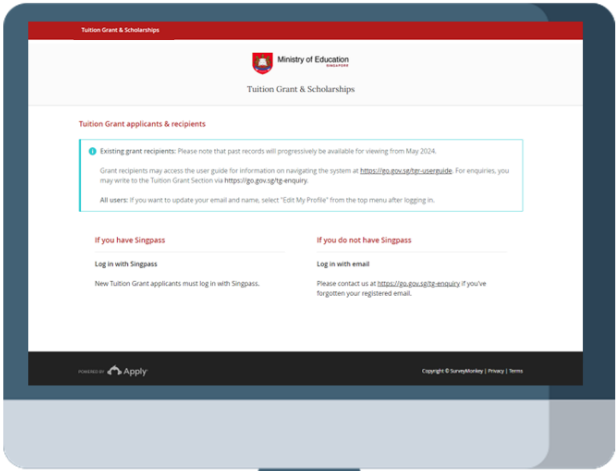
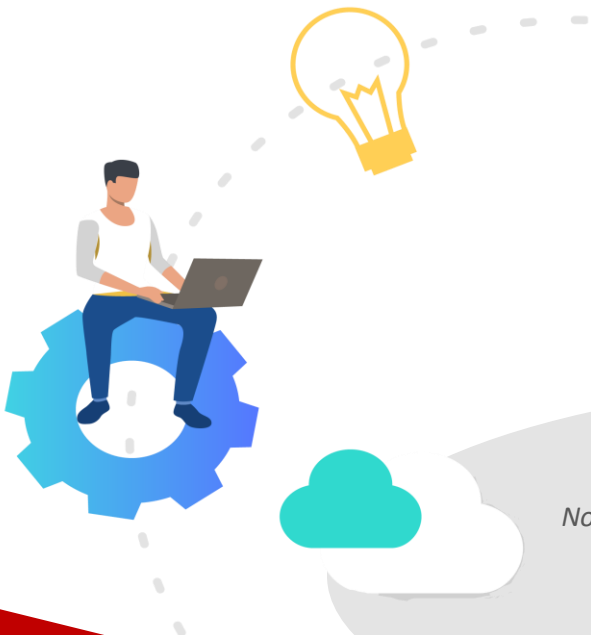


Ministry of Education

Get it Right for a Smooth TG Application

(via the TG&S portal)

- 1. Pre-Application
- 2. During Application
- 3. During Signing



Note: While this guide references Tuition Grant, the information provided is also applicable to Service Obligation applicants.

1. Pre-Application

Complete these **2 pre-application steps, (a) and (b)** as soon as you have obtained your Student's Pass

To obtain Student's Pass

- ✓ Provide biometric data at ICA Singapore

Allow **5 working days** for info to sync with Singpass

a Get Singpass Ready!

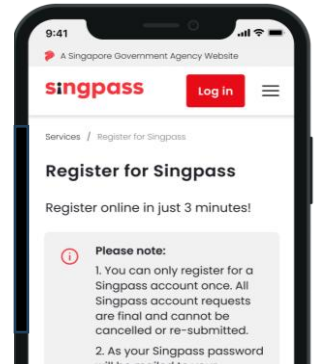
You will need approximately 2 weeks to complete this process.

i. Register for Singpass

- Use your digital Student's Pass for registration
[Singpass Registration User Guide](#) [Helpdesk](#)

ii. Activate Singpass (Set up 2FA)

- Get a Singapore-registered mobile number ready earlier, as you will need it to receive a One-Time Pin (OTP) to complete Singpass activation
- Alternatively, PIN-mailer (not recommended) can be requested but will take 7 working days to reach a Singapore address



b Gather your Sureties' Information & Identification Documents (ID)



Information required from your sureties:

- | | |
|----------------------------------|---|
| • Full name (as per ID) | • Citizenship |
| • NRIC/ FIN/ UIN (if applicable) | • Contact number |
| • Date of Birth | • Home country address |
| • Foreign ID number | • Provide a different email address* for each surety |

[Click here for more details](#)

[*Refer to Page 7, Q7](#)

1. Pre-Application

- ✓ Keep a **softcopy of your own and sureties' Foreign Identity Card or Identification Document (ID)*** that contains **name** and **home country address**

If the ID **does not** contain your **home country address**, you are required to upload:

- ✓ A recent government-issued document (e.g. household register) displaying your name and home country address.



If your surety is a foreigner, please provide their **foreign ID that contains name and home country address.*

Foreign Identity Card or Identification Document (ID) refers to the documents mentioned below for citizens of the following countries:

China	Resident Identity Card (中华人民共和国居民身份证)
India	Aadhaar Card or Passport
Indonesia	Kartu Tanda Penduduk (KTP)
Malaysia	MyKad
Myanmar	Citizenship Scrutiny Card (နိုင်ငံသားစိစစ်ရေးကတ်ပြား)
Philippines	Philippine Identification Card or Birth Certificate
South Korea	Resident Registration Card (주민등록증)
Vietnam	Citizen Identity Card (Căn cước công dân)

For citizens of countries not listed above, you may provide an equivalent identification document issued by your home country government that displays your name and current home country address.

- If your own or surety's ID and/or supporting documents is not in English, please have it **translated and notarised**.

[Refer to Page 6](#)



Failure to apply for TG by the deadline, provide accurate information, include all required supporting documents, will result in you paying full tuition fees.

2. During Application

Things to Note:

- ✓ All applicants **must** log in to the [TG&S](#) portal using their **Singpass** to submit their TG application during the Application window period.

If you have not yet obtained a Singpass, register for one as soon as possible.

[Refer to Page 2](#)

- ✓ **Start your TG application early**, as soon as the application window opens, to avoid any unexpected issues.



All New TG Applicants:

Please update profile with your **personal email address**.

[Refer to Page 5, Q2](#)

- ✓ **Do not delete your application!**

If you notice any inaccuracies or unable to edit your information in the portal, contact MOE via the [TG enquiry form](#) for rectification.

Please ***do not delete*** the application.



- ✓ It is **your responsibility** to **complete** the entire TG application process **by the given deadline**. This includes:

- Ensuring that you and your sureties' **personal details** and **email addresses** are **submitted accurately**
- Providing **all required** supporting **documents**
- Monitoring the signing progress and **reminding your sureties to complete the signing**



If any of the information or email addresses are incorrect, the signer would not be able to receive the signing email, which may lead to processing delays.

[Refer to Page 7, Q7](#)

2. During Application

**Q1: Why are my account names duplicated?
Can I make changes to the name?**



TANG JAY JOHN TANG JAY JOHN

ID: TG-SP-DIP-0000000xx22 | Stage: Award | Status: (No status)



Yes. You may make changes to your name by clicking **Pages → Edit My Profile**, refer to Q2.

Q2: Do I update this email address?



Yes, all applicants – both new and diploma upgraders – should change this to your **personal email address**, e.g., xxx@gmail.com.

Tuition Grant & Scholarships

Pages Programs My Applications ALICE WONG

All Applications

1

Edit My Profile
Contact Us

Tuition Grant & Scholarships

Pages Programs My Applications ALICE WONG

Ministry of Education
SINGAPORE

Edit My Profile

It's important to keep your profile information up to date, including the following:

- Given name
- Family name
- Email address

To edit your profile, please visit your profile page.

Edit Profile

Please ensure your profile, especially your email, is up-to-date to receive important updates from us.

Given name*

Alice

Family name*

Wong

Email*

alice_wong@hiend.com

NRIC/FIN

S3003389B

Continue

2

3

2

If you have difficulty updating your email address, retry the above steps via

<https://tgs.moe.gov.sg/>

If updating the email address is still unsuccessful e.g., [ABC@gmail.com](#), please try submitting a different email address e.g., [XYZ@gmail.com](#).

If the problem persists, provide both email addresses to MOE via [TG enquiry form](#)

5

2. During Application

Q3: Can I submit a photograph?



Not just a photograph!



No, please submit a copy of your **Foreign Identity Card or Identification Document (ID)** that contains your **name and home country address**.

Q4: What if my sureties and/ or my ID or supporting documents are not in English?



If they are not in English, please have it **translated and notarised**.

You must upload both **original and notarised documents**.

Not sure where to find contacts for notarised services? You may find [this link](#) helpful.

Q5: I do not have an ID displaying my home country address. Can I submit my Singapore address?



No. Please indicate the residential address where you stay whenever you return as your home country address.

If this place belongs to your parents or other relatives, you may submit their ID or other government issued documents.

Q6: My ID is not updated with my current home country address. What should I do?



If your ID has not yet been updated with your current home country address, you may provide other government-issued documents showing the updated address.

Q7: What are the errors that I may encounter during the application and how do I avoid them?



Email Subject: **Update & resubmit your applications**

Error 1:

The email address XXX@gmail.com of YYY **cannot be identical** to the email address of XYZ. Please provide a unique email address for each signer.

To avoid this, provide a **different** email address for each signer.

Example:

My email address:	Tangjohnooxz@gmail.com	✓
Surety 1's email address:	Pamelaooyz@yahoo.com	✓
Surety 2's email address:	Leyracheloozz@gmail.com	✓

Note:

- Typos like "**gnail.com**" or "**gmail.con**" will prevent signing notifications from being delivered, potentially causing delays to your entire application
- **Do not use** email addresses with company domains or country-specific domain extensions, e.g. xx@companyname.com, .com.kr (Korea), .com.cn (China), .com.hk (Hong Kong)

Error 2:

The email address XXX@gmail.com of YYY **has not been verified**. Please verify the email address.

Your surety must **not** be a TG recipient with outstanding bond obligation. Please submit a different surety.

If your surety has fulfilled their bond obligation, i.e., obtained Singapore Citizenship or discharged from their bond, they will need to verify their email by logging in to their TG&S account.

2. During Application

Q8: How should I edit my surety's particulars?



1

Back to application

Tuition Grant for NUS Undergraduat...
TG-NUS-UG-0000000029
ID: TG-NUS-UG-0000000029

Personal particulars

Cannot be modified

Student's contact

First surety

Second surety

Declaration

1 of 5 tasks complete

Last edited: 14 Apr 2024 11:07 AM (+08)

REVIEW

SUBMIT

Deadline: 31 Dec 2024 01:00 PM (+08)

2

First surety

Task instructions Hide

A surety is a person who jointly assumes the liability if you fail to fulfil your Tuition Grant (TG) bond obligation.

Your sureties:

- (a) Must be **above 21** and below 65 years of age.
- (b) Must **not** be an **undischarged bankrupt**.
- (c) Can be of **any nationality**.
- (d) Must **not** be a TG applicant or recipient with outstanding TG obligation.

Notes:

- (a) You cannot be your own surety. You are encouraged to get your immediate family to be your sureties.
- (b) You should not nominate someone who is a surety of another grant recipient who has not served their bond obligations.
- (c) If you have signed the grant agreement with 2 sureties for your polytechnic grant bond, the same sureties can also sign the grant agreement for your university grant bond if they meet the above criteria.

Identity details

Q9: What should I do after rectifying the error?



Back to application

Tuition Grant for NUS Undergraduat...
TG-NUS-UG-0000000022
ID: TG-NUS-UG-0000000022

Personal particulars

Cannot be modified

Student's contact

First surety

Second surety

Declaration

5 of 5 tasks complete

Last edited: 19 Mar 2024 09:32 AM (+08)

REVIEW

SUBMIT

Deadline: 31 Dec 2024 01:00 PM (+08)

Back to application

Tuition Grant for NUS Undergraduate Degree
TG-NUS-UG-0000000022
ID: TG-NUS-UG-0000000022 Last edited: 19 Mar 2024 09:32 AM (+08)

SUBMIT YOUR APPLICATION

Your tasks

Application

100.0% complete

Last edited: 19 Mar 2024 09:32 AM (+08)

Personal particulars

Completed: 18 Mar 2024

Task instructions

Identity details

Full name	Karen chng
NRIC/FIN	S0933410F
Gender	Female
Date of birth	01/02/2009
Citizenship	MALAYSIAN
Singapore PR	Yes

Admission details

After updating, click 'submit' again and ensure that your application is **100% completed**.

100.0% complete
Submitted on: 10 Apr 2024 10:20 PM (+08)

3. During Signing

Q10: The signing window has started, why haven't I/ my surety receive any email notification for the signing?



You and your sureties will receive email notifications to sign the agreement online, in sequential order.

TG applicant → Surety 1 → Surety 2

If any of the parties did not receive signing email, you may

- **Verify the email addresses** you have submitted,
- **Check your spam/ junk folders** and ensure mailbox is not full or
- Reach out to MOE via the [TG enquiry form](#).

(Be sure to include all relevant details about the change needed, including any updates to your first or second surety, or a new email address.)

Q11: Why can't I create or change my signature?



Your signature is **auto-populated** by the system and **cannot** be changed here.

Simply click "**Submit**" to use this digital signature, which is valid for the agreement.



3. During Signing

Q12: Why does the signing status show 'Needs to sign' or 'Signing in progress' even though I/ my surety have completed signing the agreement?



Please reach out to MOE via the [TG enquiry form](#) so that we can rectify the error.

To avoid errors, you should:

- clear your browsing history and cache before and after signing.
- avoid going to browsing history to access the page.
- only access the signing page from the new link sent to the email.
- avoid opening multiple windows of the same document.
- click '**SAVE & FINISH**', wait for the '**You've finished signing!**' window to appear before closing the browser.

Q13: How do I know if I have completed the signing?



You will receive an email notification upon successful completion of the TG agreement signing.



Subject: **Your agreement has been completed**

Dear XXXXXXXXXXXXX

Program: Tuition Grant for NUS Undergraduate Degree

Reference: TG-XXXXXXXXXXXXX

Student: XXXXXXXXXXXXX

Document: TG Agreement

We are pleased to inform you that all parties have signed the above document. You can download the completed document via the following link.

DOWNLOAD DOCUMENT

Please download the document **within 14 days**. If the link expires, you can still access your copy by logging into your

IMPORTANT!

Download for safekeeping!

*Click here for
Signing User Guide*



It is your responsibility to ensure that your sureties complete the Tuition Grant Agreement by the given signing period.

Do not send multiple enquiries or contact different channels (e.g., MOE Customer Service Centre) on the same matter, as this may cause delays in our response time. If you had previously emailed us regarding the same matter, please reply to the previous email instead of initiating a new enquiry.

To facilitate a timely response to your enquiry made through the [TG enquiry form](#), please click on "I am a TG recipient / applicant" and specify your current IHL in the enquiry form.

Dear Tuition Grant/Service Obligation Applicant/Recipient,

Visit our websites (<https://go.gov.sg/tgwebsite> and <https://www.moe.gov.sg/financial-matters/service-obligation-scheme>) or read our FAQs (<https://go.gov.sg/tgfaqs>) to find quick answers to your queries.

If you are still unable to find the information you need, please submit your query by completing the form below.

1. I have visited the TG/SO website and read through the FAQs but am unable to find the required information.

☒ Yes

2. My question is on

☒ Tuition Grant (TG) Scheme

☐ Service Obligation (SO) Scheme

3. I am a TG recipient/ applicant

☒ No	☒ Yes
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4. My level of studies

☒ Diploma

☐ Degree

5. I have graduated

☒ No	☒ Yes
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6. Polytechnic / Arts Institution

Nanyang Polytechnic (NYP)	▼	✕
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