

When a Loved One Passes Away:

A Guide for Families and Pre-Planning

This guide offers clear, compassionate steps to help your family manage practical matters after a death as well as to consider planning ahead.



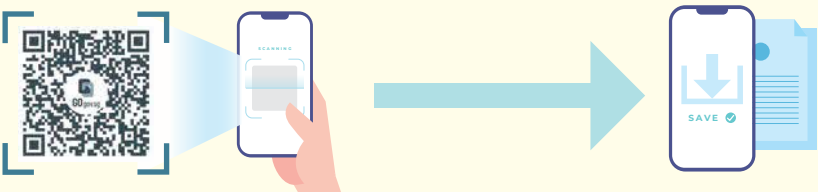
Step 1

A. Report the Death

If the death happened:

 In a hospital	 At home	 Overseas
<ul style="list-style-type: none">You will need the deceased's identification document (e.g. NRIC, FIN card or passport).		
<ul style="list-style-type: none">Inform your doctor or nurse.	<ul style="list-style-type: none">Inform your doctor or contact a GP/funeral director who offers death certification	<ul style="list-style-type: none">Register the death locally with the foreign authorities.Contact the Ministry of Foreign Affairs, Singapore at (65) 6379 8800 (24 hours) or the nearest Singapore Overseas Mission. <div><p>For overseas deaths</p></div>
<ul style="list-style-type: none">The doctor will certify the death online, which will be automatically registered.		
<ul style="list-style-type: none">If the doctor is unable to certify the death, the body will be sent to Mortuary@HSA.	<p>Read more here:</p> 	

B. Download the Digital Death Certificate



After the death is registered, go to My Legacy@LifeSG (life.gov.sg) within 30 days.

Save the digital death certificate in your personal device.



If the deceased has a pacemaker implanted, inform a funeral services provider so that it can be removed before burial or cremation.



You will need the digital death certificate for an obituary, funeral services, cremation or burial arrangements.

For enquiries about death and stillbirth registration, please contact the Immigration & Checkpoints Authority at ica.gov.sg or 6391 6100 (Mondays to Fridays, 8am to 5:30pm. Closed on weekends and public holidays.)

Step 2

Arrange a Funeral

You may consider engaging a funeral services provider to:

- 1 Transport the deceased's body
 - 2 Plan and manage the cremation or burial
- Before contracting a funeral services provider, check with them on overall costs including items such as venue booking, embalming, wake duration, casket selection, ceremony and other components of the funeral wake or services provided.

You will need to decide:

Which funeral services provider or service to engage?



Association of Funeral Directors Singapore



Funeral services providers listed at My Legacy@LifeSG

The Competition and Consumer Commission of Singapore provides A.S.K. tips for funeral planning to protect consumers:



Ascertain the wishes of the deceased and their family.

Seek to know exactly what you are paying for.

Know useful information that you can refer to, such as this brochure.

Where can funeral wakes be held at?



HDB Common Areas
(eg. void deck/pavilion)



Funeral Parlours



Places of Worship



Private/
Landed Property



You will need to apply for a permit from the Town Council or other premises owners, depending on the location of the wake.



Funeral wakes are strictly prohibited from being held at parks managed by NParks.



If the funeral wake extends to more than 7 days after death, there should be prior written permission obtained from the National Environment Agency (NEA), via the NEA ePortal or by writing to NEA.

Step 3

Choice of Cremation or Burial

The body may be cremated or buried, depending on the wishes and religion of the deceased. In Singapore, other than those whose religions require burial, 98% of deceased persons are cremated.

For cremation or burial permit and other post-death matters, visit the NEA ePortal or call NEA at 6225 5632.



Cremation

You or your funeral services provider can apply for a Permit to Cremate and book a slot.



Book a Cremation Slot

- NEA-managed crematoria: Book online with NEA or in person at the service counter.
- Private crematoria: Book via your funeral services provider.

Burial

You or your funeral services provider can apply for a Permit to Bury and book a slot for burial.



Book a Burial Slot

Book via email at cck_burial@nea.gov.sg or in person at the Choa Chu Kang Cemetery service counters. Online booking is currently under development.

 *Foreigners can only be buried in Singapore if the deceased has family members who are Singapore citizens or permanent residents. For further enquiry, please contact NEA.*

Documents to Submit

- Digital death certificate
- Deceased's NRIC or passport
- Permit to Cremate/Bury
- Applicant's NRIC or passport
- Letter of authorisation (if applicant is not next-of-kin)

Permissible Casket Dimensions

- Length: 210cm; width: 60cm; height: 56cm

Do Not Place in Casket (Cremation Only)

- Excessive joss paper
- Valuables
- Flammable liquids
- Pressurised items (e.g. basketballs, golf balls)

Crematoria in Singapore

NEA-managed

- Mandai Crematorium
- Mandai North Crematorium

Private

- Kong Meng San Phor Kark See Monastery
- Tse Tho Aum Temple

Do you know?

Burial periods are limited to 15 years.



Step 4

Management of Cremated Remains

Cremated Remains Scattering at Sea

Scatter the cremated remains at sea at the designated site(s) in Singapore.

 *Do not dispose non-biodegradable items into the sea.*



Cremated remains scattering at sea



Inland Ash Scattering (IAS) at an NEA-Managed Facility

- You or your funeral services provider can apply for IAS on NEA's ePortal.
- Bring the confirmation slip and cremated remains (if it is in your possession) to the Ash Collection Centre at Choa Chu Kang Crematorium or Mandai Crematorium for pulverisation (turned into fine ashes).
- You can then scatter the pulverised (turned into fine ashes) cremated remains at the Garden of Peace in the Choa Chu Kang Cemetery, or the Garden of Serenity located next to the Mandai North Crematorium building.

 *Pulverised (turned into fine ashes) cremated remains will be periodically relocated from both the Garden of Peace and Garden of Serenity to a location within the Garden of Peace. This allows the IAS facilities to remain available for other users.*



Inland Ash Scattering

Locations, opening hours, procedure, fees



 *Pulverised (turned into fine ashes) cremated remains and scattering at IAS is an irreversible process.*

Columbarium or Home Storage

You may store cremated remains at home, or in a niche at a columbarium (private or NEA-managed). Application for NEA-managed niches can be via the NEA ePortal or through your appointed funeral services provider.



NEA-Managed Columbaria



NEA ePortal for After-Death Matters



For information and eServices on:

- Cremation
- Burial
- Niche
- Exhumation
- Inland Ash Scattering
- Other related services

Be Considerate When Holding Funeral Wakes



 Please be considerate to others when holding funeral wakes. Scan here for guidelines.



End-of-Life Planning

Planning ahead helps to ensure that you receive the care you want, even if you are unable to express it. You can also lighten the burden on your loved ones during life's most difficult moments.

Visit My Legacy@LifeSG for planning tools that can ease future decisions for your loved ones.



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