Greetings from the Nanyang Technological University!

Congratulations on your admission to Nanyang Technological University (NTU) of Singapore. We are pleased that you have made NTU, a university of your choice.

The Student Affairs Office caters to over 9000 international undergraduate, graduate and exchange students and we hope to help you prepare for your trip and adjustment to Singapore and NTU. This e-Welcome package will provide important information on Student's Pass application, Group Hospitalisation Surgical & Insurance Scheme (GHSI), on-campus housing and orientation. Please read this letter carefully as there are several procedures that have to be adhered to.

1. **Student’s Pass Application**

All international students who are pursuing their full-time studies in Singapore are required to hold a valid Student’s Pass issued by Immigration & Checkpoints Authority (ICA) of Singapore.

To apply for a Student’s Pass, you will require a SOLAR letter issued together with your e-Offer. Please follow the instructions in the SOLAR Letter to submit your eForm 16 via the SOLAR system of ICA. Once you have submitted the eForm 16 and made the online payment of SGD$30 processing fee, your application will be processed.

*Do ensure that all information (sequence of your name should be in accordance to passport) are correct before you submit. ICA will impose an additional SGD$30 processing fee for any amendments made to the submitted eForm 16. Upon approval, the In-Principle-Approval (IPA) letter will be issued to the university and sent to you by Office of Admissions and Financial Aid (Graduate Education). You should bring along the IPA letter and show it to the immigration officer upon your arrival at the Singapore Airport checkpoint.

You will also have to submit a disembarkation card to the immigration officer. The card is normally issued before your disembarkation from your plane or from the immigration counter at the Singapore
Changi Airport. You will retain a portion of the disembarkation card which you have to submit during the completion of formalities for your Student’s Pass at the Immigration and Checkpoints Authority.

Note: The IPA Letter is not an immigration pass for your stay in Singapore, it only constitute your legal entry into Singapore. A Social Visit Pass (SVP) will be issued to you at the Singapore Custom upon arrival at the Changi Airport. Please refer to your SVP for the number of days you are allowed to remain in Singapore and you should complete your Student Pass Formalities before your SVP expires.

Please refer HERE for the step by step student pass application procedure for more details and procedures.

2. Register with the Student Affairs Office

After you have settled into your housing, completed your medical examination and matriculation, please register with the Student Affairs Office at Global Lounge. Do bring along your passport, Embarkation Card (white card received upon arrival at airport) and letter of admission from NTU. During registration, you will receive instructions to complete your Student’s Pass application. We will be setting up our registration counters at the Global Lounge from 18 July to 11 August 2017.

For enquiries on the Registration Exercise, you may contact SAO at SAOstudentsupport@ntu.edu.sg

Venue: Global Lounge, Block NS3, NS3-01-05

Please click here for Map.

<table>
<thead>
<tr>
<th>Period</th>
<th>Venue</th>
<th>Registration Hours</th>
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<tbody>
<tr>
<td>18 July - 11 August 2017</td>
<td>Global Lounge (Block NS3, NS3-01-05)</td>
<td>Monday to Friday: 9.00am to 5.00pm</td>
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<tr>
<td></td>
<td><a href="http://maps.ntu.edu.sg/maps#q:global%20lounge">http://maps.ntu.edu.sg/maps#q:global%20lounge</a></td>
<td>Saturday, Sunday and Public Holidays (9 August 2017): Closed</td>
</tr>
<tr>
<td></td>
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<td>Please note that on 11 August 2017, the registration hours will be from 9.00am to 3.00pm</td>
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<tr>
<td>14 – 17 August 2017 (for late arrivals)</td>
<td>Student Services Centre, Level 1, Lavender Room 2</td>
<td>Monday to Friday: 9.00am to 5.00pm</td>
</tr>
<tr>
<td></td>
<td><a href="http://maps.ntu.edu.sg/maps#q:Student%20Services%20Centre">http://maps.ntu.edu.sg/maps#q:Student%20Services%20Centre</a></td>
<td>Saturday, Sunday and Public Holidays: Closed</td>
</tr>
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3. **Group Hospitalisation & Surgical Insurance Scheme**

As medical and hospitalisation expenses can be expensive in Singapore, it is mandatory for all international students (including Singapore Permanent Residents) in NTU to subscribe to the Group Hospitalisation & Surgical Insurance (GHSI) Scheme even if you have an existing insurance policy in your home country. The premium per annum will be included in your Student Bill. Please ensure payment of your fees to be eligible for the insurance claim requests.

For more details on the insurance coverage, please refer to [www.ntu-ghs.com.sg](http://www.ntu-ghs.com.sg)

4. **Accommodation Options**

Applications for on-campus graduate housing should be submitted through the Graduate Housing Online Application only after you have accepted the offer of admission.

For more enquiries on Graduate Housing, please refer to the website, [www.ntu.edu.sg/has](http://www.ntu.edu.sg/has) or contact Office of Housing & Auxiliary Services at has-pg@ntu.edu.sg.

5. **Arriving NTU**

You may provide your arrival details via the following link:

[https://wis.ntu.edu.sg/webexe/owa/gas_appl_student.ArrivalLogin](https://wis.ntu.edu.sg/webexe/owa/gas_appl_student.ArrivalLogin) (For NTU’s reference only)

Please note that airport reception service is not available. If you are coming from the Changi Airport, we recommend you to take a taxi. It is the fastest and most convenient way to get to NTU campus. The taxi-stand is just outside the Arrival Hall. The taxi charges are approximately SGD$40 to SGD$50 and the ride takes about 40 minutes. In the event if you are taking the taxi, kindly inform the driver to take you to NTU using the Pan-Island Expressway (PIE) and exit from Jalan Bahar Road to NTU and travel along Nanyang Avenue. You are strongly advised to ask the driver for a receipt.
6. Orientation and Activities

To assist you to settle in to your new environment, the Student Affairs Office will hold a mandatory orientation briefing to provide you information on campus resources, medical insurance, health services, and advice on settling in.

Date: 28 July 2017 (Friday)
Time: 2.00 pm to 5.00 pm (including Tea Reception)
Venue: Lee Kong Chian Lecture Theatre
Click here for Map

There will also be a series of activities lined up for newly arrived students, like the Cultural Tours, Campus Tours and other activities. Do keep a look out when you report to the Student Affairs Office at Global Lounge for registration.

7. Opening a Bank Account

To open a bank account, you will need:
- Your original passport
- Your Student Pass (IPA Letter subject to the bank’s acceptance)
- Your Singapore address (must be reflected on original official letters, e.g. phone bills, bank statement, utilities bills, official letter from Hall Office reflecting your address)

<table>
<thead>
<tr>
<th>Name of Bank</th>
<th>Website</th>
<th>Local Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Development Bank of Singapore (DBS)</td>
<td><a href="http://www.dbs.com">www.dbs.com</a></td>
<td>1800 111 1111</td>
</tr>
<tr>
<td>Overseas-Chinese Banking Corporation (OCBC)</td>
<td><a href="http://www.ocbc.com.sg">www.ocbc.com.sg</a></td>
<td>1800 438 3333</td>
</tr>
<tr>
<td>POSBank</td>
<td><a href="http://www.dbs.com/posb">www.dbs.com/posb</a></td>
<td>1800 339 6666</td>
</tr>
<tr>
<td>United Overseas Bank Ltd (UOB)</td>
<td><a href="http://www.uob.com.sg">www.uob.com.sg</a></td>
<td>(65) 6790 1185</td>
</tr>
</tbody>
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8. NTU Clubs and societies

A myriad of exciting activities awaits you when you join one of NTU’s student organisations. There are academic, arts and cultural, religious and special interest clubs and societies.

For more information, click here.

You may also wish to contact the NTU Graduate Student Council which is relevant to all graduate students. With the NTU Graduate Student Council, you may join the orientation and mentorship programmes to kick-start your journey in NTU. For more information on the programmes, please click here. For more information, you may contact: ntugsc-enquiry@ntu.edu.sg.
9. Contact Us!

You will begin your adventure in NTU in a month’s time. If you have other questions or should you require further assistance, please do not hesitate to contact us. You may reach us at:

Email : ossac@ntu.edu.sg
Tel : (65) 6790 6823
Website : www.ntu.edu.sg/sao/onestop
Address : One Stop @ SAC
          Nanyang Technological University
          50 Nanyang Avenue
          NS3-01-03 Academic Complex North
          Singapore 639798

You may refer to SAO’s website for the online Guidebook for New International Students. Please note that SAO is still revising the guidebook. You may refer to the SAO website at a later date.

**We look forward to welcoming you to Singapore and to Nanyang Technological University soon.**

With best wishes,

Majorie
Senior Assistant Manager
One Stop @ SAC
Student Affairs Office
Nanyang Technological University