GUIDE ON SO SIGNING AND SCANNING

Before you proceed to sign the Service Obligation Agreement (SOA), it is important that you read through the terms and conditions of the agreement carefully. You are strongly encouraged to complete a short questionnaire (takes about 3 minutes) to help you understand your obligation. Please scan the QR code to begin.



You can now follow the steps below to complete the signing of the Service Obligation Agreement (SOA).

- 1. **Download** a copy of your SOA from your <u>TGonline</u> account after the online application closes. Reformatted SOA or SOA obtained from any other sources will **not** be accepted.
- 2. Send a copy of the SOA to your sureties for signing. Refer to **Annex 1** on how the SOA should be completed by you and your sureties.
- **3.** Your sureties are required to print and **sign wet-ink** on **Page 9** of the SOA and provide a copy of their passport/ government-issued identification document (with photograph) to be sent back to you.
- 4. Upon receiving the signed SOA and a copy of your sureties' identification documents, please sign wet ink on Pages 8 and 9 and write the date of signing on Pages 1 and 8.
- 5. Scan the SOA (complete with the signatures of all parties) and your sureties' identification documents into a single PDF.
- 6. Rename the file and send the PDF to MOE at MOE_TGONLINE@moe.gov.sg by forwarding the original email sent by the university. Please send using your IHL email address. Refer to Annex 2 for the instructions.
- **7.** Finally, **submit** the original hardcopy of SOA (with wet-ink signatures) and a copy of your sureties' identification documents to the university admission office in person.

Here are some Questions & Answers which you may find useful.

1. What if I am staying together with both sureties?

You will print out the SOA and both you and your sureties will sign on the **same Page 9** of the hardcopy SOA. You will then follow **Step 4** onwards to complete the signing and scanning process. The completed and signed SOA will comprise **9 pages** in total.

- 2. What if I am staying together with one surety (e.g. Surety 1) while another surety (Surety 2) is staying apart? You will send the SOA to Surety 2 to sign on Page 9 of the hardcopy SOA. When you receive the signed SOA from Surety 2, you and your Surety 1 will sign on the same Page 9 that is received from Surety 2. You will then follow Step 4 onwards to complete the signing and scanning process. The completed and signed SOA will comprise 9 pages in total.
- 3. What if I am not staying together with both my sureties but both sureties are staying together?

You will send the SOA to your sureties who are staying together. They will sign on the **same Page 9** of the hardcopy SOA. When you receive the signed SOA from your sureties, you will then follow **Step 4** onwards to complete the signing and scanning process. The completed and signed SOA will comprise **9 pages** in total.

4. What if both my sureties and I are all staying apart?

You will send the SOA to your sureties <u>individually</u> and your sureties will sign on **Page 9** of the hardcopy SOA <u>individually</u>. When you receive the signed SOA from Surety 1 and Surety 2, you will sign on the **same Page 9** that is received **from Surety 1** and follow **Step 4** onwards to complete the signing and scanning process. The completed and signed SOA will comprise **10 pages** in total (pages 1-8 and 2 copies of page 9).

5. When sending the SOA to my sureties and vice-versa, can the signed SOA be sent through softcopy? Yes, but you would still need to obtain the original hardcopy of the SOA (with wet-ink signatures) for submission to the university in person as required in Step 7.

- 6. What happens if my surety who is staying apart from me does not have access to email? You will have to send the SOA to your surety via mail service. As this will take time and possibly delay the completion of the signing process, please alert MOE in advance.
- Do my sureties and I need someone to sign the SOA in the presence of a witness?No. The fields requiring the signatures of witnesses on page 9 of the SOA can be left blank.
- 8. I am unable to submit the necessary documents in person by the deadline stated in Step 7. Can I submit at a later date?

You should submit the documents to your university admission office as soon as you have received the complete set of documents from your sureties, or at such time when you are physically back in school for lessons.

9. How do I know if I have been awarded SO?

You can log in to your TGonline account to view your SO status. If you have completed the entire SO application and signing process, your SO status should reflect as "Awarded".

10. What is the SO amount given to me?

Your SO amount is reflected in your Student's Bill. You are advised to keep a copy of the bill for your own record.

<u>Annex 1</u>

Signing of Service Obligation Agreement

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	MOE Service Obligation Agreement	t
	IN WITNESS WHERE OF the said parties hereto have executed this Agreement the day and year first above written	
	I) Signed follow	
	Name : PATT WING FUI @ KEVIN	
	Designation : DEPUTY DIRECTOR, STUDENT PLACEMENT AND SERVICES DIVISION	
	for and on behalf of the Government of the Republic of Singapore	
	In the presence of:	
	Name : ZALEHA SALLAI (Witness) 2000-062070936/49-06000 (Signature)	
	Address: MINISTRY OF EDUCATION NO. 1 NORTH BUONA VISTA DRIVE SINGAPORE 138675	
Sign		
Student to sign	II) Signed	
as shown.	Name : (Student)	
	In the presence of:	
	Name : (Witness) (Signature)	
	Address:	
<u>Sign</u> First Surety to		
sign as shown.	UV Circuit	
	III) Signed	
	Name : (First-named surety)(Signature)	
	In the presence of:	
	Name : (Name of Notary Public / Commissioner for Oaths / Lawyer / Witness*)	
Sign	Address: (Signature & Seal)	
Second Surety to		
sign as shown.		
	IV) Signed	
	Name : (Second-named surety)	
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	In the presence of:	
	Name : (Name of Notary Public / Commissioner for Oaths / Lawyer / Witness*)	
	Address:	
	* Delete where applicable.	
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Annex 2

Submitting your signed Service Obligation Agreement as a PDF

Getting Ready

You should have the following ready:

Your completed **Service Obligation Agreement** (hard copy) that contains your signature (on Pages 8 and 9 of the Service Obligation Agreement) and the signatures of your 2 sureties (on Page 9 of the Service Obligation Agreement).

Step-by-Step Guide

We will be using the free **Microsoft Office Lens** app* that is available to both iOS and Android phone or tablet. You can download and install this app by searching for "*Microsoft Office Lens*" in your device's app store and use it to scan your signed Service Obligation Agreement and your sureties' identification documents. The app will create a PDF that you can then submit to MOE.

*You may also use any mobile app that you prefer or are currently using to scan your documents.



1. Open Microsoft Office Lens on your 2. After scanning, you can adjust the 3. Tap "Add" icon on the left-bottom device. borders of your scanned page. corner to scan the next page. Hold your device above Page 1 of Tap "Confirm". Repeat steps 2 and 3 for the next the Service Obligation Agreement page of the SOA. Continue in (SOA) and tap the "white round" sequence until you have scanned all pages of your SOA and copies button on the screen. Wait for the of your sureties' identification scan to be completed. documents. Back Export to

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4. After the sureties' identification documents are scanned,
tap the "orange round >" button.
5. You can now preview your scan.
Please check that your scanned SOA is in the correct page sequence, followed by your

3

Tap "Done >".

sureties' identification documents.

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6

 Tap on "Title" and rename it using the following format: IHL_SOA_<your NRIC/FIN>.

For example, if you are studying at NUS and your FIN is GxxxxxxA, the Title will be NUS_SOA_GxxxxxxA.

Under SAVE TO, tap "PDF", followed by "Phone Storage". The PDF file is now saved.

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9. FINAL STEP

Submitting your SOA PDF to the Student Admission Office

Before submitting the SOA PDF to MOE at <u>MOE_TGONLINE@moe.gov.sg</u> using your institution e-mail, please ensure that

 the SOA PDF file name is correct (see Step 6), and

 the SOA PDF file contains

 all the signed SOA pages and your 2 sureties' identification

 documents.

7. Tap on the *"image"* to view your scan.

 You can tap the saved PDF and send it to MOE at <u>MOE_TGONLINE@moe.gov.sg</u>.