

# **Certificate of Clearance**

**eAppeal and Application Guide for  
Non-Singapore Citizens**

## **Introduction**

A Certificate of Clearance (COC) is issued by the Criminal Investigation Department (CID) of the Singapore Police Force (SPF) to certify that the applicant does not have any record of criminal conviction in Singapore within a stipulated period of time.

The purpose of a COC is to facilitate international cooperation, where persons who seek to migrate, work or study in a foreign country may be requested by the foreign authorities to provide a document stating the applicant is cleared of criminal convictions within a stipulated time, such made available only upon fulfilment of the mandated criteria.

The COC is not for use at Singapore.

## **Eligibility Criteria for Obtaining a Certificate of Clearance**

- \* Applicant is above 16 years of age
- \* Resided in Singapore for a minimum period of consecutive 6 months
- \* Valid pass issued by Immigrations Checkpoint Authority (ICA) or the Ministry of Manpower (MOM)
- \* Documentary proof which states that a COC is required by the foreign authority i.e. official letter issued by the country's immigration authority/overseas University or school acceptance letter/overseas employment/offer letter

## **Documents Required**

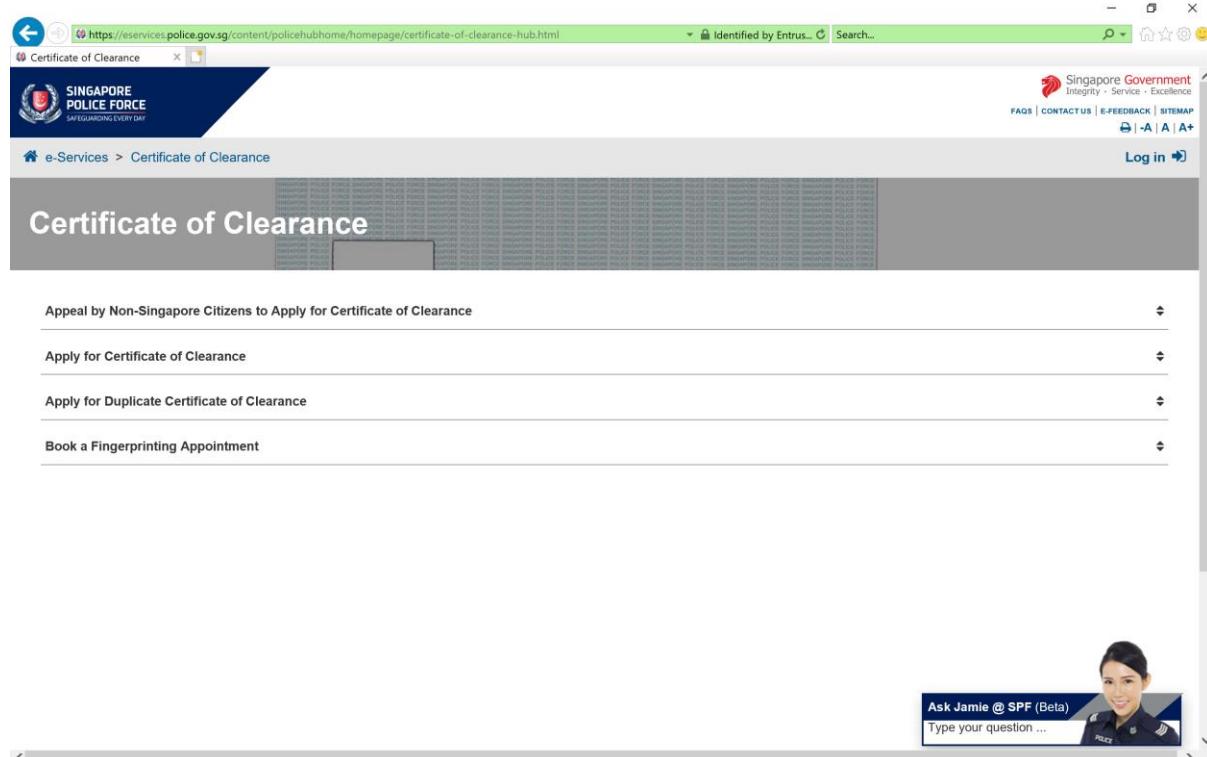
- \* Foreign Identification Number (FIN)
- \* Scanned documentary proof indicating that a COC is required and for what purpose
  - \* In PDF format
  - \* Not more than 2MB in size
- \* Scanned biometric page of applicant's valid passport
  - \* In PDF format
  - \* Not more than 2MB in size
- \* Scanned Identification Document (ID), front and back
  - \* In PDF format
  - \* Not more than 2MB in size

If you do not have a copy of the ID/FIN card, you may upload any document to show that you resided at Singapore.

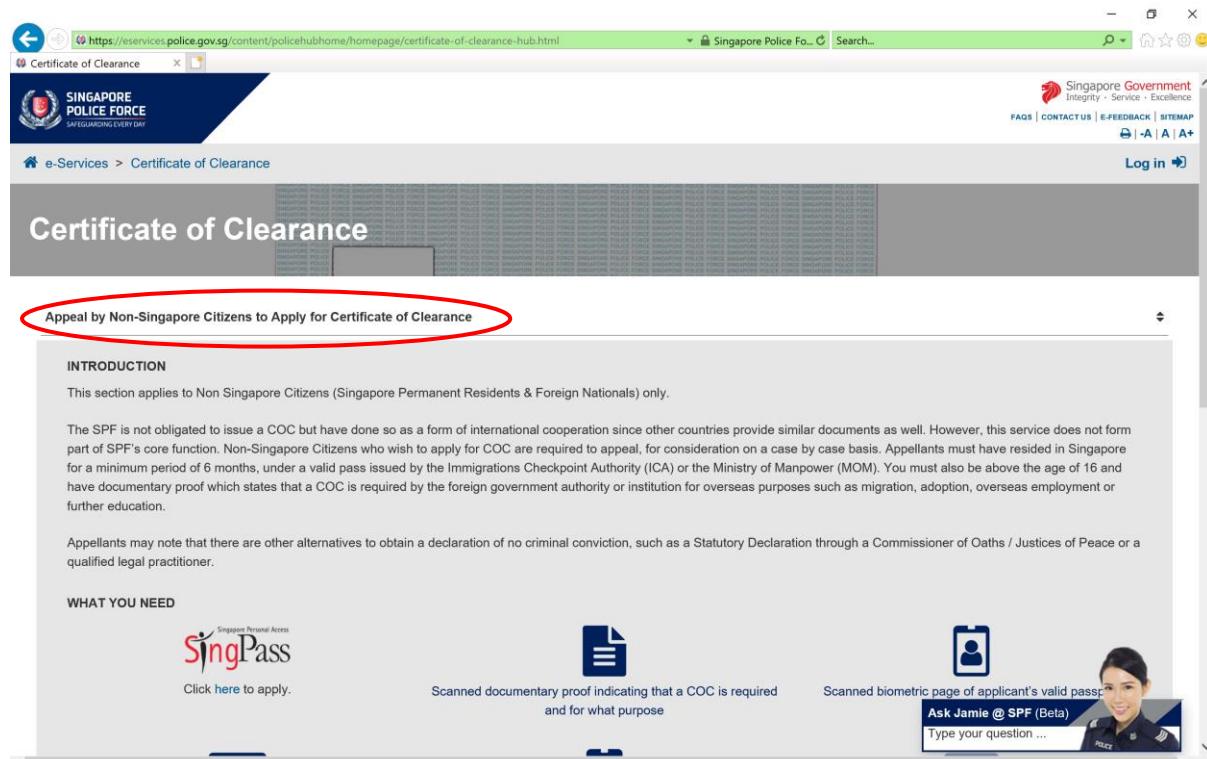
- \* Scanned or digital passport-sized photograph
  - \* Dimension of 400 by 514 pixels
  - \* Display full face without any obstructing headgear (headwear worn due to racial or religious customs are acceptable but must not hide facial features)
  - \* Formal facial expression on a white borderless background
  - \* In jpeg format
  - \* Taken within the last 3 months.

## Step by Step Guide

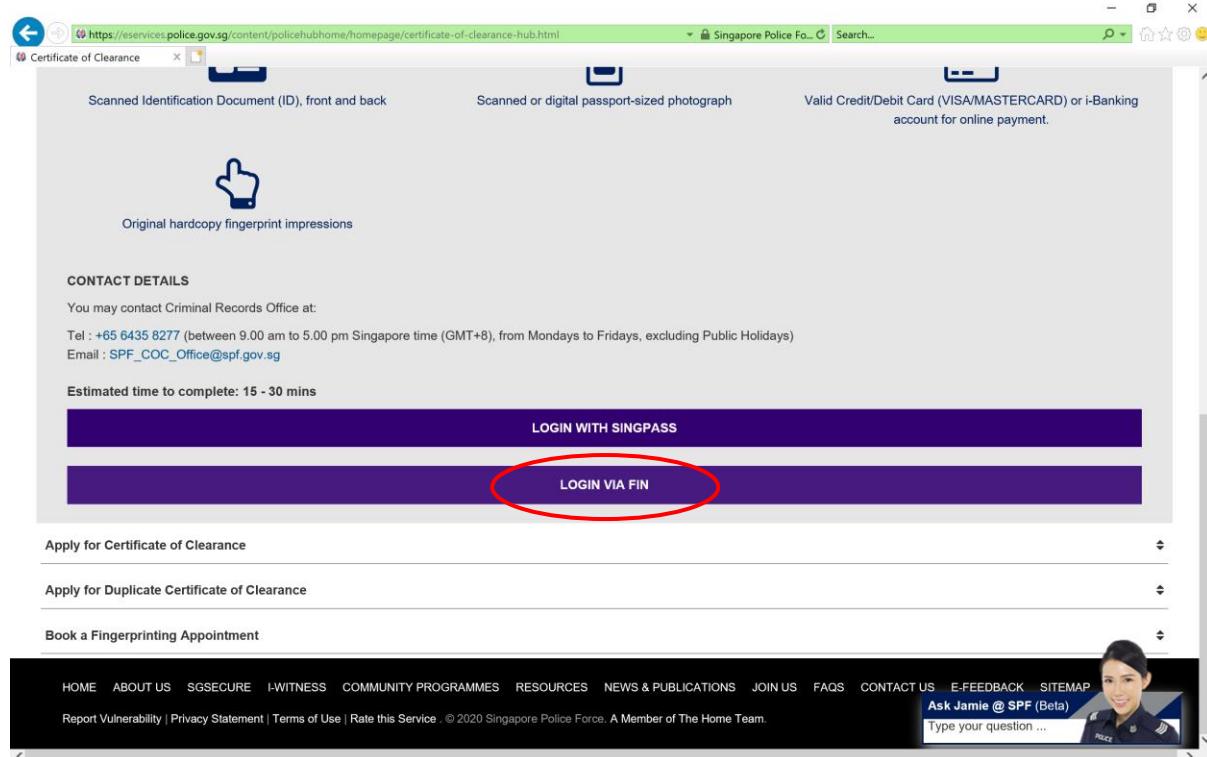
### Step 1. Go to Singapore Police Force' e-Services COC [website](https://eservices.police.gov.sg/content/policehubhome/homepage/certificate-of-clearance-hub.html).



### Step 2. Click on **Appeal by Non-Singapore Citizens to Apply for Certificate of Clearance**.



### Step 3. Scroll down to the bottom of the page and click on **LOGIN VIA FIN**



### Step 4. Fill in your particulars and captcha code to proceed with application.

#### APPEAL FOR CERTIFICATE OF CLEARANCE

Form fields:

- ID(NRIC/FIN) No.: \*
- Passport No.: \*
- Nationality : \*
- Type the text shown :
- Captcha code:  
- 

**Do not use the Back or Forward button on your browser as this may end your transaction.**

This website is optimised for IE version 10.0 and 11.0

Last Updated: 13 December 2018

Step 5. Fill particulars accordingly and upload passport-size photo.

**APPEAL FOR CERTIFICATE OF CLEARANCE**

[LOGOUT](#)

STEP 1: PERSONAL PARTICULARS

STEP 2: APPEAL DETAILS

STEP 3: UPLOAD ATTACHMENT (S)

STEP 4: CONFIRMATION

*Fields marked with \* are mandatory.*

**Identification No (NRIC/FIN) :** \*

**Current Passport No :** \*

**Salutation :** \*

**Name in Full (as in passport) :** \*

**Gender :** \*

**Race :** \*

**Present Occupation :** \*

**Salary Per Month :** \*

**Place of Birth :** \*

**Date of Birth :** \*

**Nationality :** \*

**Marital Status:** \*

**Nationality of Spouse :** \*  **Number of Children :**

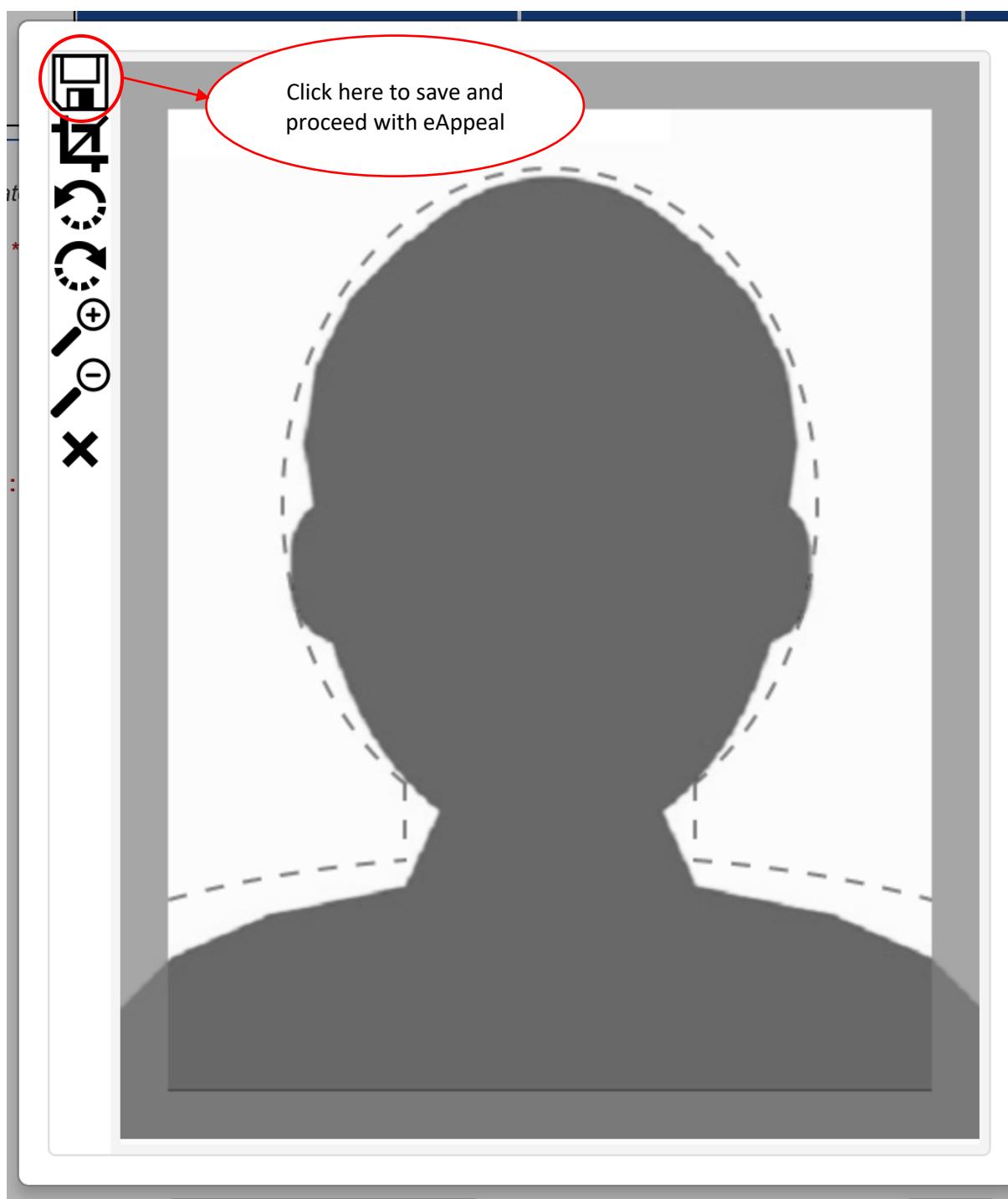
**Handphone No :**

*\*Please provide a Singapore registered number (if any).*

**Passport Photo to be printed on COC**  
(minimum resolution must be 400x514 pixels)\*

**Click here to upload passport-size photo**

Step 6. Use the photo editor to crop/move your passport photo. Guidelines are in place within the photo editor to help optimise the position of your photograph.



Step 7. Ensure that a valid e-mail address is keyed in as the eAppeal notification will be sent to the e-mail address given.

The screenshot shows the eAppeal application interface. At the top, a message says: "Choosing YES defaults the collection mode to self collect." Below this, the "Residential Address" field contains: "Police Cantonment Complex", "391, New Bridge Road", and "Singapore 088762". A note below the address field states: "Choosing YES defaults the collection mode to self collect." Below the residential address, there is a "Postal Address (if different from residential address)" field with a plus sign icon. A note below it says: "Your certificate will be sent to this postal address, if collection is via post." Under "Email Address : \*", there is a text input field with a note: "Notification of your application status will be sent via email to this email address." Below that, "Highest Education : " is set to "HONOURS II LOWER". Under "Period of Stay : \*", the start date is "01/01/1994" and the end date is "30/03/2020". At the bottom right is a "NEXT" button.

Step 8. Fill in Appeal Plea.

Please enter the reason for the COC application in 2-3 sentences

The screenshot shows the eAppeal application interface for Step 8. At the top, a blue bar contains the text "APPEAL FOR CERTIFICATE OF CLEARANCE" and a "LOGOUT" button. Below this, a navigation bar has four tabs: "STEP 1: PERSONAL PARTICULARS", "STEP 2: APPEAL DETAILS", "STEP 3: UPLOAD ATTACHMENT (S)", and "STEP 4: CONFIRMATION". The "STEP 2: APPEAL DETAILS" tab is active. In the main area, there is a large text input field for "Appeal Plea : \*". A note below the field says: "3984 characters remaining." Below the text area, there are two rows of form fields. The first row contains "Country Requesting COC from SPF : \*" (ENGLAND) and "Date of Departure : 01/06/2020". The second row contains "Purpose for which COC is required : \*" (OVERSEAS EMPLOYMENT). The entire form is contained within a light blue border.

## Step 9. Upload required documents.

**APPEAL FOR CERTIFICATE OF CLEARANCE**

**LOGOUT**

**STEP 1: PERSONAL PARTICULARS**    **STEP 2: APPEAL DETAILS**    **STEP 3: UPLOAD ATTACHMENT (S)**    **STEP 4: CONFIRMATION**

Fields marks with \* are mandatory. Passport Photo is to be in either JPEG, BMP or PNG format. Documents are to be in PDF format. If you have uploaded the photo successfully at step 1, you are not required to re-upload the photo at this step.

1. Passport Photo to be printed on COC: \*   test1.jpg X

2. Letter from Overseas Authority: \*   test.pdf X

3. Photocopy Passport: \*   test.pdf X

4. Photocopy of Identification(NRIC/ID) Front: \*   test.pdf X

5. Photocopy of Identification(NRIC/ID) Back: \*   test.pdf X

6. Other Document(s):

Item no. 6 Description:  150 characters remaining.

**PREVIOUS**    **NEXT**

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http://www.msi.gov.sg/online/onlineapp/onlineapp.aspx

Not required if photo is already uploaded in Step 6 of the guide

## Step 10. Verify Particulars and acknowledge information submitted is accurate and truthful.

Have you ever studied/worked in your country of destination previously?  NO  YES

**UPLOAD DOCUMENT(S)**

Fields marks with \* are mandatory. Passport Photo is to be in either JPEG, BMP or PNG format. Documents are to be in PDF format.

1. Passport Photo to be printed on COC: \* test1.jpg

2. Letter from Overseas Authority: \* test.pdf

3. Photocopy Passport: \* test.pdf

4. Photocopy NRIC (front): \* test.pdf

5. Photocopy NRIC (back): \* test.pdf

6. Other Document(s):

Item no. 6 Description:

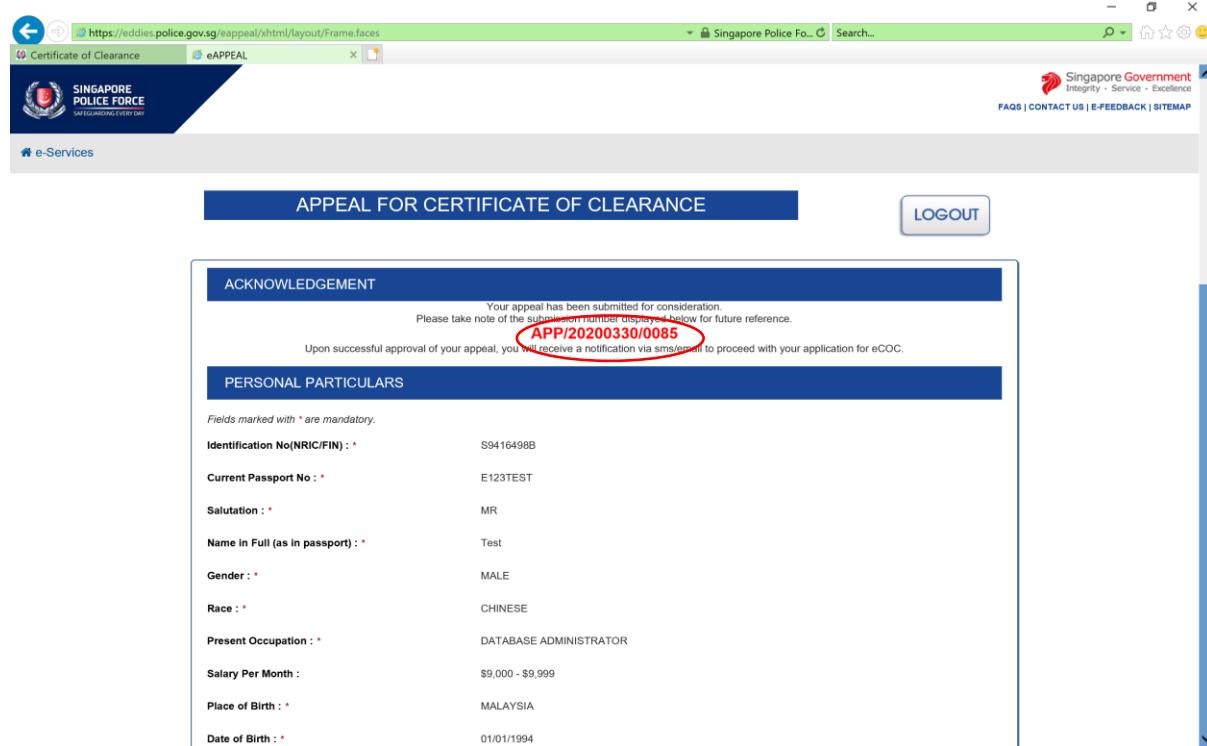
**DECLARATION**

I declare that the information stated in this application and the attachments are true to the best of my knowledge, and that I have not wilfully suppressed any material fact. I understand that any provision of inaccurate or false information will render this application void.

I declare that my submission is accurate and truthful.

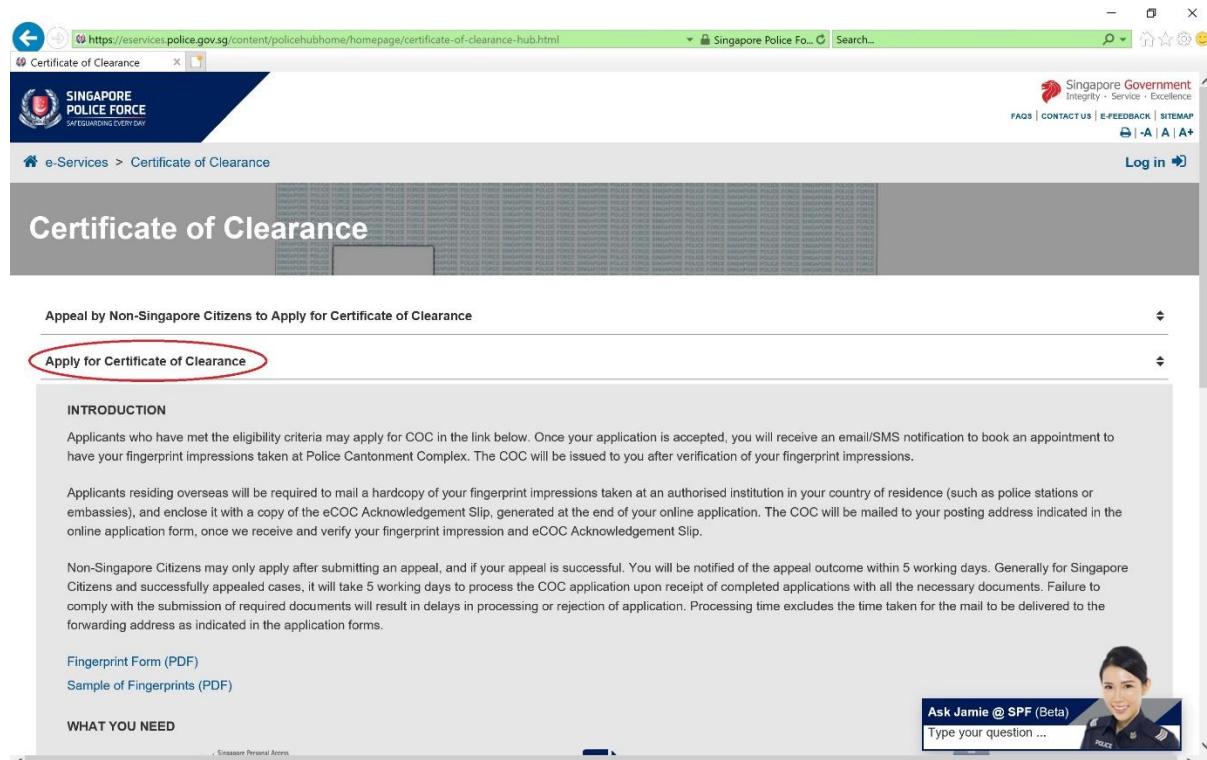
**PREVIOUS**    **SUBMIT**

Step 11. Application submitted. It is advisable to print or save page as PDF for future references. Please note the e-appeal submission number for future reference.



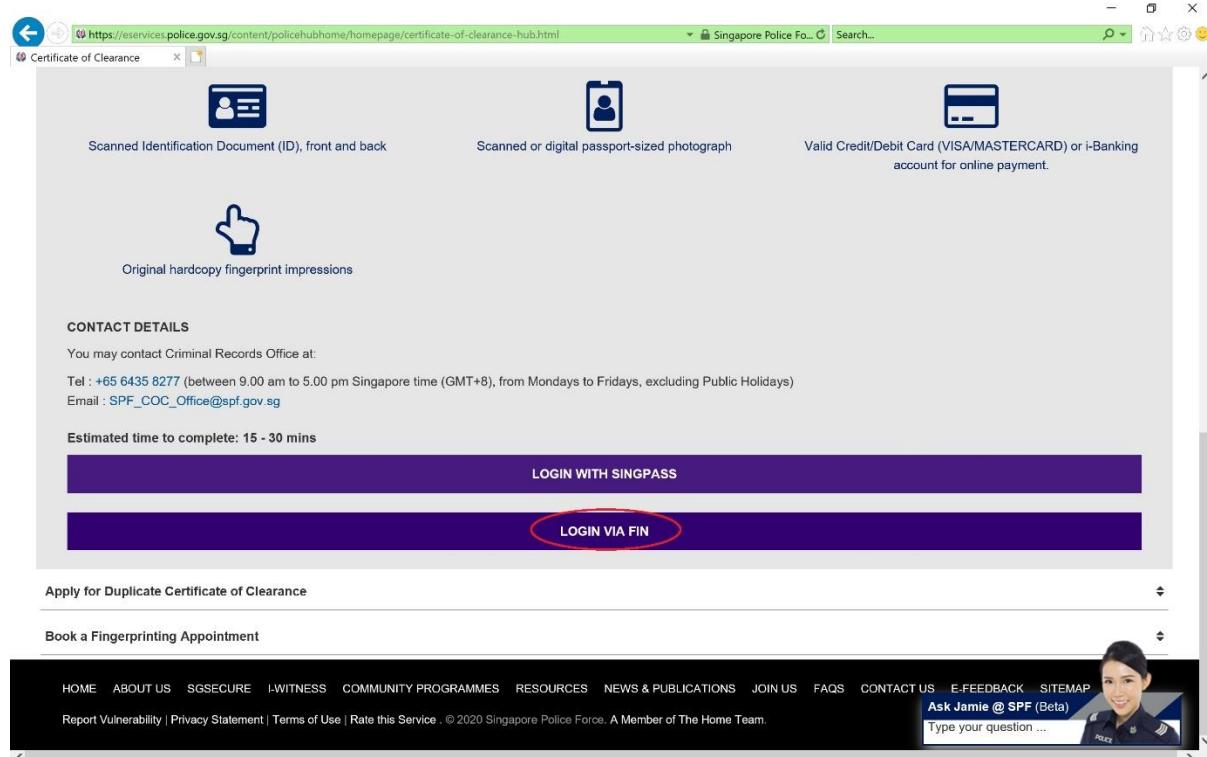
The screenshot shows the 'APPEAL FOR CERTIFICATE OF CLEARANCE' page. At the top, there is an 'ACKNOWLEDGEMENT' section with a note: 'Your appeal has been submitted for consideration. Please take note of the submission number displayed below for future reference.' The submission number, 'APP/20200330/0085', is circled in red. Below this is a 'PERSONAL PARTICULARS' section containing various fields and their values, such as Identification No (NRIC/FIN): S9416498B, Current Passport No: E123TEST, and Name in Full (as in passport): Test.

Step 12. Upon receiving the approval notification via e-mail. Go to Singapore Police Force e-Services COC [website](#) and click on **Apply for Certificate of Clearance**.



The screenshot shows the 'Certificate of Clearance' page. At the top, there is a heading 'Appeal by Non-Singapore Citizens to Apply for Certificate of Clearance'. Below this is a large button labeled 'Apply for Certificate of Clearance', which is circled in red. The page contains sections for 'INTRODUCTION' and 'WHAT YOU NEED', along with links to 'Fingerprint Form (PDF)' and 'Sample of Fingerprints (PDF)'. In the bottom right corner, there is a 'Ask Jamie @ SPF (Beta)' feature with a placeholder 'Type your question ...' and a photo of a police officer.

## Step 13. Scroll down to the bottom of the page and click on **LOGIN VIA FIN**



## Step 14. Fill in your particulars and include the eAppeal number, sent in the approval email notification.

**APPLICATION FOR CERTIFICATE OF CLEARANCE**

ID(NRIC/FIN) No.: \*

Passport No. : \*

Nationality : \*

eAppeal No. : \*

Type the text shown :   
*r p j a*

**eAppeal No. is case sensitive**

**NEXT**

Do not use the Back or Forward button on your browser as this may end your transaction.

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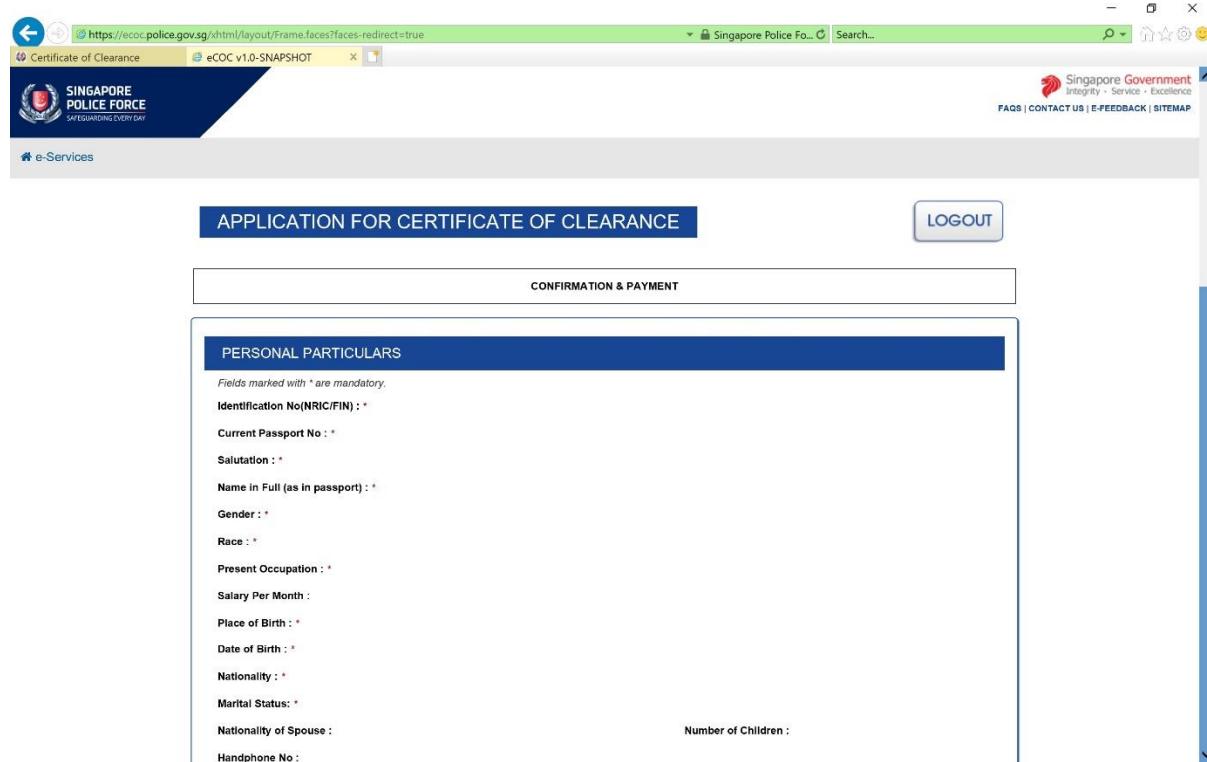
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## Step 15. Verify the information given.



APPLICATION FOR CERTIFICATE OF CLEARANCE

CONFIRMATION & PAYMENT

PERSONAL PARTICULARS

Fields marked with \* are mandatory.

Identification No(NRIC/FIN) : \*

Current Passport No : \*

Salutation : \*

Name in Full (as in passport) : \*

Gender : \*

Race : \*

Present Occupation : \*

Salary Per Month :

Place of Birth : \*

Date of Birth : \*

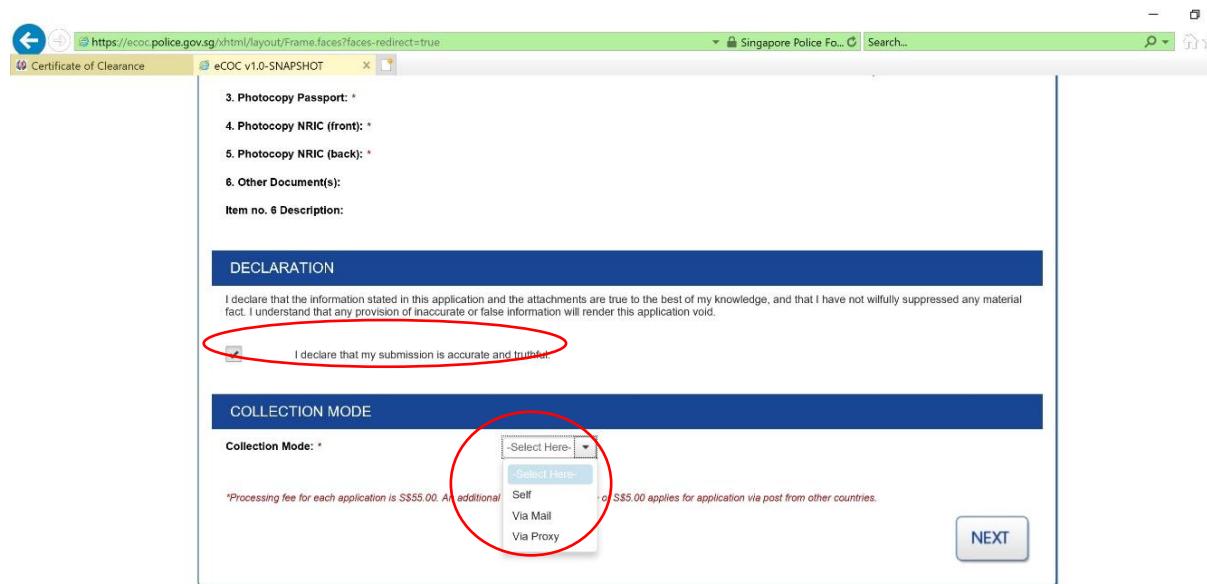
Nationality : \*

Marital Status: \*

Nationality of Spouse : Number of Children :

Handphone No :

## Step 16. Scroll down to the bottom of the page, check the declaration checkbox and indicate the collection mode.



3. Photocopy Passport: \*

4. Photocopy NRIC (front): \*

5. Photocopy NRIC (back): \*

6. Other Document(s):

Item no. 6 Description:

DECLARATION

I declare that the information stated in this application and the attachments are true to the best of my knowledge, and that I have not wilfully suppressed any material fact. I understand that any provision of inaccurate or false information will render this application void.

I declare that my submission is accurate and truthful.

COLLECTION MODE

Collection Mode: \*

-Select Here-

Self  
Via Mail  
Via Proxy

\*Processing fee for each application is S\$55.00. An additional S\$5.00 applies for application via post from other countries.

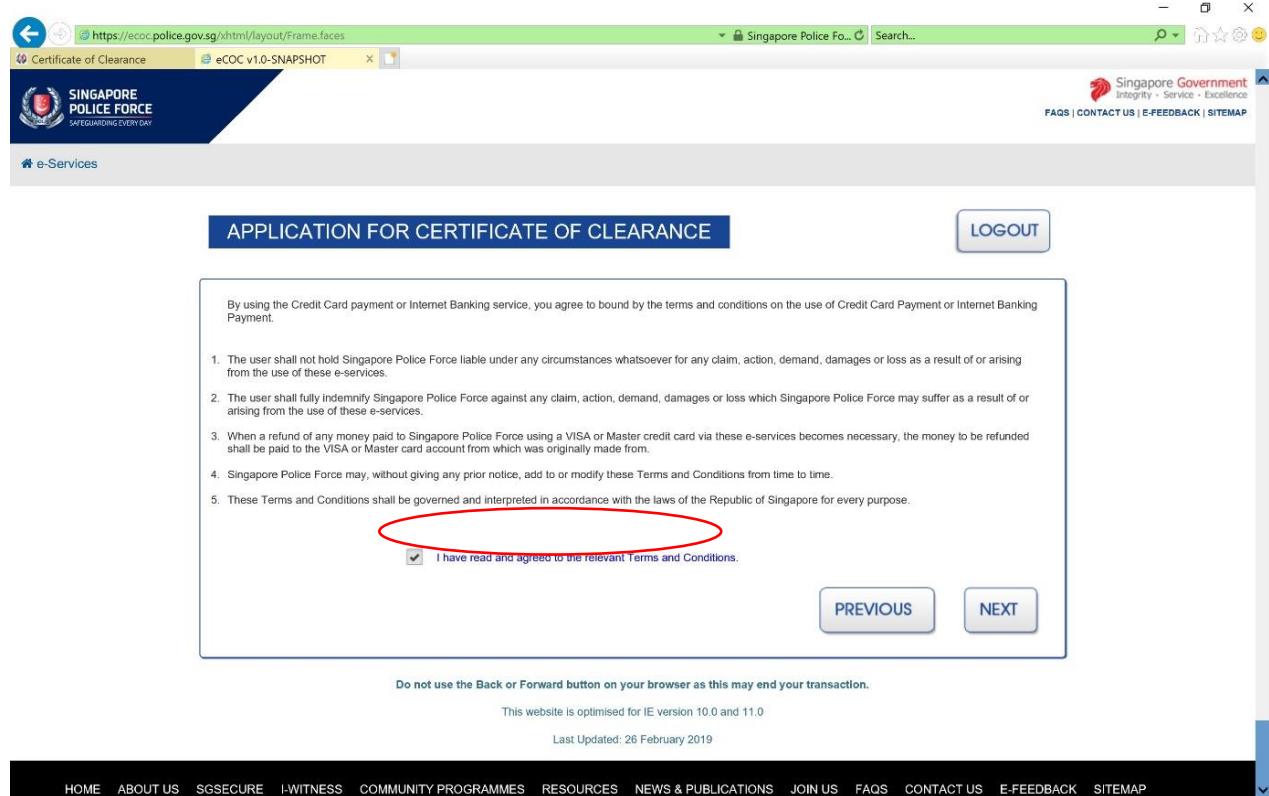
NEXT

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Step 17. Read the disclaimer and check the terms & condition checkbox to proceed.



APPLICATION FOR CERTIFICATE OF CLEARANCE

LOGOUT

By using the Credit Card payment or Internet Banking service, you agree to bound by the terms and conditions on the use of Credit Card Payment or Internet Banking Payment.

1. The user shall not hold Singapore Police Force liable under any circumstances whatsoever for any claim, action, demand, damages or loss as a result of or arising from the use of these e-services.

2. The user shall fully indemnify Singapore Police Force against any claim, action, demand, damages or loss which Singapore Police Force may suffer as a result of or arising from the use of these e-services.

3. When a refund of any money paid to Singapore Police Force using a VISA or Master credit card via these e-services becomes necessary, the money to be refunded shall be paid to the VISA or Master card account from which was originally made from.

4. Singapore Police Force may, without giving any prior notice, add to or modify these Terms and Conditions from time to time.

5. These Terms and Conditions shall be governed and interpreted in accordance with the laws of the Republic of Singapore for every purpose.

I have read and agreed to the relevant Terms and Conditions.

PREVIOUS      NEXT

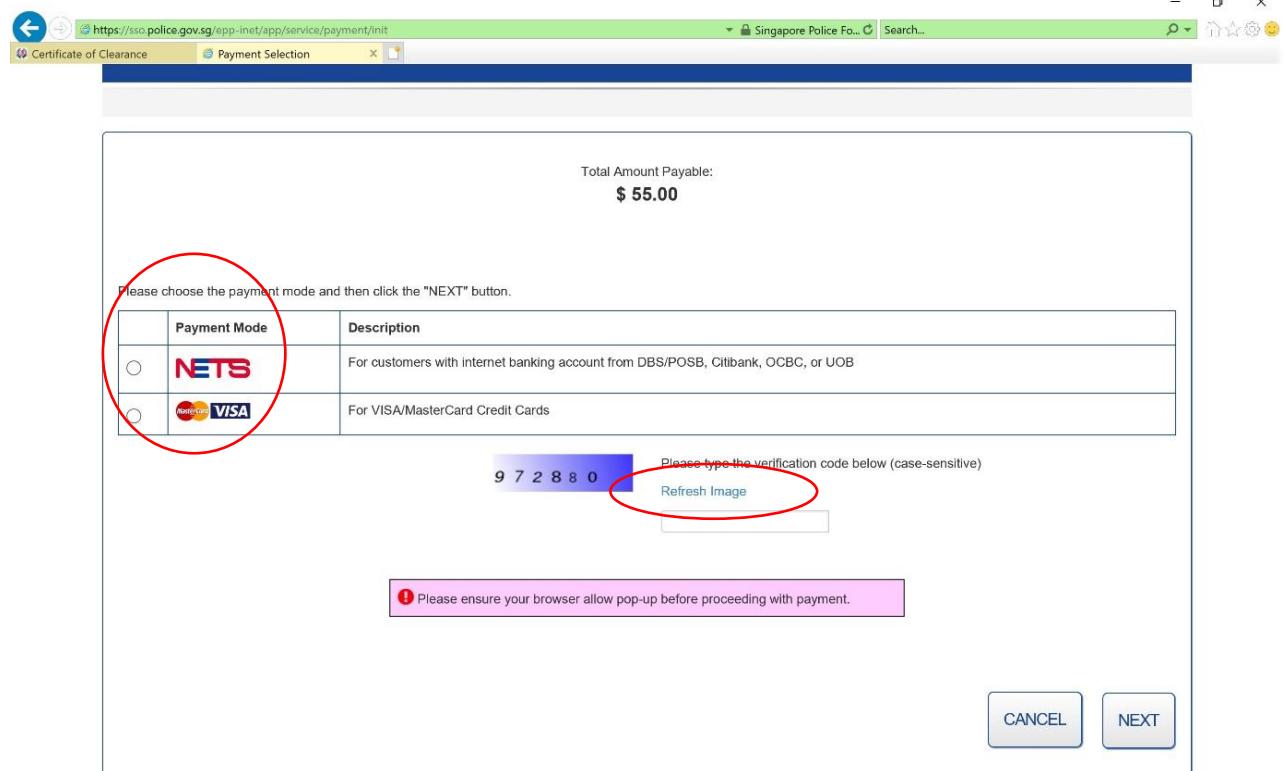
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Last Updated: 26 February 2019

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Step 18. Choose the mode of payment and enter the captcha code. Ensure that the pop-up blocker is turn off before proceeding. Refer to pop-up blocker disable guide.



https://sso.police.gov.sg/epp-inet/app/service/payment/init

Payment Selection

Total Amount Payable:  
\$ 55.00

Please choose the payment mode and then click the "NEXT" button.

Payment Mode	Description
<input type="radio"/>	<b>NETS</b> For customers with internet banking account from DBS/POSB, Citibank, OCBC, or UOB
<input type="radio"/>	<b>VISA</b> For VISA/MasterCard Credit Cards

Please type the verification code below (case-sensitive)

9 7 2 8 8 0

Refresh Image

**!** Please ensure your browser allow pop-up before proceeding with payment.

CANCEL      NEXT

Step 19. Upon successful payment, you will be able to print a copy of the receipt.

TAX INVOICE / RECEIPT

COC Ref : 90565719  
Date: 31/03/2020

Serial Number :  
005826/2019

Dear  
ID Number :  
Passport Number :

This is to acknowledge the receipt of the payment of for your application of a Certificate of Clearance for based on the information provided and affirmed by you.

Fee Received:

Mode of Collection :

Mode of Payment :

Note : You may produce this receipt during your fingerprinting appointment.

8 Digit COC Reference no. is generated upon successful payment.



This is a computer generated receipt and no signature is required.