

Dear Airlines,

1. Please be informed that the SGAC service is currently encountering not available and will also be undergoing maintenance on 18 June 2022. We have received feedback of several cases of travellers being denied boarding by airlines for not producing their SGAC at check-in.
2. Kindly note that the SGAC is **not** a mandatory pre-boarding document. While highly encouraged to submit the SGAC, travellers should not be denied boarding for not being able to produce the SGAC acknowledgement email.
3. Passengers travelling while the SGAC service is down may still fill in the SGAC on-arrival in Singapore, prior to clearing arrival immigration.
4. For information and dissemination please, thank you.

Best Regards,

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