

Emergency SMS Helpline

People with hearing impairment may experience difficulties in contacting emergency services using a mobile phone. Therefore, the Police have created a special number '70999' to which text messages can be sent to the Police during emergency situations.

Examples of an emergency situation

- A crime in progress;
- Someone (including client) has been seriously injured or is in danger; and
- When the client observes suspicious characters, incidents or suspicious parcels left at public areas.

What should clients do if they come across an emergency situation?

- a. Compose a brief SMS message containing information on the nature of emergency (what has happened, or is happening) and the location where it is happening at. Send the message to 70999.
- b. When the police emergency operator successfully receives the message, an acknowledgement message will be sent back to the client.
- c. Police operators may need to seek further information from the client, if necessary.
- d. After obtaining the necessary information, depending on the type of emergency reported, a police patrol car, ambulance or fire rescue personnel will be dispatched.

Documents to bring to SADeaf for registration

Clients are to approach the reception with the following for authentication:

1. NRIC, birth certificate or passport
2. Hearing Help Card (HHC) – issued upon registration as SADeaf client