



Term Report  
2017 - 2019

# Contents

- 01** About NCPG
- 02** Chairman's Message
- 03** Council Members
  - Main Council
  - Youth Sub-Committee
- 06** Key Milestones
- 08** Casino Exclusions and Visit Limits
- 10** Non-Casino Exclusions
- 11** Research
  - International Advisory Panel
  - Gambling Participation Survey 2017
- 13** Public Education
  - Media Campaigns
  - Community Outreach
- 20** Problem Gambling Help Services
  - Helpline, Webchat and E-counselling
  - Self-help for individuals
- 21** Partners
- 22** Acknowledgements

# ABOUT NCPG

**The National Council on Problem Gambling (NCPG) comprises 15 members with expertise in psychiatry, psychology, social services, counselling, legal, rehabilitative as well as religious services. The Council was first appointed in August 2005 and has completed its Seventh Term (Sep 2017 – Aug 2019).**

**The Council's main roles are to:**

- Provide advice and feedback to the Ministry of Social and Family Development (MSF) on social concerns related to problems arising from gambling;
- Execute Casino Exclusions and Visit Limits in accordance with the Casino Control Act and within prevailing policies on casino social safeguards; and
- Support and implement programmes on:
  - Public education and outreach on problem gambling prevention and rehabilitation;
  - Public communications and consultation of stakeholders on gambling-related issues;
  - Research into problem gambling; and
  - Information, referral and treatment services for problem gamblers and their families.

The Gambling Safeguards Division in MSF provides Secretariat support to the Council.



# Chairman's Message

The National Council on Problem Gambling (NCPG) was appointed by the Government as part of the national framework to address the issue of problem gambling. Having completed my second term as Chairman, it is my privilege to report the progress of our work in providing a strong social safety net for our society.

In 2017 and 2018, stronger social safeguards were put in place for patrons of fruit machine rooms. As a result, the fruit machine rooms were made less accessible to the general public and relevant NCPG casino exclusions such as family exclusion, third party exclusion and automatic exclusion are now extended to fruit machine rooms. We also supported the revised framework by introducing a simple one-stop self-exclusion application process for all private clubs with fruit machines.

Our strong foundation of social safeguards has put us in good stead to counter the potential impact of changes to the gambling landscape, such as the expansion of the integrated resorts and the convergence of gaming and gambling. We will continue to keep a lookout for individuals who might be financially vulnerable, and reach out to those who may need assistance.

Against the backdrop of these developments, the NCPG found that half of the population participates in gambling activities, which has remained stable since 2005. Probable pathological and problem gambling rates continue to remain low, at about 1% since 2014. Our collaborative effort with community partners for preventive and intervention

services also bore fruit. Awareness of problem gambling is at a high of 88% today, compared to 12 years ago when NCPG first started. 58% of Singaporeans are also familiar with the National Problem Gambling Helpline at 1800-6-668-668.

Despite the increase in awareness of problem gambling, we continued our preventive efforts through public education and outreach, especially with World Cup 2018 and the increased interest in online sports betting. We have strengthened NCPG's presence on social media in order to educate youth about problem gambling, introducing several new initiatives such as collaborations with popular Youtubers, appointment of a youth ambassador and a news writing competition. At the same time, we have extended our outreach to other segments such as older adults, working adults and heartlanders. Public education is a key prong of our approach to address problem gambling and we will ensure the continued relevance of our efforts as the gambling landscape evolves.

The NCPG will continue to work closely with the Government to protect both Singaporeans and foreigners residing here from the ills of excessive gambling. As always, we urge individuals to exercise personal responsibility, and family members and the community to encourage those with gambling issues to seek help early.

Mr Tan Kian Hoon  
Chairman  
National Council on Problem Gambling



# Council Members



**Mr Tan Kian Hoon**  
*Chairman*

*Managing Director,*  
Suntec Real Estate Consultants Pte Ltd



**Mr Gerald Balendran Singham**  
*Vice Chairman*

*Deputy Managing Partner,*  
Dentons Rodyk & Davidson LLP



**Professor David Chan**  
*Member*

*Professor of Psychology and Director of*  
*the Behavioural Sciences Institute,*  
Singapore Management University



**Mr Khoo Chin Hang, Nicholas Aaron**  
*Member*

*Chairman,*  
Cybersports & Online Gaming Association  
(Singapore)



**Dr Cecilia Chu**  
*Member*

*Clinical Psychologist,*  
Raffles Counselling Centre,  
Raffles Hospital



**Mr Kua Soon Khe**  
*Member*

*Chief Executive,*  
Singapore Buddhist Federation



**Ms Annie Lee**  
*Member*

*Executive Secretary,*  
Association for Professionals  
Specialising in Addiction  
Counselling (APSAC),  
Singapore



**Mdm Rahayu Mohammad**  
*Member*

*President,  
Singapore Muslim Women's  
Association (PPIS)*



**Mr Ling Kin Huat**  
*Member*

*Vice Chairman,  
Taoist Federation  
Singapore*



**Professor Seng Boon Kheng**  
*Member*

*Professor, Head of Social Work Programmes,  
School of Human Development and  
Social Services,  
Singapore University of Social Sciences*



**Dr Tan Hwee Sim**  
*Member*

*Consultant Psychiatrist,  
Raffles Counselling Centre,  
Raffles Hospital*



**Ms Teo Lin Lee**  
*Member*

*Company Director,  
Meishin International*



**Mr P Thirunal Karasu**  
*Member*

*Managing Director,  
Singcorp International Pte Ltd*



**Professor Brenda Yeoh**  
*Member*

*Director, Humanities & Social  
Science Research,  
Office of Deputy President  
(Research & Technology),  
National University of Singapore*



**Mr Sowaran Singh**  
*Member*

*Family Mediator (Family  
Dispute Resolution),  
Family Justice Courts*

# Youth Sub-Committee



**Mr Khoo Chin Hang,  
Nicholas Aaron**  
*Chairman*

*Chairman,  
Cybersports & Online Gaming  
Association (Singapore)*



**Mr Frederick Sui Tan**  
*Member*

*Course Manager  
Institute of Technical Education*



**Mr Marc Ha**  
*Member*

*Managing Director,  
APAC Client Strategy,  
Archetype Agency*



**Mr Nicholas Gabriel Lim**  
*Member*

*Senior Court Family  
Specialist (Psychologist),  
Family Justice Courts*



**Mr Tay Swee Meng, David**  
*Member*

*Assistant Director  
(Youth Engagement),  
National Youth Council*

# Key Milestones



## NOVEMBER 2017

Convening of the International Advisory Panel to NCPG to educate gambling operators, gambling addiction practitioners and government agencies on 'The Future of Gambling and Data-Driven Responsible Gambling'.

## FEBRUARY 2018

Annual Chinese New Year campaign to remind Singaporeans to be responsible if they choose to gamble during the festive season.

## MARCH 2018

Release of the findings of the Gambling Participation Survey 2017, conducted every three years.

## MAY 2018

Implementation of tighter Permit Conditions for Private Lottery Clubs with Fruit Machine Rooms, which included the introduction of a single self-exclusion for all Singaporeans/ Permanent Residents from all fruit machine rooms (commonly known as jackpot rooms), and the barring of those on other NCPG exclusions from all fruit machine rooms in Singapore.

## JUNE 2018

Intensive World Cup 2018 public campaign with getai artiste Wang Lei's football-themed ad and via social media in collaboration with SGAG and Night Owl Cinematics.



2017

2018





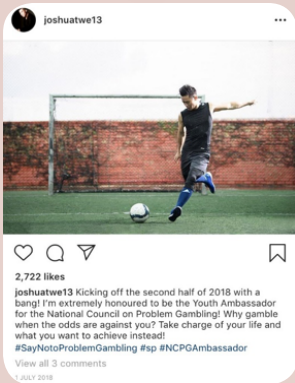
## DECEMBER 2018

NCPG Chairman, Mr Tan Kian Hoon, was invited to share Singapore's experience as a panellist on the topic "The responsible gambling policies and experiences in Asia-Pacific", at the Responsible Gambling Symposium held in Macau.



## NOVEMBER 2018

NCPG's collaboration with Singapore Press Holdings for the National Youth Media Competition, which aimed to educate secondary school students on the convergence between online gaming and gambling; and how youths may play an active role to prevent problem gambling among their peers.



## JULY 2018

Appointment of NCPG's first Youth Ambassador, artiste Joshua Tan, to encourage youths to stay gambling free.

## JANUARY 2019

NCPG supported students from Ngee Ann Polytechnic Psychology Department in running a roadshow to educate their peers about gambling addiction and the help services available.

2019

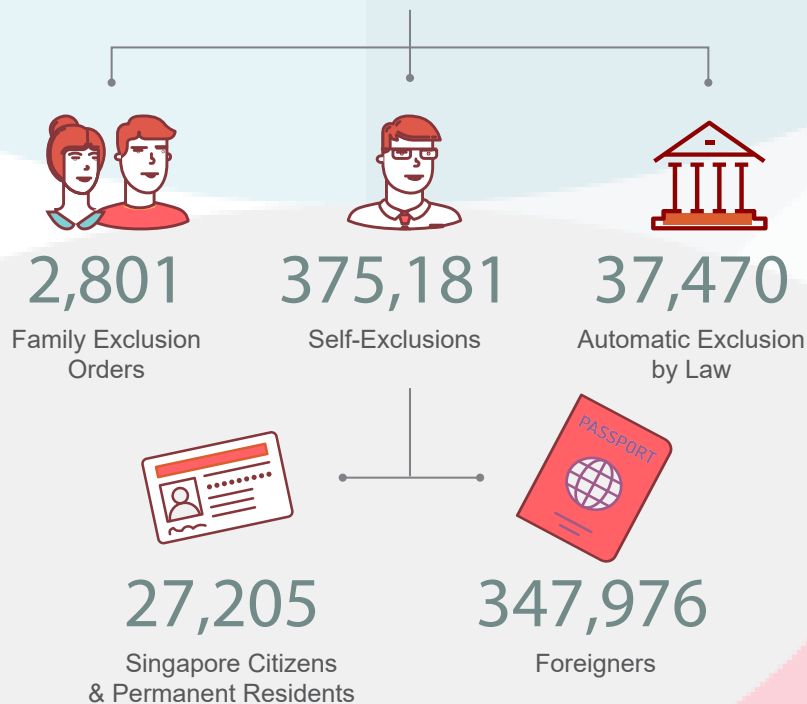
# Casino Exclusions And Visit Limits

## Active Casino Exclusions as at 30 September 2019



# 415,452

Active Casino Exclusions



As at 30 September 2019, there were 415,452 casino exclusions in force. Of these, 90% were self-exclusions applied voluntarily by individuals. The next biggest group consisted of individuals who were automatically excluded by law, undischarged bankrupts, HDB flat tenants paying subsidised rents with rental arrears of 6 months or more, or those receiving financial or legal aid assistance from the Government.

# Active Casino Visit Limits

as at 30 September 2019



8,209

Active Casino Visit Limits



2,586

Voluntary Visit Limits



20

Family Visit Limits



5,603

Third Party Visit Limits

The Third Party Visit Limit (TPVL) regime was introduced in 2013. Persons found to have poor financial and credit records could be imposed with a visit limit by NCPG.

A total of 8,209 casino visit limits were in force as at 30 September 2019. These largely comprised Third Party Visit Limits (5,603) followed by Voluntary Visit Limits (2,586).

# Non-Casino Exclusions

The Government announced the tightening of permit conditions for private lottery clubs in July 2017.

In May 2018, NCPG supported the enhanced regulations by introducing a new single application for self-exclusion via the NCPG website for individuals to exclude themselves from all fruit machine rooms in Singapore.

In the months leading up to the roll-out, NCPG worked with private lottery operators to implement an e-Service screening system

to operationalise this enhanced exclusion. This system draws real-time exclusion data from the NCPG and has been effective in protecting the vulnerable from the potential harms of gambling.

Vulnerable individuals who are issued with an NCPG relevant exclusion (i.e. the Family Exclusion Order, Automatic Exclusion by Law and Third Party Exclusion Order) are also automatically excluded from all fruit machine rooms.



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## E-Services

### Exclusion Status Check

By using this e-service, I undertake that I will not disclose to any third party or misuse any personal information (including the NRIC number and the result of the eQuery) of the patron.

Please key in NRIC/FIN No. or Passport No. to search

NRIC/FIN No.\*

Passport No.\*

**\*\*\*\*\*030B is under exclusion.**

*Sample of e-Service Screening System used by Private Lottery Operators*



# Research

## International Advisory Panel

The NCPG International Advisory Panel (IAP) brings together a team of overseas experts to advise the NCPG on the latest developments in gambling and issues related to problem gambling. NCPG hosted our three IAP members in Singapore in November 2017:

- Dr Jon Kelly, Chairman of Kelly INC. and former Senior Advisor to the Responsible Gambling Council, Ontario, Canada;
- Dr Sally Gainsbury, Associate Professor, The University of Sydney and Deputy Director, Gambling Treatment & Research Centre, Science, Brain and Mind Centre & School of Psychology;
- Dr Brett Abarbanel, Director of Research, University of Las Vegas (UNLV) International Gaming Institute, and Head of Social and Recreational Gambling, University of California, Los Angeles (UCLA), USA.

The IAP members' visit centred around exchanging views with the NCPG on the latest developments in gambling and social safeguards. The IAP members also had the opportunity to meet Mr Desmond Lee, Minister for Social and Family Development to discuss these issues in-depth.

During the visit, the IAP conducted a Seminar on the Future Of Gambling And Data-driven Responsible Gambling for more than 100 participants. They shared their expert insights into the future of gambling, as well as best practices for responsible gambling, prevention and public education. More than 100 participants from the NCPG and our partners, as well as the Responsible Gambling Forum, attended the seminar and had a fruitful session with the IAP members.



*(From left) NCPG: Ms Audrey Seah, Dr Cecilia Chu, Mr Nicholas Aaron Khoo, IAP Members: Dr Jon Kelly, Dr Sally Gainsbury, Dr Brett Abarbanel (Cont'd from left) Minister of Social and Family Development Mr Desmond Lee, Mr Tan Kian Hoon (NCPG Chairman), Prof David Chan, Mdm Rahayu Mohamad, Mr Gerald Singham (NCPG Vice-Chairman)*

## Gambling Participation Survey 2017

Since 2005, the NCPG has conducted a Gambling Participation Survey among Singapore residents every three years. The 2017 Gambling Participation Survey is the fifth in the series and the findings were released in March 2018.

The survey found that 52% of Singapore residents aged 18 and above participated in at least one form of gambling activity in the last one year, compared to 44% in 2014. This increase was primarily contributed by 4D, Toto and social gambling. Nonetheless, gambling participation has remained relatively stable over the last 12 years since the first survey in 2005, with about half the population found to be participating in at least one form of gambling activity.

The probable pathological and problem gambling (PPG) rates have also remained stable at less than 1%. Specifically, the PPG rate was 0.9% in 2017 compared to 0.7% in 2014. The differences in these corresponding rates from 2014 to 2017 are not statistically significant. However, this group of gamblers remains a cause of concern, as they continue to exhibit poor self-control in terms of gambling for longer periods of time, with more money, and more frequently than they had planned to. The survey also found that probable pathological gamblers experienced strained family relations and less satisfaction with family life as a result of their gambling habits.

**REPORT OF SURVEY ON PARTICIPATION IN  
GAMBLING ACTIVITIES AMONG SINGAPORE  
RESIDENTS, 2017**



**NATIONAL COUNCIL ON PROBLEM GAMBLING  
26 MARCH 2018**

Page 1 of 18

# Public Education

One of NCPG’s key roles is to educate the public on the potential harms of excessive gambling, encourage individual responsibility and remind them to look out for those who may need help to overcome problem gambling.

## Media Campaigns

### Addressing Soccer Betting Risks During the World Cup and English Premier League

In anticipation of increased soccer betting activities during the 2018 World Cup, NCPG’s campaign drove home the message to stay responsible if one chooses to bet, and to be vigilant about signs of problem gambling in family and friends.

A football-themed creative featuring Wang Lei was produced to reach out to older adults via touchpoints such as bus-stops, coffee-shops, Chinese vernacular newspapers and community centres/clubs. Radio ads recounting Wang Lei’s recovery experience were also aired on popular Mandarin stations. NCPG also partnered Singtel to send out reminder SMSes on key match days.

To reach out to young working adults, we featured our popular light-hearted TV commercial that depicts a youth getting into trouble with school and family due to excessive gambling behaviours. A social media contest was also conducted to encourage working adults to spot paper cups with NCPG World Cup messages in food courts and coffee shops in the Central Business District.



Football themed ads featuring Wang Lei



Night Owl Cinematics video titled '8 types of problem gamblers'

SGAG meme produced for NCPG's World Cup 2018 Campaign

NCPG also debuted our video production with popular YouTuber, Night Owl Cinematics, titled '8 Types of Problem Gamblers' and garnered a total of 333,000 views over two weeks. A meme series with SGAG was also rolled out and reached approximately 1.2 million people online.

We also continued our media campaign on cable TV, social media, outdoor TV screens and reminder SMSes into the English Premier League 2018/19 season, to sustain public awareness of problem gambling issues surrounding soccer betting. Overall, the two campaigns led to an increase in problem gambling awareness from 76% in 2017 to 88% in 2018.

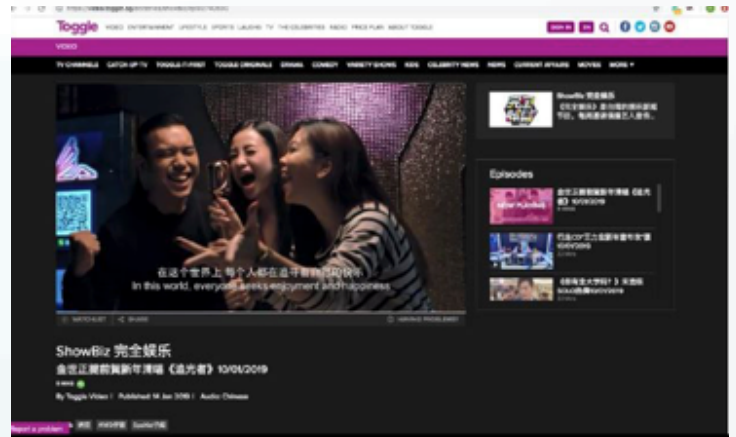


## Chinese New Year 2018 and 2019

NCPG reminded the public to be responsible when engaging in social gambling during the festive season. In 2018 and 2019, our problem gambling recovery role model, Wang Lei, was featured in the Chinese New Year couplets at outdoor locations, and in a new video and radio capsule.



Chinese New Year couplets in Lianhe Wanbao and Shinmin Daily featuring Wang Lei



Mandarin video clip of Wang Lei on Toggle

NCPG once again partnered Night Owl Cinematics to produce a video titled 'How to Huat this Chinese New Year' with 6 snippets on superstitions surrounding gambling. The video attained second position in YouTube's 'Trending' section during its third day of launch, reaching a viewership of 416,000.



Chinese New Year posters at bus stops



Night Owl Cinematics' 'How to Huat this Chinese New Year' video

## Community Outreach

In addition to broad-based media campaigns, the NCPG conducts targeted education initiatives for various groups, such as working adults, heartlanders, youths and foreign workers.

### Outreach to Working Adults

Over the last two years, NCPG continued to reach out to various groups of working adults beyond the major campaign periods. Our partnerships with the National Taxi Association, Comfort Taxis and Premier Taxis allowed us to reach out to more than 20,000 taxi drivers. A lift-sticker campaign in various industrial locations and CBD office buildings also helped spread our message to more than 80,000 working adults.



Lift sticker campaign 'Don't cross the line. Overcome Problem Gambling today.' at industrial and office buildings



PGPA seniors at the YAH! 10th Year Anniversary Event

### Outreach to Heartlanders

NCPG continued our partnership with Montfort Care for the Young-At-Heart! (YAH) Problem Gambling Prevention Ambassadors (PGPA) Programme, an initiative in place since 2009. Montfort Care's YAH! College trains senior citizens attending its active ageing course to disseminate problem gambling messages to fellow senior citizens through skits, games and roadshows in the community and at gambling venues. The PGPA programme has helped trained more than 100 PGPA senior volunteers to date; it celebrated its 10th anniversary in 2018.



NCPG collaborated with the Singapore Federation of Chinese Clan Associations on its annual River Hongbao event during the Chinese New Year period to raise awareness of problem gambling.



*Getai emcees announcing NCPG reminder messages onstage at River Hongbao*



*Screening of NCPG's TVC at River Hongbao.*

We continued our partnership with Lex Entertainment to conduct community outreach via getai street performances during the Lunar 7th Month (i.e. Hungry Ghost Festival) and Lunar New Year. In 2018, we expanded our Lunar 7th Month outreach to auction dinners held for small and medium enterprises in heartlands and industrial areas.



*Problem gambling messages announced during Getai shows*



## Outreach to Youths

### National Youth Media Competition 2018

In 2018, the NCPG collaborated with Singapore Press Holdings to organise the National Youth Media Competition for secondary school and junior college students. Throughout the year, informative snippets on how problem gambling may affect youths were put out in ST IN, a youth edition of The Straits Times. A 24-hour news challenge among 13 final teams was the highlight of the competition, where a mock press conference for students was conducted on the issue of how digital natives view online gaming and gambling convergence. School of Science and Technology emerged as the champion, and an educational poster was produced and disseminated to 12 tertiary institutions island-wide in 2019.



An educational comic strip published in ST IN for secondary school students



A publicity poster for the competition



Competition finalists interviewing panellists.



(From left) Panellists for the mock press conference at the 24hour News Challenge: Ms Yeo Hui Teng and Mr Joel Neo (Fei Yue Community Services), Mr David Tay (NCPG Youth Sub-Committee Member) and Ms Ang Yiyiing (SPH reporter).



*Paper cups distributed in tertiary institutions*

## Campus Outreach

To encourage peer support and urge youths to look out for one another, 300,000 paper cups were distributed across 12 tertiary institutions in 2018. An element of interactivity was incorporated through a contest, where students answered questions related to problem gambling. Over 1,700 students participated in the contest and 82% were encouraged to advise his/her friend to seek professional help via NCPG Helpline or WebChat.

“Good Game”, a school-based Youth Gambling Prevention Programme, was jointly developed by NCPG and Fei Yue Community Services in 2018. It was presented to secondary school students during assembly talks and Year 1 students at the Institute of Technical Education (ITE). The talk aimed to educate youths on the potential traps in free online games and ways in which they could protect themselves. To date, “Good Game” has reached over 21,000 students.

## National Servicemen Outreach

To discourage NSF from picking up the habit of gambling, NCPG partnered Power98FM to conduct infotainment camp shows and radio programmes from November 2017 to September 2018. Awareness talks were also provided for NSF in HomeTeamNS Academy in 2018 and 2019.



*One of the regular sessions conducted at HomeTeam Academy.*



*A Power98FM camp show featuring an NCPG game show*





## NCPG Youth Ambassador

NCPG appointed artiste, Joshua Tan, as our youth ambassador in June 2018. As a celebrity who has a massive following on social media, Joshua serves as a positive influencer to his youth audience aged 18 to 35 years old.

Joshua posted a photo featuring his family during the World Cup season.

## Outreach to Foreign Workers

NCPG collaborated with Ministry of Manpower and Migrant Workers' Centre to encourage foreign workers residing in Singapore to apply for casino self-exclusion.

In 2018, an NCPG advertisement featuring Wang Lei and problem gambling messages was put up on private buses ferrying foreign workers.

In 2019, NCPG collaborated with foreign worker dormitory operators and recreation centres to place our banners in their premises. These banners encouraged the foreign workers to seek out alternative recreational activities on their off days, and to apply for the casino self-exclusion as a precautionary measure.



Private buses with NCPG ads for foreign workers



# Problem Gambling Help Services

## Helpline, Webchat and E-counselling

To encourage more to seek help, NCPG made our counselling services more accessible via the use of technology. The number of users of our webchat service at [www.ncpg.org.sg](http://www.ncpg.org.sg) doubled between 2017 and 2018, reaching 3,000. The National Problem Gambling Helpline received 13,000 calls in 2018.

The e-counselling service, though still in its infancy, has received positive feedback from the community as it enables those who are not ready or unable to engage in face-to-face sessions to undergo counselling via the telephone or web interface.



## Self-help for individuals

NCPG developed a workbook to facilitate self-help amongst those who believe that they have a gambling problem. The appointed agencies (THK Centre for Family Harmony, Resilienz Clinic and Healthway Medical Group) have been promoting the workbook to clients receiving counselling, and used the workbook to monitor their clients' gambling behaviour and progress. Community agencies providing gambling support services are using the workbook as supplementary material for their clients.



*YAH! Ambassadors introducing the workbook to members of public*

# Partners

## NCPG Appointed Agencies and Partners

### **PsycHealth Practice (under Healthway Medical Group)**

176 Orchard Road, The Centrepont  
#06-01 Singapore 238843

**Tel:** 6252 6266

**Website:** <http://www.psychhealth.sg>

**Email:** [daretochange@healthwaymedical.com](mailto:daretochange@healthwaymedical.com)

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### **The Resilienz Clinic**

10 Sinaran Drive  
Novena Medical Centre, #10-30  
Singapore 307506

**Tel:** 6397 7300

**Website:** <http://www.resilienz.com.sg>

**Email:** [enquiry@resilienz.com.sg](mailto:enquiry@resilienz.com.sg)

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### **Thye Hua Kwan Centre for Family Harmony @ Circuit**

37 Circuit Road  
#02-455 Singapore 370037

**Tel:** 6747 7514

**Website:** <http://www.thkmc.org.sg>

**Email:** [cfh@thkmc.org.sg](mailto:cfh@thkmc.org.sg)

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### **National Addictions Management Service (NAMS)**

Institute of Mental Health  
Buangkok Green Medical Park  
10 Buangkok View  
Singapore 539747  
NAMS Clinic – Level 1, Blk 9

**Tel:** 6389 2000

**Website:** <http://www.nams.sg>

**Email:** [nams@imh.com.sg](mailto:nams@imh.com.sg)

# Acknowledgements

The National Council on Problem Gambling would like to thank the following partners for their support and assistance.

Adullam Life Counselling  
Arise2care Community Services Ltd  
Blessed Grace Gambler's Recovery Centre  
Casino Regulatory Authority  
Changi General Hospital  
Counsellor @ Club HEAL (Marsiling / Pasir Ris)  
Credit Bureau Singapore  
Credit Counselling Singapore  
Experian Credit Services Singapore Pte Ltd  
Fei Yue Community Services  
Football Association of Singapore  
Healthway Medical Group Pte Ltd  
Housing & Development Board  
Institute of Mental Health  
Institute of Technical Education  
Lakeside Family Services  
Lex Entertainment Pte Ltd  
Media Literacy Council  
Migrant Workers' Centre  
Ministry of Defence  
Ministry of Health  
Ministry of Home Affairs  
Ministry of Law  
Ministry of Manpower

Ministry of Social and Family Development  
Mr Joshua Tan and Family  
Mr Wang Lei and Family  
Montfort Care  
Nanyang Technological University  
National Addictions Management Service  
National Crime Prevention Council  
National Taxi Association  
National University of Singapore  
Ngee Ann Polytechnic  
One Hope Centre  
People's Association  
Responsible Gambling Forum  
Singapore Federation of Chinese Clan Associations  
Singapore Police Force  
Social Service Institute  
Society of Sheng Hong Welfare Services  
TOUCH Cyber Wellness  
The Resilienz Clinic  
The Silver Lining Community Services Ltd  
Thye Hua Kwan Centre for Family Harmony @ Circuit  
WE CARE Community Services



## Contact Us

NCPG Secretariat

c/o Ministry of Social and Family Development

510 Thomson Road #05-01 SLF Building, Singapore 298135

Tel.: 6354 8154 • Fax: 6258 3161

Email: [admin@ncpg.org.sg](mailto:admin@ncpg.org.sg)

National Problem Gambling Helpline: 1800-6-668-668

Operating hours: 8AM - 11PM daily

Webchat Service: [www.ncpg.org.sg](http://www.ncpg.org.sg)