

## **COMMUNICATION ACCESS CARD (CAC)**

### **1) What is the CAC? What is it for?**

The CAC is:

- a) an identity card for people who are Deaf, DeafBlind or Hard-of-hearing (Hoh) and who are officially registered as clients of SADeaf
- b) to help inform people on how they can improve their communication with you
- c) to make it easy to identify you as a person with hearing loss via the international logo of deafness on the card
- d) to show you are a client of SADeaf and are able to receive services from SADeaf

The CAC will not display your full NRIC as per PDPA guidelines. It will show only the last 4 digits of your NRIC. The CAC will be customised to each individual's preferred term of identifying themselves as well as the preferred communication mode.

### **1) My friends who previously registered as SADeaf Client received a Hearing Help Card (HHC). Will I also receive it?**

The Hearing Help Card (HHC) has been renamed to Communication Access Card (CAC) to better fit and reflect the purpose of the card. We are phasing out the HHC. Hence, if you are registering as a new client for the first time, you will only receive the CAC.

### **2) Does that mean my current client card / HHC is no longer valid?**

Yes. The CAC will replace all the older versions of SADeaf client cards, including the HHC. This means that SADeaf and supporting partners / agencies will recognise only the CAC and not any other cards.

### **3) What does "Not for fundraising" on the CAC mean?**

It means that the card is NOT intended for fundraising purposes. This is to safeguard our clients and the public interest, and to prevent the misuse of the card for unintended purposes. (For example, an individual may sell keychains in public places while showing the SADeaf's client card).

### **4) What happens if I lose or damage my CAC? (for existing SADeaf Clients)**

For immediate replacement, please proceed to the SADeaf office and bring along your NRIC and a passport photo.

Alternatively, you can complete the SADeaf Client Registration, Update & Card Replacement Form and email it to [info@sadeaf.org.sg](mailto:info@sadeaf.org.sg) or apply for a replacement using the Google Form.

Note that there will be a \$5 replacement fee.

### **5) What do I do if I find a lost Communication Access Card (CAC)?**

Please return the lost card to SADeaf office at 227 Mountbatten Road Singapore 397998.

## REPLACEMENT OF SADEAF HEARING HELP CARD (HHC) TO COMMUNICATION ACCESS CARD (CAC)

### FREQUENTLY ASKED QUESTIONS (FAQ)

*Note: The following FAQs are intended for existing registered clients of SADeaf who are holding older versions of the SADeaf Client card.*

**1) I am an existing SADeaf Client with an old version of the card. How do I replace my card with the new CAC?**

Kindly fill up the SADeaf Client Registration, Update & Card Replacement Form, attach the supporting documents and email it to us at [info@sadeaf.org.sg](mailto:info@sadeaf.org.sg).

The supporting documents required are:

- a) Passport photo
- b) Photocopy of NRIC (front & back) / Birth Certificate

Alternatively, you can apply via Google Form. Kindly take note that the Google Form requires applicants to access with a valid Google email account.

If you are replacing your HHC to CAC via the Google Form, please select the 2nd option "I want to... Change my old Hearing Help Card (HHC) to the new Communication Access Card (CAC)".

**I want to... \***

For those who wish to replace their lost/ damaged Communication Access Card (CAC), there will be a \$5 replacement fee.

- Register myself as a new client
- Change my old Hearing Help Card (HHC) to the new Communication Access Card (CAC)
- Update my particulars
- Replace my lost/ damaged Communication Access Card (CAC)

**2) I find it too troublesome to fill in the form and email. Are there any other ways to replace the card?**

You may make an appointment to replace your card by messaging 9226 7621. When you are at SADeaf office, please inform the staff that you are there to replace your old card and bring along these supporting documents:

- a) Passport photo
- b) Photocopy of NRIC (front & back) / Birth Certificate

**3) I am an existing client. Why do I need to submit the supporting documents again?**

This is for verification purposes. We need to verify that the information provided is accurate as per your NRIC, and to check if there are any changes in your address / name.

**4) What happens after I submit my registration?**

Your registration will be processed by SADeaf within 10 working days upon receipt of complete documents.

**5) How will I receive the Communication Access Card (CAC)?**

The CAC will be mailed to your address once it is ready. This applies to all who have submitted the registration via email or online.

**6) What do I do with my old card?**

You are advised to dispose of your old card appropriately (e.g. shredding, cutting) as it contains sensitive information such as your NRIC.

## SADEAF CLIENT REGISTRATION FREQUENTLY ASKED QUESTIONS (FAQ)

### **GENERAL**

#### **1) Why should I register as a SADeaf Client?**

Becoming a registered SADeaf Client means that you are identified as having hearing loss. SADeaf Clients will be issued with a Communication Access Card (CAC) which entitles you to services rendered by SADeaf as well as the [benefits that come along with being a registered SADeaf Client](#).

SADeaf Client registration is a one-time exercise and for life. The CAC does not have an expiration date.

### **ELIGIBILITY CRITERIA**

#### **1) What are the requirements to become a SADeaf Client?**

To be eligible, you have to be a Singapore Citizen or Permanent Resident (PR). Please provide us with the supporting documents to prove that you have hearing loss.

#### **2) Are there any age limits?**

No, becoming a SADeaf Client is open to persons with hearing loss of all ages.

#### **3) What are the supporting documents required?**

The supporting documents required are:

- a) Passport photo
- b) Photocopy of NRIC (front & back) / Birth Certificate
- c) Audiogram / Doctor's Memo to certify hearing loss\*

*\*note that it is preferred that the Audiogram / Doctor's Memo is within 1 year from the date of registration.*

## **HOW TO APPLY (FOR NEW APPLICANTS)**

### **1) How do I register and become a SADeaf Client?**

You must be either a Singapore Citizen or a Permanent Resident. Kindly fill up the SADeaf Client Registration, Update & Card Replacement Form, attach the supporting documents and email it to us at [info@sadeaf.org.sg](mailto:info@sadeaf.org.sg).



The supporting documents required are:

- a) Passport photo
- b) Photocopy of NRIC (front & back) / Birth Certificate
- c) Audiogram/ Doctor's Memo to certify hearing loss\*

*\*note that it is preferred that the Audiogram / Doctor's Memo is within 1 year from the date of registration.*

Alternatively, you can fill up our Google Form of the SADeaf Client Registration, Update & Card Replacement Form to register. Kindly take note that the Google Form requires applicants to access with a valid Google email account.



Figure 1 Google Form of Client Registration Form

### **2) Is there any cost involved for registration?**

Registration is FREE.

### **3) What if I do not have an Audiogram / Doctor's Memo?**

As it is a requirement for registration, we would recommend that you go to the polyclinic and request for a hearing test to be done at any restructured hospital.

An audiogram / Doctor's Memo from a private clinic is acceptable.

Otherwise, you can arrange for an appointment with our Hearing Care Centre to conduct a hearing test for \$15. If you sign up as a member, the hearing test is free.

### **4) What happens after I submit my registration?**

Your registration will be processed by SADeaf within 10 working days upon receipt of complete documents and you will be issued a CAC once approved.

The CAC will be mailed to your address once it is ready.

## SADEAF CLIENT VS MEMBERSHIP FREQUENTLY ASKED QUESTIONS (FAQ)

### 1) What is the differences between being a SADeaf Client and a Member?

Becoming a SADeaf Client is free. It is only open to persons with hearing loss.

Membership comes with a yearly membership fee. It is open to everyone.

### 2) Can I be both a client and a member of SADeaf?

If you have hearing loss, you can register as a client and apply for membership.

If you do not have hearing loss, you can only apply for membership.

### 3) What are the benefits?

	Clients	Members
<b>Fees</b>	Free	Membership fee
<b>Criteria</b>	Deaf Hard-of-hearing DeafBlind	Open to all
<b>Interpreting &amp; Notetaking Services</b>	Subsidised rate	20 Free Interpreting Service (FIS) & 20 Free Notetaking Service (FNS) per calendar year (Jan-Dec)
<b>Discount on hearing aid and assistive devices</b>	✘	✔
<b>Discount on sign language courses</b>	✘	✔
<b>Right to vote at all SADeaf Annual General Meetings and to stand for election to the Executive Council</b>	✘	✔
<b>Free annual hearing test</b>	✔	✔
<b>Free admission to Singapore Zoo, Jurong Bird Park, Night Safari &amp; River Safari</b>	✔	✘
<b>Eligible to apply for Persons with Disabilities Concession Card (PWDC) for discounted fares on public buses and trains</b>	✔	✘
<b>Eligible for exclusive mobile services plans by Singtel</b>	✔	✔

If there are any other questions pertaining to SADeaf Client registration and Communication Access Card, you may contact us at 6344 8274, message us at 9226 7621 or email us at [info@sadeaf.org.sg](mailto:info@sadeaf.org.sg).