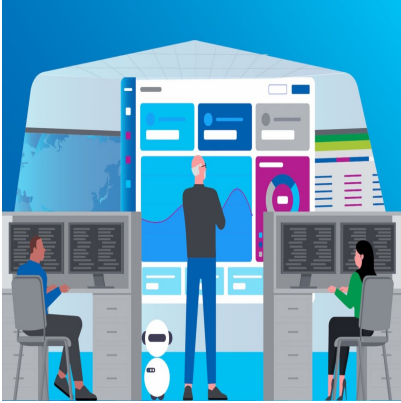




Chat.gov.sg: How to Use the Government AI Assistant

Description

Chat.gov.sg is a beta government assistant designed to guide users towards government information in plain language. Use it to narrow the agency, service and document path; use the linked authority page or transaction service to confirm eligibility, deadlines and the final submission.

chat.gov.sg guide: the decision table

Situation	What to do
Broad "where do I start?" question	Use chat.gov.sg to narrow the route
Question affects money or legal status	Open and verify the responsible agency source
Answer asks for sensitive data	Stop and check the privacy context
Service result conflicts with the chat	The responsible agency or formal notice controls

Ask with facts, not identifiers

State the task, age band, broad status and deadline without pasting NRIC, account numbers, medical records or full case files.

Request the source route

A useful answer should lead to the agency, service page or form. Open it and read the conditions yourself.

Separate explanation from decision

An AI summary cannot approve a grant, determine tax, issue a pass or extend a statutory deadline. Save formal receipts and notices.

Test ambiguous terms

If “resident”, “income” or “household” changes the result, ask which definition applies and verify it on the authority page.

Report poor routing

Use the feedback or contact mechanism when a link is broken or the answer does not match the cited page. Beta systems improve through specific examples.

Worked example

Instead of asking “Can I get help?”, a parent asks: “Which Singapore government service explains childcare subsidies for a citizen child, and what official page lists the income definition?”. The user opens the linked agency page, checks the current threshold and applies only through the formal service.

Turn the example into a decision record

The worked example is useful only if its inputs are replaced with the reader’s actual dates, amounts, documents or observations. For this task use the assistant for navigation without treating generated text as a formal decision keep the decision and its supporting record on the same line. That exposes a missing input before the action becomes difficult to reverse.

Trigger or question	Current action	Evidence to retain
1. Broad “where do I start?” question	Use chat.gov.sg to narrow the route	Save the dated input, confirmation or advice that supports this choice.
2. Question affects money or legal status	Open and verify the responsible agency source	Save the dated input, confirmation or advice that supports this choice.
3. Answer asks for sensitive data	Stop and check the privacy context	Save the dated input, confirmation or advice that supports this choice.
4. Service result conflicts with the chat	The responsible agency or formal notice controls	Save the dated input, confirmation or advice that supports this choice.

Record where each answer came from and when it was checked. If a live service, signed document or professional opinion conflicts with a general webpage, preserve both and resolve the difference with the body responsible for the decision. Do not silently substitute a convenient number or date.

Action checklist

1. Open chat.gov.sg directly
2. Describe one task
3. Exclude sensitive identifiers

4. Ask for the responsible agency
5. Open the cited official page
6. Verify rules and deadlines
7. Save formal submission evidence

Two practical tools to keep

A privacy-minimised prompt pattern. Put the controlling dates, amounts or observations in one place and attach the evidence beside each input. This makes the decision reproducible if a family member, colleague or adviser needs to check it later.

A source-to-form verification ladder. Test the ordinary case and the failure case before money, a filing or a booking becomes irreversible. Mark calculations as calculations and leave uncertain fields unresolved until an authority or qualified professional confirms them.

What the primary sources establish

Primary source	Claim used here
chat.gov.sg beta	Public interface, beta status, terms and privacy links.
Public Service Festival speech	Official description of chat.gov.sg as a plain-language guide to government help.

The links sit beside the claims they support. Live services, formal notices and individual facts can change the outcome, so re-open the controlling page immediately before acting.

Continue with the next useful step

For the adjacent task, read [the Singpass phone-number change and recovery guide](#). If the decision moves into a different stage, continue with [how to check suspicious messages with ScamShield](#).

Errors that change the outcome

- Pasting an NRIC into a broad query
- Treating an AI answer as approval
- Using an unverified link
- Asking several unrelated questions at once
- Ignoring a conflict with the authority page

Keep dated records, confirmations and advice used for the decision. This article explains public information for a general fact pattern; it does not determine an individual legal, tax, medical, investment, employment or contractual outcome.

A final challenge before acting

The intended reader is a singapore resident trying to locate the right government service or explanation. Before closing the task, challenge the file against the common failure points below. A “not applicable” answer should still have a reason, especially where a deadline, eligibility rule, payment, booking or safety decision is involved.

- **Have you ruled this out?** Pasting an NRIC into a broad query. Write down the fact or document that answers it; an assumption is not a completed check.
- **Have you ruled this out?** Treating an AI answer as approval. Write down the fact or document that answers it; an assumption is not a completed check.
- **Have you ruled this out?** Using an unverified link. Write down the fact or document that answers it; an assumption is not a completed check.
- **Have you ruled this out?** Asking several unrelated questions at once. Write down the fact or document that answers it; an assumption is not a completed check.
- **Have you ruled this out?** Ignoring a conflict with the authority page. Write down the fact or document that answers it; an assumption is not a completed check.

Escalate any unresolved consequential point to the named authority or an appropriately qualified professional. The aim is not to collect more material; it is to identify the one missing fact that could change the result.

Questions readers ask

Is chat.gov.sg a formal approval channel?

No. It guides users to information and services; the responsible agency decides.

Should personal documents be pasted?

Use the minimum information necessary and follow the service’s privacy terms.

What does beta mean?

The service is still being improved, so verification and feedback remain important.

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