



999, 995, 70999 or 70995? Pick the Right Emergency Route

Description

Call 999 for an urgent police response and 995 for fire, rescue or an emergency ambulance. SMS 70999 is for a police emergency when it is unsafe to speak or the caller cannot speak; SCDF’s separate Emergency SMS number is 70995.

This guide is for a resident or visitor deciding how to seek urgent help in singapore. Its job is specific: choose the fastest appropriate call or sms route and provide useful location information. Use the table first, then the worked example and checklist; keep any calculation as a labelled estimate until the controlling body or live service confirms it.

Singapore emergency numbers 999 995 70999 70995: the decision table

Situation	Practical next step
Crime or immediate police danger	Call 999 if it is safe to speak
Fire, rescue or medical emergency	Call 995
Unsafe or unable to speak to police	Text 70999 with event and location
Eligible deaf, hard-of-hearing or speech-impaired SCDF user	Use Emergency SMS 70995

The table separates the common branches that lead to different outcomes. It is not a substitute for reading the current source: re-open the cited authority on the day the decision is made, especially where a deadline, rate, eligibility rule, opening condition or safety instruction is involved.

Start with the controlling rule

SPF restricts 70999 to emergencies when speaking is unsafe or impossible; a normal 999 call allows faster clarification when it is safe. [SPF SMS 70999](#).

SCDF asks 995 callers for identity, callback number, exact location and concise signs or symptoms, then directs callers to follow instructions. [SCDF Emergency Medical Services](#).

These two checks define the reader's starting position. Record the date and the facts used, because a later application, booking or dispute is easier to resolve when the original basis is visible.

Apply the rule to the real decision

A 70999 message should briefly state what is happening and where; police acknowledge receipt and may ask follow-up questions. [SPF SMS 70999](#).

SCDF states that 1777 non-emergency ambulance hotline will cease on 1 January 2027 and points non-emergency medical advice to NurseFirst 6262 6262. [SCDF Emergency Medical Services](#).

Do not compress separate conditions into a single yes-or-no answer. Work through the eligibility, timing, amount and evidence questions in that order, and stop if a live record does not match the assumption.

Build the evidence trail

For non-emergency crime information, SPF directs the public to I-Witness, Police@SG or the police information channel instead of 70999. [SPF SMS 70999](#).

SCDF's Emergency SMS 70995 is specifically for people who are deaf, hard of hearing or have speech impairment. [SCDF Emergency Medical Services](#).

Save the relevant confirmation, receipt, official result or case reference. This is not administrative decoration: it is the record that allows the authority, provider or household to reconstruct what happened.

Know the limit of the answer

Normal SMS rates can apply to 70999 even though the service itself has no additional charge. [SPF SMS 70999](#).

Landmarks, postal codes, lamp-post numbers and someone waiting for responders can materially reduce location delay. [SCDF Emergency Medical Services](#).

This guide resolves the general task for a Singapore reader. It does not replace an individual notice, contract, clinical assessment, legal advice or an officer's direction at the point of service.

Worked Singapore example

A person hiding during a violent incident cannot safely speak. The message "Man with knife, level 3 stairwell, Block 123 Example Street, Singapore 123456; I am hiding and cannot call" supplies event and location without extra narrative. If safe to call, 999 remains the preferred police route.

The example shows the method, not a promised outcome. Replace its dates, balances, prices, route conditions or personal facts with the reader's own information. Where the example performs arithmetic, it is an editorial calculation and should be reconciled against the live statement, bill or official calculator.

Action checklist

1. Decide police or SCDF
2. Call when it is safe to speak
3. Give exact location first
4. Describe the immediate danger or symptoms
5. Provide a callback number
6. Follow the operator's instructions
7. Send someone to guide responders where safe

Work through the list in sequence. If one item cannot be verified, record the gap and use the official contact route rather than guessing. Keep screenshots only as supporting evidence; the live authority page and issued document remain controlling.

Two original tools in this guide

A five-route emergency decision table. This converts the source material into a reusable decision aid. Copy it into a note or spreadsheet and enter only verified personal inputs.

A minimum viable emergency message template. This is the final control before an irreversible payment, submission, booking, journey or household decision. It is an editorial framework derived from the sources, not an official form.

Primary-source ledger

Official or primary source	Material claims checked
SPF SMS 70999	When police emergency SMS is appropriate and what to include.
SCDF Emergency Medical Services	995 triage, location information, Emergency SMS 70995 and non-emergency options.

Each inline link sits beside the claim it is intended to support. Both source pages were opened during the evidence pass. If a page is revised after publication, use the latest controlling text and treat this article's worked examples as historical calculations rather than fresh official advice.

Errors that change the outcome

- Using 70999 for a non-emergency report
- Texting 70995 as the police number
- Giving only a building name

- Hanging up before the operator says so
- Calling 995 for routine transport

The recurring failure is to act on a familiar label without checking its definition. Preserve the original notice, policy wording, booking terms, eligibility record or authority response so that a later review starts from evidence rather than memory.

Continue with the next useful step

For the adjacent task, read [prepare for a public-warning alert](#). If the decision moves into another stage, continue with [verify a government message](#). These links were selected for reader progression, not as mechanical category links.

Questions readers ask

Is 70999 a general police text line?

No. SPF restricts it to emergencies when speaking is unsafe or impossible. [SPF SMS 70999](#).

What is 70995?

SCDF's emergency SMS for eligible deaf, hard-of-hearing or speech-impaired users. [SCDF Emergency Medical Services](#).

What should a caller say first?

Exact location, then the immediate emergency and callback information. [SPF SMS 70999](#).

Accuracy note: This article was checked against the linked primary sources on 2026-07-25. Individual facts and live services can change. No interview, first-hand use, first-hand meal, price check or field observation is claimed unless expressly stated.

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