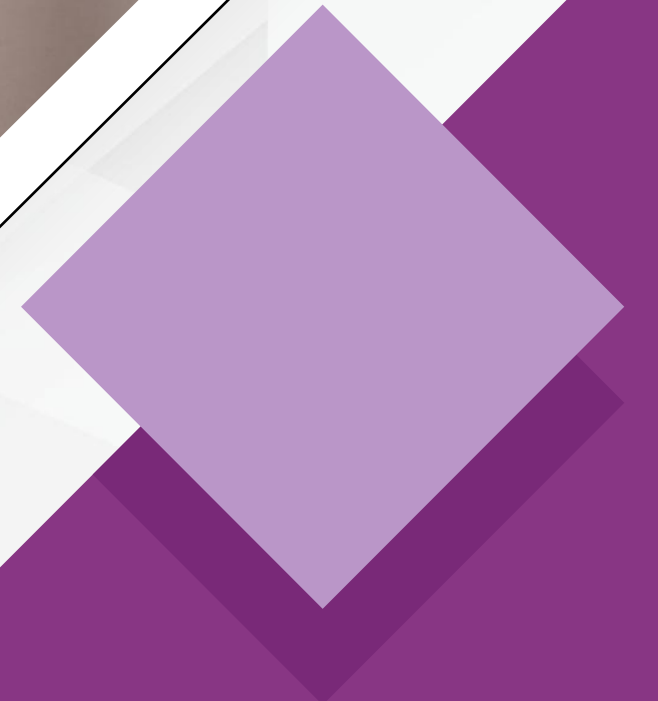




Moving Away from NRIC/DOB Usage

Integrated Health Plans (IHP)



Moving Away from NRIC/DOB Usage

Enhancing Data Security and Regulatory Compliance

In alignment with the 2nd February 2026 advisory from the Personal Data Protection Commission (PDPC) and the Cyber Security Agency of Singapore (CSA), login credentials must transition away from the use of NRIC and other easily obtainable personal data for authentication.



Migration to New Login Credentials

Integrated Health Plans (IHP) is migrating all users to the new login credentials, in compliance with the new regulations. We will also reset passwords to system-generated passwords as part of this transition. This measure is part of ongoing efforts to strengthen data security and safeguard personal information.

Your Login Credentials (New!)



Your Identity



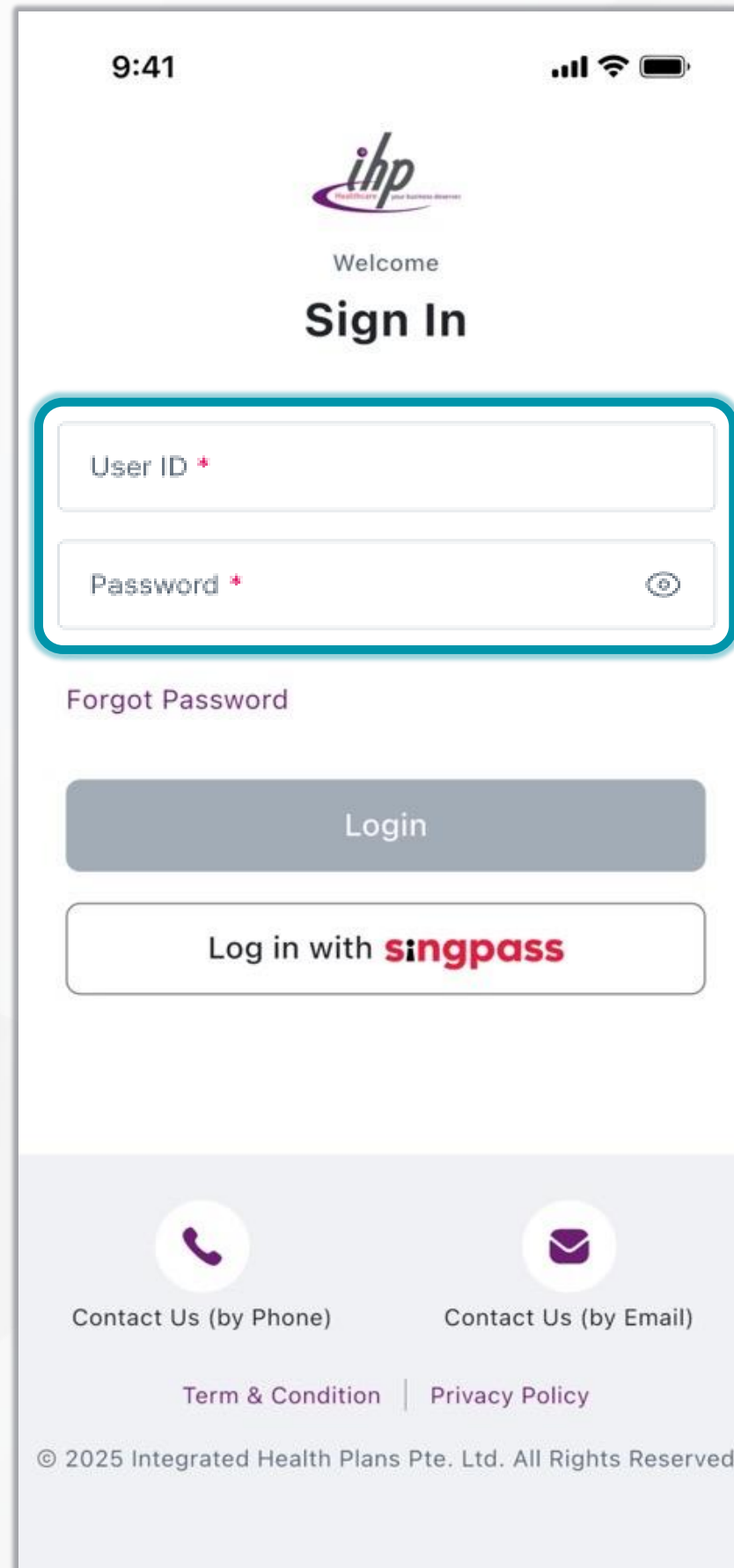
Registered Email :

JohnSmith@corporate.com.sg

New User ID:

JohnSmith@corporate.com.sg

Password : (system generated random password)



Login Methods



User ID & Password

Standard login with your registered credentials



Biometric Login

Face ID or Fingerprint for instant access



Singpass Login

Passwordless authentication via Singpass app



Need Help?

Hotline: (65) 6715 9422

Email: claims@ihp.com.sg



Security Features:

Enhanced security with 2FA authentication

Biometric encryption for quick login

No personal data accessed from Singpass

Frequently Asked Questions (FAQ)



1. Why are we changing the login credentials?

We are upgrading our processes to strengthen data security, improve account protection, and align with updated regulatory and compliance requirements. As part of this initiative, we will be transitioning away from the use of NRIC and Date of Birth (DOB) for login and authentication purposes, in line with Personal Data Protection Commission (PDPC) guidelines to better safeguard personal data.

2. When will the migration take place?

The migration can occur on the communicated rollout date. Users will receive welcome email notifications on the new login credentials

3. Will my current userID and password continue to work?

Your existing credentials may work temporarily during the transition period. After migration is completed, you will need to activate and use the new login credentials.

4. Will I be able to see my past claims?

Yes, you will still be able to see your past claim history.

5. Is my personal information secure during the migration?

Yes. The migration process follows strict security protocols and compliance standards to protect user information and prevent unauthorized access.

Frequently Asked Questions (FAQ)



6. What should I do if I do not receive my new password?

Use the “Forgot Password” option on the login page or contact the support team for assistance.

7. Who can I contact for support?

You can reach out to our Contact Centre Team via the hotline or email address if you need any assistance on your new login.

8. Will my data or account information change?

No. The migration only affects login and authentication processes. Your account data, settings, and permissions will remain unchanged unless otherwise communicated.

9. Can I use the same password as before?

For security reasons, users are encouraged to create a new, unique password that has not been previously used.

10. Will my login credentials be the same for both the Mobile App and Portal?

Yes, login credentials for both the Mobile App and Portal will still be synchronized. Users can use the same userID and password across both platforms, providing a more seamless and secure login experience.



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Thank You

