

25 February 2025

Senior Minister and
Coordinating Minister for National Security

**REPORT ON THE REVIEW INTO THE PUBLIC DISCLOSURE OF FULL NRIC
NUMBERS ON BIZFILE PEOPLE SEARCH**

On 18 December 2024, I was tasked by the Prime Minister to convene a Review Panel to look into the incident involving the disclosure of full NRIC numbers in the *People Search* function of ACRA's new Bizfile portal from 9 to 13 December 2024. The Panel sought to review the Government's policy on the responsible use of NRIC numbers pertaining to the Bizfile portal, determine what led to the Bizfile incident, and identify learning points so that similar incidents do not recur.

2. The Panel conducted the review in two stages. First, ACRA and MDDI did their own internal reviews and submitted their findings and learning points to the Panel. Thereafter, we interviewed the ACRA and MDDI officers who were involved in developing the new Bizfile portal and reviewing the NRIC policy respectively. The Panel also reviewed the correspondence between the two agencies, and MDDI's guidance to agencies on the use of NRIC numbers. The leaders and officers of MDDI and ACRA co-operated closely with the Panel and contributed to the review in an open and constructive spirit.

3. The Panel has completed its review. It ascertained that a confluence of several shortcomings had led to the Bizfile incident. While the Panel did not find any evidence of deliberate wrongdoing or wilful inaction, the shortcomings identified by the Panel should have been avoided.

4. I submit herewith the Report of the Review Panel.



LEO YIP
HEAD, CIVIL SERVICE



SENIOR MINISTER
COORDINATING MINISTER
FOR NATIONAL SECURITY
SINGAPORE

26 February 2025

Prime Minister

REPORT ON THE REVIEW INTO THE PUBLIC DISCLOSURE OF FULL NRIC NUMBERS ON BIZFILE PEOPLE SEARCH

The Government set up a Panel to determine what led to the disclosure of full NRIC numbers in the People Search function of ACRA's new Bizfile portal from 9 to 13 December 2024.

2. The Panel, chaired by Head, Civil Service, Leo Yip, has completed its work and submitted its Report to me on 25 February 2025.
3. The Panel found several shortcomings by both ACRA and MDDI that led to the Bizfile incident:
 - a. MDDI should have been clearer in its policy communications in its July 2024 Circular Minute (CM). MDDI and ACRA staff did not realise that ACRA had misunderstood how the July 2024 CM applied to the new Bizfile portal.
 - b. There were internal shortcomings within ACRA in sharing and acting on the information from MDDI on the July 2024 CM.
 - c. MDDI should have paid more attention to the implementation plan for new use cases of partial NRIC numbers that were more complex, such as public registries.
 - d. In deciding to disclose full NRIC numbers in People Search, ACRA did not first assess the proper balance between sharing full NRIC numbers and ensuring that they were not too readily accessible. This contravened the Government's internal rules on data management.
 - e. Certain security features for the People Search function were not adequately implemented.
 - f. The incident management after public concerns on the new Bizfile portal surfaced on 12 December 2024 should have been better.

4. I have reviewed the Report and agree with the Panel's findings. The learning points identified in the Report provide important lessons for the agencies involved, as well as the wider Public Service.

5. I formally submit the Report to you and seek your approval to release the Report to the public and for this matter to be deliberated in Parliament please.

A handwritten signature in black ink, appearing to read 'Teo Chee Hean', written in a cursive style.

TEO CHEE HEAN



*Prime Minister
Singapore*

27 February 2025

Senior Minister and
Coordinating Minister for National Security

**REPORT ON THE REVIEW INTO THE PUBLIC DISCLOSURE OF
FULL NRIC NUMBERS ON BIZFILE PEOPLE SEARCH**

I thank you and the Review Panel for reviewing this incident thoroughly.

2. I have carefully studied the findings of the Report. I agree with the assessment of the shortcomings as well as the learning points identified from the incident. I note that the leaders and officers of the public agencies involved have also cooperated closely with the Review Panel, and contributed to the review in an open and constructive spirit.

3. The Report sets out key lessons for the Public Service. The Government will take these lessons to heart, improve its processes, and strive to do better moving forward.

4. I approve the Report for public release, and for this matter to be deliberated in Parliament.

Lawrence Wong