MEDIA RELEASE

FOR IMMEDIATE RELEASE – 12 NOVEMBER 2026

Cybersecurity incident involving Advance Care Planning IT System

The Agency for Integrated Care (AIC) detected a cybersecurity incident on 10 November 2026 involving the Advance Care Planning (ACP) IT System, which was accessed by an unauthorised third party. The personal data of up to 4,064 employees of public healthcare institutions and community care providers may have been accessed as a result. The data fields affected are name, contact number, email address, and NRIC number. Investigations are ongoing. To date, there are no indications that medical records or patient data have been compromised and no other systems have been affected.

2. The ACP IT System is used by ACP facilitators to help members of the public document their ACPs. ACP facilitators are individuals certified to conduct ACP discussions and guide users with making decisions on their future care preferences.

3. AIC made a police report on 10 November 2026 and the incident was also reported to the Cyber Security Agency of Singapore (CSA). As a precaution, the ACP IT System was taken offline on the same day while investigations were conducted. It was restored on 12 November 2026. During this period, ACP facilitators were advised to continue ACP documentation using physical forms. AIC is continuing to investigate the incident, and will carry out a thorough review of its systems and work with CSA to take immediate mitigating actions to strengthen its cyber defence.

4. AIC will reach out to all potentially affected individuals about the incident within the next three days. Affected individuals are advised to exercise caution for suspicious and unsolicited emails, messages and calls. They should avoid sharing personal information, passwords or one-time passwords with anyone unless they are sure who they are. Individuals who suspect that they may be affected by this incident may also contact AIC at 1800-650-6060, or email enquiries@aic.sg.

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About the Agency for Integrated Care

The Agency for Integrated Care (AIC) aims to create a vibrant care community for people to live well and age gracefully. AIC coordinates and supports efforts in integrating care to achieve the best care outcomes for our clients. We reach out to caregivers and seniors with information on staying active and ageing well, and connect people to services they need. We support stakeholders in their efforts to raise the quality of care, and also work with health and social care partners to provide services for the ageing population. Our work in the community brings care services and information closer to those in need. For more about us, please visit https://www.aic.sg.