

SUSS Degree Certificate Collection - Frequently Asked Questions

1. Who are eligible for the re-issuance of certificate under the name of Singapore University of Social Sciences (SUSS)?

Graduates who completed their Diploma, Graduate Diploma, Bachelor degree and above and have been awarded the certificate in the name of SIM University are eligible.

2. When will I get my new certificate?

The bulk printing of the new SUSS degree certificates for over 23,000 alumni will take time to process. Due to the high volume, the re-issuance of certificates would be carried out in phases.

Phase 1: Open only to alumni holding SIM University Undergraduate and Master's certificates.

Phase 2: Open to alumni holding SIM University Graduate Diploma and Diploma certificates.

For detailed timeline, please call the Alumni Relations department at 6248 9215.

3. I am a graduate from The Open University, United Kingdom (OUUK). Am I still eligible for the new certificate?

The new certificate does not apply to you as your certificate is awarded by The Open University, United Kingdom (OUUK). Nonetheless, you are still considered an SUSS alumni and will continue to enjoy the benefits available to an SUSS alumni.

4. I understand that the bulk printing of the certificates may take a while, can I request for an attestation letter?

Yes, you may download a copy of the attestation letter from our website.

5. Do I need to pay for the new certificate?

The university is providing a one-time complimentary re-issue of the new certificate. Once this exercise is over, subsequent requests for duplicates due to loss or damage would be chargeable @ \$214 (inclusive of 7% GST).

For replacement of certificate, the original serial number of the degree certificate will be suffixed with a letter "R" on the reversed side of the replacement certificate.

6. Do I need to return my old certificate which was awarded by SIM University?

Certificates issued under the name of SIM University will continue to be valid and you can use this together with the Attestation Letter when presenting your certificate to employers and relevant parties. You are not required to return the SIM University certificate.

7. I had my name changed through a deed poll. Can I have my name amended in the new certificate?

The name printed in the new certificate would be identical to the original in accordance with the university official records.

8. I received an email for the collection of my SUSS certificate. Why is it that my friend did not receive the same email?

Our collection schedules are by phases and batches. If your friend had requested via online and did not receive the notification, it is likely to be scheduled for collection at a later date.

9. I am currently overseas, can I authorize a proxy to collect on my behalf?

Yes you may. Your authorized proxy would have to bring along the signed authorization letter, together with a photocopy of your NRIC/FIN. Please note that our University do not allow collection on behalf from courier companies or agencies.

10. If I had my name changed through a deed poll. Can I have my name amended in the new certificate?

The name printed in the new certificate would be identical to the original in accordance with the university official records.