



Serve all with Love

Alvernia Ladies Card

Frequently Asked Questions

1. How do I sign up for the Alvernia Ladies membership?

For Singaporeans/Permanent Residents, you will need to sign up for the Alvernia Ladies membership through our [Alvernia Connect portal](#). Log in with your Singpass to register for an account and fill in your details securely for a seamless experience. For step-by-step guidance, please refer to the User Guide [link here].

For foreigners, you will need to sign up for the Alvernia Ladies membership through our Alvernia Connect portal. Log in, register for an account, and fill in your particulars. An OTP will be sent to your registered email address to confirm your registration. For step-by-step guidance, please refer to the User Guide [link here].

2. Why do I need to sign up through the Alvernia Connect portal?

The Alvernia Connect portal provides a streamlined and secure way to manage your registration and personal data. By using Singpass, your information is automatically verified, ensuring accuracy and security while simplifying the sign-up process. This integration also allows us to offer a smoother and more efficient experience for our users.

3. Why do I need to use Singpass to sign up?

Singpass ensures a secure, accurate, and efficient sign-up by verifying your identity automatically. It saves time, reduces errors, and protects your personal data with stringent security standards. By integrating Singpass, we aim to provide a convenient, efficient, and trustworthy registration experience for all users.

4. Will I get notified when my sign-up is successful??

Yes, you will receive an email confirmation once your application for the Alvernia Ladies membership is successful, along with instructions on how to collect your welcome pack.

5. Who can I contact if my sign-up is unsuccessful?

If you encounter any issues with your sign-up, please submit your enquiry or feedback [[here](#)], and we will respond within three working days. Alternatively, you can call us at +65 6347 6688 for assistance.

6. I have received the email confirmation of registering for the Alvernia Ladies Card. May I collect the welcome pack immediately?

Yes, you may collect your welcome pack on weekdays from 9:00AM to 5:00PM at our Patient Liaison Centre, located at Main Lobby, level 1, beside Alvernia Retail Pharmacy.

Our Patient Liaison Centre is open from Mondays to Fridays, from 9:00AM to 5:00PM, however, maternity tours are conducted from 2:00PM to 2:30PM and 4:00PM to 4:30PM. Hence, we request that you avoid visiting during these times as we will be unable to assist you.

If you prefer to collect it during the weekend, kindly inform us of your preferred date in advance. This will allow us to prepare your welcome gift pack, which will be available for pick-up at the Information Counter at the Main Lobby.

7. In the event that I am unable to collect my welcome pack, can someone else collect it on my behalf?

If you are unable to collect the welcome pack personally, you can authorise someone else to do so. The authorised person must present the email confirmation of your card registration at the Patient Liaison Centre, located at Main Lobby, Level 1, next to the Alvernia Retail Pharmacy.

Our Patient Liaison Centre is open from Mondays to Fridays, from 9:00AM to 5:00PM, however, maternity tours are conducted from 2:00PM to 2:30PM and 4:00PM to 4:30PM. Hence, we request that you avoid visiting during these times as we will be unable to assist you.

Additionally, we are closed on weekends and public holidays. Requests for collection during these times will only be accommodated by prior arrangement.

8. Do you have a physical Alvernia Ladies Card? Do I need to present the physical card to enjoy discounts at partners' stores?

The Alvernia Ladies Card is a digital card. You can access it by logging into the Alvernia Connect portal and access it via "Alvernia Ladies". Simply present this digital card at participating partner stores at Mount Alvernia Hospital to enjoy your discounts. A physical card is not required.

9. What is the validity of the Alvernia Ladies card?

The membership is valid for two years from the date of application. You may sign up at any time before your admission for delivery at Mount Alvernia Hospital.

10. I am an Alvernia Ladies member. How do I extend my membership?

The membership period is fixed at two years from the date of application. Once it expires, you can register again for the membership. To do so, simply sign up for the Alvernia Ladies membership through our [Alvernia Connect portal](#).
