

We thank Mr Liu Zhenkun's for his letter, "I did not receive my poll card for the presidential election", published on 26 August 2023.

We understand and empathise with Mr Liu's situation. However, as the Writ of Election had been issued on 11 August 2023, under the law, no restoration can be made to the Registers until the end of Polling Day on 1 September 2023. This is because the Registers are conclusive evidence used to determine whether a person is or is not entitled to vote at the election, and it is thus necessary to maintain the certainty of the Registers once the Writ is issued. We have reached out to Mr Liu to explain, and sought his understanding, on this matter.

For those who have informed us that they had voted in General Election 2020, but their names are not in the latest Registers of Electors, the Elections Department will automatically restore their names to the registers after Presidential Election 2023, so that they can vote at future elections. Affected voters can also call 1800-CALL-ELD (1800-225-5353) if they require further clarification.

We are sorry that we are not able to restore Mr Liu and the names of the other affected voters for this election. We will also like to assure Singaporeans that we have put in place a stronger system for the registration of voters in future elections, including PE2023.

**Ms Joanne Lee**  
**Director, Strategic Engagement**  
**Elections Department Singapore**

**28 August 2023**