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VSD/03/2016

Please see Distribution List

Our ref LTA/VRLSD/M38.034.020/004

Your ref

All Motor Vehicle Dealers / Importers

DID 65535540 Fax 65535329

All Electronic Service Agents

Dear Sir / Madam

Enhanced SingPass Two Factor Authentication (2FA) and Foreign Identification Number (FIN) as Owner ID for Foreign Asset Owners in LTALink

I refer to Infocomm Development Authority (IDA) of Singapore's press release on enhanced SingPass Two Factor Authentication (2FA) for government e-services involving sensitive data (see attachment).

Thus, for LTALink, from **5 July 2016**, SingPass 2FA login authentication will be mandatory to access LTA e-services under 'Asset Owner'.

Today, Singapore Citizen and Permanent Resident asset owners (SAO) use SingPass while Foreign asset owners (FAO) use LTA-issued 'User ID and Password' to access e-services under the 'Asset Owner' channel in LTALink.

Since the launch of IDA's enhanced SingPass 2FA in July 2015, SAOs have progressively set up their 2FA and they will be able to access e-services under LTALink's 'Asset Owner' channel after 5 July 2016. For FAOs, the LTALink system is being enhanced to accept FIN as a new owner ID type from 26 June 2016 (see Annex A). This will allow FAOs with SingPass or who are eligible for SingPass to set up their 2FA to access e-services under LTALink's 'Asset Owner' channel.

From **27 June 2016**, we seek your assistance to request for the FIN of potential FAOs and to input the FIN as the owner ID under the "Owner ID" field in the LTALink. Please also verify that relevant supporting ID documents such as Identity Card, as well as the application forms, show the correct FIN before proceeding with transactions.

Please bring the contents of this circular to the attention of your members and staff. For further clarifications, you may contact our Customer Service hotline on 1800-CALL LTA (1800-2255 582). Thank you.

Yours faithfully

A handwritten signature in black ink, appearing to read "Tham Boon Leong".

Tham Boon Leong (Mr)
Deputy Director
VRL Service Development Division
Vehicle Services Group

Register New Vehicle

Application Details

Owner ID Type*:

- Business (e.g. 12345678M)
- Club/Association/Organisation (e.g. T06PQ1234A)
- Company (e.g. 123456789K)
- Foreign Company (e.g. T08FC1234A)
- Foreign Identification Number (e.g. PAS12345678)
- Foreign Passport (e.g. 123456789)
- Government (e.g. T08G241234A)
- Limited Liability Partnership (e.g. T08LL1234A)
- Limited Partnership (e.g. T08LP1234A)
- Malaysia NRIC (e.g. 123456789012)
- Professional (e.g. T08PQ1234A)
- Singapore NRIC (e.g. S1234567D)
- Statutory Board (e.g. T06GB1234A)

VITAS Approval Code*:

Vehicle Type*:

Vehicle Attachment 1*:

Vehicle Attachment 2:

Vehicle Attachment 3:

Vehicle Scheme:

* Mandatory field

Note: Selection of Vehicle Scheme is not necessary if registering a vehicle under the Normal Vehicle Scheme.

FAQs – Enhanced SingPass Two Factor Authentication (2FA) and Foreign Identification Number (FIN) as Owner ID for Foreign Asset Owners in LTALink

| | |
|---|---|
| 1 | <p>Q: If I am a NRIC holder, how do I register for 2-Step Verification (2FA)?</p> <p>A: To register for 2FA, all you have to do is to complete these steps:</p> <ol style="list-style-type: none"> 1. Log into your SingPass account Click "Set up 2-step Verification (2FA)" under the Quick Links section. 2. Register for SMS or OneKey token You can choose to receive One-Time Passwords (OTPs) via SMS, or generate through a OneKey token. Upon successful registration, a PIN mailer and token (if you select token) will be sent to your registered address within seven working days for activation. 3. Activate 2FA Follow the instructions in the PIN mailer to activate your 2FA. Alternatively, if you have verified your Singapore-registered mobile number with SingPass, you can SMS "Register" to 78008 (if you are in Singapore) or +65 8241 1666 (if you are overseas). This is so that you can receive OTPs via SMS when performing sensitive government e-transactions. |
| 2 | <p>Q: What is 2-Step Verification (2FA)?</p> <p>A: 2-Step Verification, otherwise known as Two Factor Authentication (2FA), is a security process where a user provides two means of identification to log into an account. The first layer of identification is a user ID and password, while the second layer of authentication is a unique One-Time Password (OTP) obtained via SMS or OneKey token.</p> <p>2-Step Verification will apply to selected government e-Services, which require a higher level of assurance or involve sensitive information. This security enhancement helps to confirm your identity and better protect your SingPass account.</p> |
| 3 | <p>Q: How do I register for my SingPass?</p> <p>A: You can register for a SingPass account via one of the following options: For local users:</p> <ol style="list-style-type: none"> 1. Access Register for SingPass function on the SingPass website. Please note that you will receive your pin mailer password via mail (to your registered address) within four working days. If you require assistance in completing the above process, check out the SingPass instructional videos for step-by-step guidance. 2. If you require further assistance, you may visit the nearest SingPass Counter with the necessary documents for verification and request to register a new SingPass account. These documents must be original and valid. |

| | Category | Required Documents |
|---|---|---|
| | | (Must be original and are still valid) |
| | Singapore Citizens & Permanent Residents (PR) | For Citizen: NRIC <u>or</u> Singapore Passport <u>or</u> Singapore Driving Licence |
| | | For National Service personnel: National Service IDs (11Bs) from SAF, SPF and SCDF <u>or</u> NRIC <u>or</u> Singapore Passport <u>or</u> Singapore Driving Licence |
| | | For PR: NRIC <u>or</u> Passport with Re-entry Permit <u>or</u> Singapore Driving Licence |
| | | Employment Pass, Personalised Employment and EntrePass Holder - Long Term Pass card or; - Valid Pass from MOM <u>and</u> Passport |
| | S-Pass holders | S-Pass card |
| | Eligible Work Permit (WP) holders | WP card |
| | Dependant Pass holders (of EP, PEP, EntrePass and S-Pass) | - Long Term Pass card or; - Valid Pass from MOM <u>and</u> Passport |
| | Long-Term Visit Pass-Plus (LTVP+) holders (Issued by ICA) | Visit Pass (PLUS) Card |
| 4 | <p>Q: Do I need to perform 2-Step Verification for all e-government transactions?</p> <p>A: No, 2-Step Verification is implemented for selected e-government transactions which involve sensitive data. To access these e-Services, users will need to enter their SingPass ID, password, and a One-Time Pass (OTP) that will be sent via SMS or generated from their OneKey token.</p> <p>Please note that from 5 July 2016 onwards, all e-government transactions involving sensitive data (e.g. IRAS tax filing, accessing CPF statements) will require SingPass 2FA.</p> | |
| 5 | <p>Q: Do I need SingPass 2FA to access LTA e-Services in one.motoring?</p> <p>A: Yes, with effect from 5 July 2016, individual asset owners (Singaporeans/PRs/foreigners) will need SingPass 2FA to access LTA e-Services for Asset Owners in one.motoring.</p> <p>These services include:</p> <ul style="list-style-type: none"> • Request for Transaction PIN • Enquire and print vehicle registration details • Furnish driver's particulars • Enquire on fines and notices • Declare off-peak car usage • Renew road tax • Buy e-Day license • Enquire inspection details • Retain vehicle number • Renew COE • Amend vehicle specifications | |

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|----|--|
| 6 | <p>Q: I do not have SingPass. How can I request for SingPass?</p> <p>A: To request for SingPass, you can</p> <ol style="list-style-type: none"> 1. Register at SingPass website www.singpass.gov.sg and your SingPass will be mailed to your registered local address 2. Proceed to nearest SingPass counter location to receive your SingPass immediately. (Note: find out nearest locations and required documents for SingPass registration.) |
| 7 | <p>Q: I have SingPass but I have not setup 2FA. How can I register for 2FA?</p> <p>A: To register for 2FA, you can</p> <ol style="list-style-type: none"> 1. SMS "Register" to 78008 (using the mobile number registered with your SingPass account) to receive One-Time Password (OTP) via SMS. 2. Login to your SingPass account at www.singpass.gov.sg, and click "set Up 2-Step Verification" under the Quick Links section. Upon successful registration, a PIN mailer and token (if you select token) will then be sent your registered address within seven working days. 3. Proceed to Assurity Customer Care Centre <ul style="list-style-type: none"> • International Plaza (10 Anson Road #06-19 Singapore 079903) • PSA Building (460 Alexandra Road #28-04 Singapore 119963) |
| 8 | <p>Q: What happens if I do not set up my SingPass 2FA by 4 July 2016?</p> <p>A: If you do not set up your SingPass 2FA by 4 July 2016, you will not be able to access LTA e-Services for Asset Owners in one.motoring from 5 July 2016. However, you can still access http://www.onemotoring.com.sg/publish/onemotoring/en/lt_a_e_services/e-transactions.html for the following vehicle-related transactions:</p> <ul style="list-style-type: none"> • Renew road tax • Buy e-Day License • Convert vehicle scheme, type and specifications • Renew COE • Submit appeal on vehicle-related offences |
| 9 | <p>Q: I am a Malaysian ID/Foreign Passport holder issued with a User ID and Password, can I still login to LTA e-Services for Asset Owners in one.motoring using the User ID and Password?</p> <p>A: With effect from 27 June 2016, foreign asset owners will need SingPass 2FA to access LTA e-Services for Asset Owners in one.motoring.</p> |
| 10 | <p>Q: I am a Malaysian ID/Foreign Passport holder with SingPass and 2FA. However, when I access LTA e-Services for Asset Owners in one.motoring using SingPass, I can only see the Enforcement related functions and I am unable to locate my assets. What do I need to do?</p> <p>A: You need to update your FIN information with LTA before you are able to access LTA e-Services for Asset Owners in one.motoring using SingPass 2FA.</p> <p>Please bring along your identification documents to LTA, Customer Service Centre at 10 Sin Ming Drive. Upon successful updating of your FIN information, you will be able log in to LTA e-Services using SingPass 2FA.</p> |
| 11 | <p>Q: I am a Malaysian ID/Foreign Passport holder. I am a valid FIN holder but I do not have SingPass. How can I access LTA e-Services?</p> |

| | |
|----|---|
| | <p>A: You will need to register for Singpass. Please refer to Q2 on SingPass registration.</p> |
| 12 | <p>Q: I am a Malaysian ID/Foreign Passport holder. I do not have a FIN thus I am ineligible for SingPass. How can I access LTA e-Services?</p> <p>A: If you do not have a FIN or SingPass, you are unable to access LTA e-Services for Asset Owners in one.motoring using SingPass.</p> <ol style="list-style-type: none"> 1. For online Road Tax renewal or Buy an e-Day licence, you may visit http://www.onemotoring.com.sg/publish/onemotoring/en/lt_a_e_services/e-transactions.html 2. Please proceed to LTA, Customer Service Centre at 10 Sin Ming Drive for the following transactions: <ul style="list-style-type: none"> • Enquire and print vehicle registration details • Furnish driver's particulars • Report vehicle related offences • Amend vehicle specifications • Declare off-peak car usage |
| 13 | <p>Q: I am unable to access LTA e-Services for Asset Owners in one.motoring as I am ineligible for SingPass. However, I need a copy of vehicle registration details. How can I request for it?</p> <p>A: Please proceed to LTA, Customer Service Centre at 10 Sin Ming Drive to request for a copy of your vehicle registration details.</p> |



FACT SHEET

SINGPASS

Singapore Personal Access (or SingPass) is a gateway to hundreds of e-services provided by more than 60 government agencies. Users only have to remember one password when connecting and transacting with the Government.

Launched in March 2003, SingPass now has more than 3.3 million registered users.

The following groups of users are eligible to apply for SingPass:

- Singapore Citizens and Permanent Residents
- Employment Pass and Personalised Employment Pass holders
- EntrePass holders
- S-Pass holders
- Dependant Pass holders (of EP, PEP, EntrePass and S-Pass holders)
- Selected Work Permit holders
- Long Term Visit Pass Plus (LTVP+) holders

On-going Security Measures

Managed by the Infocomm Development Authority of Singapore, the SingPass system is reviewed regularly and there are many on-going security enhancements to ensure that a secure SingPass service is delivered to its users.

Examples of some measures taken over the years to better protect users' personal information:

- Users will be prompted to change passwords to stronger ones every two years.
- Passwords of accounts that are inactive for more than three years will be reset to ensure that users with dormant accounts are not unnecessarily exposed to cyber threats.
- After three failed login attempts, users will be asked to key in a randomly-generated security code to mitigate brute force attacks on login.
- Any changes made to the account holder's key personal information will trigger a notification letter, which will be sent to the user's registered address to verify this change.

Launch of enhanced SingPass on 5th July 2015

The enhanced SingPass includes an improved user interface, mobile-friendly features and stronger security capabilities, such as 2-Step Verification (2FA) for government e-transactions, particularly for those involving sensitive data. (Refer to Annex A for the features of the enhanced SingPass)

With 2FA, users will be required to enter a One-Time Password (OTP) sent via SMS or generated through a OneKey token. This is in addition to their SingPass username and password, thus ensuring that their sensitive data is better protected.



As part of continuous effort to improve the system, the SingPass 2FA setup process was simplified such that users can register for 2FA via the SingPass website and activate their 2FA via SMS. Alternatively, they can log into Assurity's website using their NRIC and the password in the PIN mailer to activate their 2FA.

To enjoy the enhanced features, users simply need to complete the following steps:

1) Complete a one-time account update

For users who log into their SingPass account for the first time after 5th July 2015, they will automatically be prompted to:

- **Provide and verify their mobile number and email address**

Users are to select their preferred mode of contact (SMS or email) so that they will receive SMS or email notifications whenever changes are made to their SingPass profile (e.g. password, mobile number, SingPass ID).

- **Set up security questions and answers**

Users will be prompted to set up at least two security questions and answers. This is so that they can reset their passwords online easily by answering a security question correctly.

2) Set up their 2-step verification (2FA)

From 5th July 2016, all government e-services involving sensitive data will require SingPass 2FA to perform e-transactions. To set up their SingPass 2FA, users will need to:

- **Register for SMS or OneKey token via the SingPass website**

Users can log into their SingPass account and click "Set Up 2-Step Verification (2FA) under the Quick Links section. They can choose to receive OTPs via SMS or generate them through a OneKey token.

Upon successful registration, a PIN mailer will be sent to their registered address within seven working days for activation.

- **Activate 2FA using PIN mailer password**

Users can send the activation code in the PIN mailer to 78111 via SMS, or log into Assurity's website (<https://portal.assurity.sg/activate>) using their NRIC and the password in the PIN mailer to activate their 2FA

Upon successful activation, their SingPass 2FA setup is complete and they will go through a 2-step login process when performing sensitive government e-transactions.

(Refer to Annex B for visual illustration of how to set up SingPass 2FA)



For media clarifications, please contact:

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Annex A – Features of the enhanced SingPass

Improved Usability

1) Simple One-Time Account Update

Upon logging in to the enhanced SingPass for the first time, users simply need to provide their mobile number and/or email address, and set up a minimum of two security questions. This setup is required for users to access all online management features available in the enhanced SingPass.

2) User-centric Interface

The design of the enhanced SingPass is simple and easy to use, featuring clear and concise instructions, tool tips, updated security questions that are easy to remember and clearer security code.

3) Additional Self Help Features

How-to videos are introduced as part of the enhanced SingPass to provide users with an overview of the enhancements and easy-to-follow, step-by-step guides.

Greater Convenience

1) Mobile Optimised

Catering for a user landscape where mobile usage is proliferating, the enhanced SingPass is designed to be mobile optimised. When a mobile browser is detected, the screen display will be resized and key information and tasks will be prioritized for users to browse on-the-go.



2) Faster Reset of Passwords Online

With the enhanced SingPass, users who have forgotten their SingPass password can reset it online almost immediately via their mobile phones, instead of visiting a SingPass counter or submitting an online request to have the new password mailed to their registered address.

3) Easy online account management

The enhanced SingPass provides greater convenience by allowing users to view details of their previous transactions (e.g. password reset and e-service authentications) and update their SingPass profile (e.g. mobile number) easily online.

Improved Security

1) Notifications through Short Messaging Service (SMS) and Email

By providing their contact details and selecting their preferred mode of contact (SMS or email), users will be able to receive notifications for any key profile information changes.

2) Secure 2-step login for e-government transactions involving sensitive data

Government e-Services that involve sensitive data will be required to implement 2FA. A one-time "second factor" password will be sent to users via Short Messaging Service (SMS) or generated from a OneKey token. To allow for a smoother transition for our users, there will be a 1-year transition period for users to choose to activate 2FA. After the transition period, users would need to go through a two-step login process for government e-services involving sensitive information

3) Option to customise SingPass ID

Users have the option to customise their SingPass ID, instead of using their NRIC/FIN number, to safeguard their SingPass login credentials. Please note that users can only customise their ID once and the change is permanent.

4) Risk Based Authentication and Analysis

A central logging facility uses analytics to analyse and identify unusual activities for further actions. Based on the risk level, the system may challenge the user to provide additional verification, such as answering a security question or entering a security code.

Annex B – Steps on how to set up SingPass 2FA

BE 2FA READY

SET UP YOUR SINGPASS 2FA BY 4 JULY 2016

To better protect your personal data, all government e-services involving sensitive data will require 2-Step Verification (2FA) from 5 July 2016 onwards. This means that in addition to your SingPass username and password, you will need to enter a One-Time Password (OTP) sent via SMS or generated through a OneKey token.

The 2FA setup process is now simplified. All you have to do is complete the following steps:

STEP 1

LOG INTO YOUR SINGPASS ACCOUNT

Click "Set Up 2-Step Verification (2FA)" under the Quick Links section to get started.

STEP 2

REGISTER FOR SMS OR ONEKEY TOKEN

A pin mailer will then be sent to your registered address within seven working days for activation.

STEP 3

ACTIVATE 2FA & YOU'RE DONE!

SMS the activation code in the pin mailer to 78111, or you can log into Assurity's website to activate your 2FA.

2FA Check

To confirm that you have already set up your SingPass 2FA:

Log into your SingPass account at www.singpass.gov.sg



Click "My Account"



Click "Manage 2-Step Verification"

If you have not set up your 2FA, you will see a message prompter that will guide you to set it up.

IMPORTANT

Please note that from 5 July 2016, if you have not set up your SingPass 2FA:

- You will not be able to perform sensitive government e-transactions, such as IRAS tax filing and accessing CPF statements.
- You will need to register for 2FA and wait up to seven working days for a pin mailer to activate your 2FA before you can perform sensitive e-transactions.