

7 November 2018

Our ref LTA/VRLSD/M38.008.231/0145

Your ref

Please see Distribution List
All Motor Dealers/Importers
All Electronic Service Agents (ESAs)

DID 6553 5540 Fax 6556 0677

Dear Sir / Madam

- 1. New Digital Services for Vehicle Owners**
- 2. Replacement of Hardcopy Letters with e-Notifications for Vehicle Owners**
- 3. Documents to be kept or submitted by ESAs for Transactions carried out via LTALink System**

From 26 November 2018, LTA will be implementing 4 new digital services viz. Transfer PARF/COE Rebate, Transfer Temporary COE, Transfer Vehicle Ownership and Vehicle Deregistration (with online upload of export documents).

Vehicle owners will use their SingPass (for individuals) / CorpPass (for corporates) 2-Factor Authentication (2FA) to access the 4 new digital services at www.onemotoring.com.sg securely and conveniently.

With the roll out of the 4 new digital services, LTA will replace hardcopy letters, except summonses, with e-Notifications (SMS and e-letters). Vehicle owners will receive an SMS alert when an e-letter is deposited into their One.Motoring mailbox. Please refer to Annex B for transactions where e-letters will be available for viewing online.

Doing Away with Transaction Pin from 26 November 2018

With the adoption of SingPass/CorpPass 2FA, owners will no longer need to apply for a Transaction PIN (TPIN) on or after 26 November 2018. All TPINs will be invalidated by the end of 25 November 2018. From 26 November 2018, vehicle owners just need to log in with their SingPass/CorpPass 2FA to www.onemotoring.com.sg to access the 4 new digital services.

Please confirm all pending transactions for vehicle transfer and deregistration (e.g. transactions pending clearance of vehicle financing and authorised person bringing vehicle to scrapyards or export processing zone for deregistration) on LTALink System **by the end of 25 November 2018. Otherwise, they will be invalidated.** You can then use the new digital services to re-initiate the transaction, if necessary.

Changes to ESAs' Processes

From 26 November 2018, ESAs can continue to transfer and deregister vehicles under their temporary ownership using their LTALink-Netrust Token. For vehicles and PARF/COE rebates under the ESAs' permanent ownership or in the name of the ESAs, the ESAs must transact using their CorpPass at www.onemotoring.com.sg.

ESAs will not be able to transfer vehicle, PARF/COE rebate or TCOE¹, or deregister vehicle via LTALink System on behalf of a vehicle owner, as the vehicle owner needs to log in to www.onemotoring.com.sg with his/her SingPass/ CorpPass 2FA to transact with LTA.

We attach at Annexes A and B the new processes and functions in the LTALink system affected by the 4 new digital services. All other processes and functions not affected by these 4 transactions will remain status quo. The updated list of documents to be submitted to LTA and retained by ESA for LTA's audit is attached at Annex C.

Annex A – New Processes for ESAs for the 4 new digital services

Annex B – Revised Functions for the Transfer of TCOEs, PARF/COE Rebates, Vehicle Ownership and Deregistration of Vehicles for ESAs using Netrust Token via LTALink System (with effect from 26 November 2018)

Annex C – List of documents to be submitted to LTA and retained for LTA's audit

Cessation of Dropbox for Collection of Form FR02 (Application for Encashment of PARF/COE Rebates)

To encourage the use of digital services, hardcopy submission of application forms for encashment of rebates via Dropbox at or via post to LTA Customer Service Centre will cease from 26 November 2018. Rebate owners have to log in to www.onemotoring.com.sg to encash their rebates.

For more information, please refer to:

Annex D - Press Release

Annex E - Frequently Asked Questions for ESAs

Please bring the contents of this circular to the attention of your members and relevant staff so that they can inform their customers of the above changes accordingly.

Thank you.

¹ Transfer of TCOE bid by the ESA can be carried out as a coupled transaction with new registration of vehicle.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Tham Boon Leong', with a long horizontal stroke extending to the right.

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

ANNEX A-1

**New Processes for ESAs for New Digital Service - Transfer of TCOE
(with effect from 26 November 2018)**

No.	Type of ESA Transactions	New Process from 26 November 2018
Transfer of TCOEs		
1.	Dealer (ESA) transfers TCOE from Seller (individual) to Buyer (individual/company)	<ul style="list-style-type: none"> • Dealer (ESA) can no longer use LTALink to transfer TCOE on behalf of the Seller • Seller to use ‘Transfer TCOE’ function after logging in to www.onemotoring.com.sg via SingPass to initiate transfer of TCOE • Buyer to use SingPass/CorpPass to confirm transfer of TCOE • No documents to be kept for audit
2.	Dealer (ESA) transfers TCOE from Seller (individual) to Buyer (individual/company) coupled with registration of vehicle	<ul style="list-style-type: none"> • No change in current procedure • Physical documents to be submitted to LTA: <ul style="list-style-type: none"> ➢ Q01 – “Application for Transfer of Temporary Certificate of Entitlement (TCOE) form ➢ AP06 – Submission Form ➢ R01 or R01A – “Application for Registration and Licensing of a Motor Vehicle” or “Application for Registration and Licensing of an Off-Peak Car” form ➢ Customs Clearance Permit for the vehicle ➢ R03 – “Retention of Vehicle Registration Number” form (where applicable) ➢ AP02 – Submission Form (separately for R01/R01A forms and R03 forms) ➢ Transaction History ➢ Monthly Price List of Vehicles (for parallel importers only) • Documents to be kept for audit: <ul style="list-style-type: none"> ➢ Identity Documents¹ (e.g. NRIC or Employment/Immigration Pass Card which shows Foreign Identification Number (FIN)) of the registered owner (for individual) <p>OR</p> <p>Valid ACRA printout² or ROS Certificate printout of registered owner and identity documents (e.g. NRIC or Employment/Immigration Pass Card which shows FIN) of the authorized person³ (for company/ business/ LLP/ Society).</p> <p>Authorization letter, signed by at least a Manager or above, is required if the authorized person is not listed in the ACRA printout (for company/ business/ LLP).</p> <ul style="list-style-type: none"> ➢ Proof of business e.g. Hawker Licence⁴ (for Light Goods Vehicle registered in an individual’s name only)

Processes for all other transactions that are not affected by the 4 new digital services mentioned above will remain status quo.

ANNEX A-2

**New Processes for ESAs for New Digital Service - Transfer of PARF/COE Rebate
(with effect from 26 November 2018)**

No.	Type of ESA Transactions	New Process from 26 November 2018
Transfer of PARF/COE Rebates		
1.	Seller (individual/Dealer) transfers PARF/COE Rebate to Buyer (individual/Dealer)	<ul style="list-style-type: none"> • Dealer (ESA) can no longer use LTALink to transfer PARF/COE rebate(s) • Seller/Dealer to use 'Transfer PARF/COE rebate' function via SingPass/CorpPass to initiate transfer of rebate • Buyer/Dealer to use SingPass/CorpPass to confirm transfer of PARF/COE rebate • No documents to be kept for audit
2.	Dealer (ESA) transfers PARF/COE Rebate to Buyer (Individual)	<ul style="list-style-type: none"> • Dealer (ESA) can no longer use LTALink to transfer PARF/COE rebate(s) • Dealer to use 'Transfer PARF/COE rebate' function via SingPass/CorpPass to initiate transfer of rebate • Buyer to use SingPass/CorpPass to confirm transfer of PARF/COE rebate • No documents to be kept for audit
3.	Seller (Individual) transfers PARF/COE Rebate to Dealer (ESA)	<ul style="list-style-type: none"> • Dealer (ESA) can no longer use LTALink to transfer PARF/COE rebate(s) • Seller to use 'Transfer PARF/COE rebate' function via SingPass/CorpPass to initiate transfer of rebate • Dealer to use SingPass/CorpPass to confirm PARF/COE rebate transfer • No documents to be kept for audit
4.	Dealer (ESA) transfers PARF/COE Rebate to Dealer (ESA)	<ul style="list-style-type: none"> • Dealer (ESA) can no longer use LTALink to transfer PARF/COE rebate(s) • Dealer to use 'Transfer PARF/COE rebate' function via SingPass/CorpPass to initiate transfer of rebate • Dealer to use SingPass/CorpPass to confirm PARF/COE rebate transfer • No documents to be kept for audit

Processes for all other transactions that are not affected by the 4 new digital services mentioned above will remain status quo.

**New Processes for ESAs for New Digital Service - Transfer of Vehicle Ownership
(with effect from 26 November 2018)**

No.	Type of ESA Transactions	New Process from 26 November 2018
Transfer of Vehicle Ownership		
1.	Seller Transfer Vehicle to Buyer	<ul style="list-style-type: none"> • Dealer (ESA) can no longer use LTALink to transfer vehicle on behalf of seller and buyer • Seller to use ‘Apply to Transfer’ function via SingPass/CorpPass to initiate vehicle transfer • Buyer to use ‘Confirm/Reject Transfer’ via SingPass/CorpPass to confirm/reject vehicle transfer • No documents to be kept for audit
2.	Dealer Permanent Transfer Vehicle under their temporary ownership to Buyer	<ul style="list-style-type: none"> • Dealer (ESA) can no longer use LTALink to transfer vehicle on behalf of buyer • Dealer to initiate vehicle transfer to Buyer using Netrust token under ‘Dealer to Buyer’ function via LTALink • Buyer to use ‘Confirm/Reject Transfer’ via SingPass/CorpPass to confirm/reject vehicle transfer • No documents to be kept for audit
3.	Seller Permanent Transfer Vehicle to Dealer	<ul style="list-style-type: none"> • Dealer (ESA) can no longer use LTALink to transfer vehicle on behalf of seller • Seller to use ‘Apply to Transfer’ function via SingPass/CorpPass to initiate vehicle transfer • Dealer confirm/reject vehicle transfer using ‘Confirm/Reject Transfer’ function via CorpPass • No documents to be kept for audit
4.	Seller Temporary Transfer Vehicle to Dealer	<ul style="list-style-type: none"> • Dealer (ESA) can no longer use LTALink to transfer vehicle on behalf of seller • Seller to use ‘Apply to Transfer’ function via SingPass/CorpPass to initiate transfer of vehicle ownership • Dealer to confirm vehicle transfer using Netrust token under “Seller to Dealer” function via LTALink • No documents to be kept for audit
5.	Dealer A Temporary Transfer Vehicle to Dealer B	<ul style="list-style-type: none"> • No change in current procedure • Form M01 “Application for Transfer of Vehicles” and Transaction History to be submitted to LTA within 7 working days of transaction • No documents to be kept for audit
<p>Note: Dealers will no longer be able to perform vehicle transfer with coupled deregistration or lay-up using the Netrust token. Dealers may carry out the deregistration or lay-up using the Netrust token <u>after vehicles are successfully temp-in</u> to their ownership. No physical documents to be submitted to LTA for deregistration or lay-up.</p>		

Processes for all other transactions that are not affected by the 4 new digital services mentioned above will remain status quo.

ANNEX A-4

**New Processes for ESAs for New Digital Service – Deregister Vehicle
(with effect from 26 November 2018)**

No.	Type of ESA Transactions	New Process from 26 November 2018
Deregistration of Vehicle		
1.	Deregister PARF-eligible vehicle (Temporary ownership)	<p><u>If vehicle is registered</u></p> <ul style="list-style-type: none"> • Use ‘Deregister vehicle’ function in LTALink to deregister vehicle online; • Disposal via scrapyards/EPZ <ul style="list-style-type: none"> • No change to current process • Send vehicle to scrapyards/EPZ within 1 month; <p>OR</p> <ul style="list-style-type: none"> • Disposal via export <ul style="list-style-type: none"> • Use new function ‘Upload disposal document’ in LTALink to upload export document within 1 month. • No physical documents to be submitted to LTA. <p><u>If vehicle is deregistered</u></p> <ul style="list-style-type: none"> • Disposal via scrapyards/EPZ <ul style="list-style-type: none"> • No change to current process • Send vehicle to scrapyards/EPZ within 1 month; <p>OR</p> <ul style="list-style-type: none"> • Disposal via export <ul style="list-style-type: none"> • Use new function to ‘Upload disposal document’ in LTALink to upload export document within 1 month. • No physical documents to be submitted to LTA.

Processes for all other transactions that are not affected by the 4 new digital services mentioned above will remain status quo.

ANNEX A-4

No.	Type of ESA Transactions	New Process from 26 November 2018
2.	Deregister Non-PARF eligible vehicle (Temporary ownership)	<p><u>If vehicle is registered</u></p> <ul style="list-style-type: none"> • Disposal via scrapyard/EPZ <ul style="list-style-type: none"> • No change to current process • Use ‘Authorise submitter to Deregister’ function in LTALink to appoint 3rd party to send vehicle to scrapyard/EPZ • Authorised 3rd party to deregister vehicle at scrapyard/EPZ <p>OR</p> <ul style="list-style-type: none"> • Disposal via export <ul style="list-style-type: none"> • Use new function ‘Upload disposal document’ in LTALink to upload export document • LTA will deregister the vehicle upon acceptance of disposal documents <p><u>If vehicle is deregistered</u></p> <ul style="list-style-type: none"> • Disposal via scrapyard/EPZ <ul style="list-style-type: none"> • No change to current process • Send vehicle to scrapyard/EPZ within 1 month; <p>OR</p> <ul style="list-style-type: none"> • Disposal via export <ul style="list-style-type: none"> • Use new function ‘Upload disposal document’ in LTALink to upload export document within 1 month. • No physical documents to be submitted to LTA.

Processes for all other transactions that are not affected by the 4 new digital services mentioned above will remain status quo.

No.	Type of ESA Transactions	New Process from 26 November 2018
3.	Deregister PARF-eligible vehicle (Permanent ownership)	<p><u>If vehicle is registered</u></p> <ul style="list-style-type: none"> • Dealer (ESA) does not require to deregister vehicle at LTA counter • Use new function ‘Apply vehicle deregistration’ via SingPass/CorpPass to deregister vehicle online • Send vehicle to scrapyard/EPZ within 1 month; <p>OR</p> <ul style="list-style-type: none"> • Use new function ‘Upload disposal document’ via SingPass/CorpPass to upload export document within 1 month. • No physical documents to be submitted to LTA. <p><u>If vehicle is deregistered</u></p> <ul style="list-style-type: none"> • Disposal via scrapyard/EPZ <ul style="list-style-type: none"> • No change to current process • Send vehicle to scrapyard/EPZ within 1 month; <p>OR</p> <ul style="list-style-type: none"> • Disposal via export <ul style="list-style-type: none"> • Use new function ‘Upload disposal document’ via SingPass/CorpPass to upload export document within 1 month. • No physical documents to be submitted to LTA.
4.	Deregister Non-PARF eligible vehicle (Permanent ownership)	<p><u>If vehicle is registered</u></p> <ul style="list-style-type: none"> • Dealer (ESA) does not require to deregister vehicle at LTA counter • Use new function ‘Apply vehicle deregistration’ via SingPass/CorpPass to appoint 3rd party to send vehicle to scrapyard/EPZ • Authorised 3rd party to deregister vehicle at scrapyard/EPZ <p>OR</p> <ul style="list-style-type: none"> • Use new function ‘Apply vehicle deregistration’ via SingPass/CorpPass to upload disposal document. LTA will deregister the vehicle upon acceptance of disposal documents <p><u>If vehicle is deregistered</u></p> <ul style="list-style-type: none"> • Disposal via scrapyard/EPZ <ul style="list-style-type: none"> • No change to current process • Send vehicle to scrapyard/EPZ within 1 month;

Processes for all other transactions that are not affected by the 4 new digital services mentioned above will remain status quo.

OR

- Disposal via export
 - Use new function 'Upload disposal document' via SingPass/CorpPass to upload export document within 1 month.
- No physical documents to be submitted to LTA.

Processes for all other transactions that are not affected by the 4 new digital services mentioned above will remain status quo.

ANNEX B

(A) Revised Functions for the Transfer of TCOEs, PARF/COE Rebates, Vehicle Ownership and Deregistration of Vehicles for ESAs using Netrust Token via LTALink System (with effect from 26 November 2018)

No.	ESA Function in LTALink	Purpose	With effect from 26 November 2018	Notifications to ESA		
				SMS	Email	e-Letter (via CorpPass)
Transfer of TCOE						
1.	Transfer 3rd party bid TCOE		Removed			
2.	New vehicle registration coupled with Transfer of TCOE		No change	NA	NA	NA
Transfer of PARF/COE Rebate						
3.	Seller to Buyer		Removed			
4.	Dealer to Buyer		Removed			
5.	Seller to Dealer		Removed			
6.	Apply to Encash		Removed			
7.	Split Rebate		Removed			
Transfer of Vehicle Ownership						
8.	Seller to Buyer (Permanent Transfer)		Removed			
9.	Dealer to Buyer (Permanent Transfer)	To transfer a vehicle under temporary ownership to Buyer.	Step 1 - ESA applies to transfer vehicle to Buyer via LTALink using Netrust token.	NA	✓	NA
			Step 2 - Buyer confirms/rejects the vehicle transfer online. Buyer logs in with SingPass/CorpPass to www.onemotoring.com.sg > Confirm/Reject transfer of vehicle	NA	✓	✓ (Receive as batch letter)
10.	Seller to Dealer (Temporary Transfer)	To accept transfer of vehicle under Dealer's temporary ownership.	Step 1 - Seller applies to transfer vehicle to ESA. Seller logs in with SingPass/CorpPass to www.onemotoring.com.sg > Transfer vehicle ownership.	✓	✓ (if Seller had entered ESA's email address)	NA

No.	ESA Function in LTALink	Purpose	With effect from 26 November 2018	Notifications to ESA		
				SMS	Email	e-Letter (via CorpPass)
			Step 2 - ESA logs into LTALink with Netrust token to confirm the vehicle transfer.	NA	✓	✓ (Receive as batch letter)
11.	Dealer to Dealer (Temporary Transfer)	No change		NA	NA	✓
12.	Reject Vehicle Transfer (NEW)	To reject transfer of vehicle from Seller to Dealer under temporary ownership.	Step 1 - Seller applies to transfer vehicle to ESA. Seller logs in with SingPass/CorpPass to www.onemotoring.com.sg > Transfer vehicle ownership.	✓	✓ (if Seller had entered ESA's email address)	NA
			Step 2 - ESA logs into LTALink with Netrust token to reject the vehicle transfer.	NA	✓	NA
13.	Cancel Vehicle Transfer (NEW)	To cancel application of transfer of vehicle from Dealer to Buyer.	ESA logs into LTALink with Netrust token to cancel an application of vehicle transfer from Dealer to Buyer	NA	✓	NA
<p>Note: Dealers can no longer temp-transfer vehicle and apply for deregistration or lay-up at the same time using the Netrust token. Dealers may carry out the deregistration or lay-up using the LTALink token <u>after vehicles are successfully temp-in</u> to their ownership. There is no need to submit to LTA any physical documents for deregistration or lay-up.</p>						

No.	ESA Function in LTALink	Purpose	With effect from 26 November 2018	Notifications to ESAs		
				SMS	Email	e-Letter (via CorpPass)
Vehicle Deregistration						
14.	Deregister Vehicle under Temporary Transfer	To deregister a PARF-eligible vehicle under Dealer's temporary ownership.	Step 1 - ESA logs into LTALink with Netrust token to deregister temp-in PARF-eligible under "Apply PARF".	✓	✓	✓
			Step 2 – Scrapyard/EPZ updates disposal records/entry details OR ESA uses the new upload disposal documents function to upload export documents.	✓	✓	✓ (if scrapyard/EPZ updates disposal record)
			Step 3 – LTA accepts/rejects disposal documents.	✓	✓	✓ (when LTA accepts disposal documents and updates disposal details)
15.	Authorise submitter to deregister a non-PARF eligible vehicle	To appoint submitter to deregister a non-PARF eligible vehicle under Dealer's temporary ownership at scrapyard/EPZ.	Step 1 - ESA logs into LTALink with Netrust token to authorise submitter to deregister vehicle.	✓	✓	NA
			Step 2 – Scrapyard/EPZ deregisters vehicle and updates disposal records/ entry details.	✓	✓	✓
16.	Upload disposal document (NEW)	To upload disposal documents (apply PARF/auto dereg/ deregister non-PARF vehicle under Dealer's temporary ownership/ EPZ vehicles etc).	Step 1 – ESA/EPZ logs into LTALink with Netrust token to upload disposal documents.	✓	✓	NA
			Step 2 – LTA accepts/rejects disposal documents.	✓	✓	✓ (when LTA accepts disposal documents and updates disposal details)

(B) Functions (using Netrust Token via LTALink System) for all other transactions that are not affected by the 4 new digital services mentioned above will remain status quo.

ANNEX C

List of documents to be submitted to LTA and retained for LTA's audit (with effect from 26 November 2018)

S/N	Type of Transaction	Documents to be <u>retained</u> and made available for LTA's audit. (Duplicate copy unless otherwise stated. Retention period: 2 years)	Documents to be <u>submitted</u> to LTA (Duly completed forms & documents to be submitted within 7 working days of transaction)
1	Registration of Vehicles	<ul style="list-style-type: none"> • Identity Documents¹ (e.g. NRIC or Employment/Immigration Pass Card which shows Foreign Identification Number (FIN)) of the registered owner (for individual) <p>or</p> <p>Valid ACRA printout² or ROS Certificate printout of registered owner and identity documents (e.g. NRIC or Employment/Immigration Pass Card which shows FIN) of the authorised person³ (for company/ business/ LLP/ Society). Authorisation letter, signed by at least a Manager or above, is required if the authorised person is not listed in the ACRA printout (for company/ business/LLP).</p> <ul style="list-style-type: none"> • Proof of business e.g. Hawker Licence⁴ (for Light Goods Vehicle registered in an individual's name only) 	<ul style="list-style-type: none"> • R01 or R01A – “Application for Registration & Licensing of Vehicle” form • Customs Clearance Permit for the vehicle • R03 – “Retention of Vehicle Registration Number” form (if number retention is done) • AP02 – Submission Form (separately for R01/R01A forms and R03 forms) • Transaction History • Monthly Price List of Vehicles (for parallel importers only)
2	Transfer of TCOE (ESA transfers TCOE from Seller to Buyer) <u>Coupled with</u> Registration of vehicle	<ul style="list-style-type: none"> • Copy of Identity Documents¹ (e.g. NRIC or Employment/Immigration Pass Card which shows Foreign Identification Number (FIN)) of the registered owner (for individual) <p>or</p> <p>Valid ACRA printout² or ROS Certificate printout of registered owner and copy of identity documents (e.g. NRIC or Employment/Immigration Pass Card which shows FIN) of the authorised person³ (for company/ business/ LLP/ Society). Authorisation letter, signed by at least a Manager or above, is</p>	<ul style="list-style-type: none"> • Q01 – “Application for Transfer of Temporary Certificate of Entitlement (TCOE) form • AP06 – Submission Form • R01 or R01A – “Application for Registration and Licensing of a Motor Vehicle” or “Application for Registration and Licensing of an Off-Peak Car” form • Customs Clearance Permit for the vehicle

S/N	Type of Transaction	Documents to be <u>retained</u> and made available for LTA's audit. (Duplicate copy unless otherwise stated. Retention period: 2 years)	Documents to be <u>submitted</u> to LTA (Duly completed forms & documents to be submitted within 7 working days of transaction)
		<p>required if the authorised person is not listed in the ACRA printout (for company/ business/ LLP).</p> <ul style="list-style-type: none"> • Proof of business e.g. Hawker Licence⁴ (for Light Goods Vehicle registered in an individual's name only) 	<ul style="list-style-type: none"> • R03 – “Retention of Vehicle Registration Number” form (if number retention is done) • AP02 – Submission Form (separately for R01/R01A forms and R03 forms) • Transaction History • Monthly Price List of Vehicles (for parallel importers only)
3.	Transfer of vehicle (Temporary transfer from ESA to ESA)	<ul style="list-style-type: none"> • NIL 	<ul style="list-style-type: none"> • M01 – “Application for Transfer of Vehicles” form • Transaction History

Note:Retention of documents in digital copies

ESAs may choose to store documents or their business records in an image system. However, the ESAs should have their imaging process approved in accordance with the Evidence (Computer Output) Regulation 1996 by a certifying authority. If an ESA should decide not to obtain approval under Evidence Act (Chapter 97), the ESA may still store his business records in an image system provided that this is being carried out in accordance with the criteria set out in the First Schedule of the Evidence (Computer Output) Regulation 1996. Otherwise, in the event of a legal proceeding, the images produced from this system may not be admissible in court as evidence.

Footnotes (for all transactions, where applicable):

¹For individuals who are foreigners, if the transaction is performed using their Malaysian NRICs/Passports, please retain a copy of the Malaysian NRICs/Passports.

² ACRA printout must be valid at the point of transaction. For ESAs and Public Transport Operators, the printout is valid for 3 months from the date of issuance. For other companies / businesses, the printout is valid for 14 days from the date of issuance.

³ Authorised person should be listed in the ACRA printout. Otherwise, an Authorisation Letter is required. The person signing the Authorisation Letter must be listed in the ACRA printout.

⁴Hawker Licence (where applicable) must be valid at the point of transaction.

Legends:

ACRA: Accounting & Corporate Regulatory Authority

ROS: Registry of Society

LLP: Limited Liability Partnerships

Date of Issue: 7 November 2018

A More Seamless and Secure Access to Vehicle Services *Move will enhance convenience for the public*

In line with Singapore's Smart Nation drive to develop citizen-centric solutions, the Land Transport Authority (LTA) will be providing vehicle owners with a more seamless and secure access to more vehicle services via the One.Motoring website (www.onemotoring.com.sg). Vehicle owners will enjoy the flexibility to perform a wider range of vehicle-related transactions online, anytime and anywhere. This move will bring greater convenience to the public while enhancing LTA's operational efficiency.

Personalised and user-friendly interface

2 Since its launch earlier this year, the revamped One.Motoring website has received positive feedback from users for its user-friendly and mobile-responsive interface. It features a personalised dashboard for vehicle owners to view their vehicle details at a glance and easily access a range of popular digital services such as renewal of road tax.

Secure access to new digital services with SingPass/CorpPass

3 From 26 November 2018, vehicle owners will be able to use SingPass/CorpPass 2-Factor Authentication (2FA) for four new digital services on the One.Motoring website: transfer of vehicle ownership; transfer of PARF/COE rebates; transfer of Temporary Certificate of Entitlement (TCOE); and vehicle deregistration. For the transfer of vehicle/rebates/TCOE, buyers can log in using SingPass/CorpPass 2FA to confirm and complete the transfer. This gives buyers greater control over the process and does away with the need to submit hardcopy application forms. It also eliminates the need to separately apply for a Transaction Pin (TPIN) to perform secured transactions with LTA. Likewise, the use of SingPass/CorpPass will make it easier for owners to deregister a vehicle themselves, or to authorise a third party to help them dispose of their vehicle without the need to apply separately for a TPIN.

More digital kiosks available at LTA's office

4 To cater to users who require access to these digital services, LTA has introduced more digital kiosks at the e-lobby of its Sin Ming Office. Service ambassadors are present

to guide users who may require assistance. To further improve service delivery and reduce waiting time, LTA will also shift towards an appointment-based system for counter services by 2020.

E-notifications in place of hardcopy letters

5 To provide vehicle owners with more timely updates, LTA will also replace hardcopy letters – except for summonses – with e-notifications via SMS and e-letters sent to the user’s One.Motoring account. These will alert vehicle owners to follow up on specific transactions, or update them on the status of recent transactions. For instance, when it is time to renew a vehicle’s road tax, owners will receive an SMS alert to log on to the One.Motoring website using SingPass/CorpPass 2FA to retrieve his/her e-letters and to complete the transaction.

6 To allow vehicle owners to adapt to the new system, LTA will provide a six-month transition period from November 2018, during which hardcopy letters will continue to be sent to owners’ addresses alongside e-notifications via SMS and e-letters. All vehicle owners with SingPass/CorpPass will receive a one-time hardcopy letter informing them of the shift to e-notifications before the start of the transition period. Those who prefer to continue receiving hardcopy letters beyond the transition period will have the option to do so.

Applications for Vehicle Entry Permit to be made available online

7 From 26 November 2018, owners of foreign-registered cars and motorcycles will have the option of applying online for a Vehicle Entry Permit (VEP) via the One.Motoring website before entering Singapore. Once their applications have been approved, they may collect and make payment for their VEP/Autopass Cards at LTA’s offices at Woodlands and Tuas Checkpoints. This new digital service is expected to improve convenience for users and reduce waiting time at LTA’s offices. More features, such as online updating of vehicle insurance records, as well as online payment and delivery of VEP/Autopass cards will be rolled out next year.

For enquiries, please contact: Ashanti Devi
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Media Relations, Corporate Communications
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FAQs for Electronic Service Agents – Circular Annex E

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General FAQs relating to the new Digital Services

1. Why does LTA have my personal information?

All SingPass users are automatically enrolled in MyInfo. As a Government agency, LTA retrieves the personal data that you have contributed to MyInfo. For more details on MyInfo, please visit www.singpass.gov.sg/myinfo/intro

2. How do I update my personal information?

LTA retrieves the personal data that you have contributed to MyInfo. For instructions on how to update your account details on MyInfo, please visit www.singpass.gov.sg/singpass/resources/pdf/update_account_details.pdf

3. I am not eligible for SingPass/CorpPass. How do I transfer my vehicle ownership/rebate/TCOE to the next owner?

As you are not eligible for SingPass/CorpPass, you and the next owner have to personally transfer your vehicle ownership/rebate/TCOE at LTA's counter. Please visit our website www.onemotoring.com.sg for more information on transfer of vehicle ownership/rebate/TCOE at LTA's counter.

4. What happens to my transaction if I do not log in/confirm the transfer of vehicle ownership/rebate/TCOE online by the stipulated date (5 calendar days after the transfer is initiated)?

The transaction will be automatically cancelled after the stipulated date (5 calendar days after the transfer is initiated). You may approach the current owner to re-initiate the transfer of vehicle ownership/rebate/TCOE to you again.

5. Can I use an overseas mobile number to receive SMS notifications?

LTA retrieves the personal data that you have contributed to MyInfo. The mobile number to be used has to comply with the rules set for MyInfo. For more information, please visit www.singpass.gov.sg.

6. Why is the Transaction Pin removed?

SingPass/ CorpPass 2FA is required to perform government digital transactions that involves sensitive information. Since December 2015, vehicle owners are

required to use their SingPass 2FA login (via SMS OTP or OneKey token OTP) to access vehicle-related digital services through LTA portal. SingPass/ CorpPass 2FA allows vehicle owners to perform vehicle-related digital transactions conveniently and securely. This removes the need to apply for a Transaction Pin to perform vehicle services.

With the removal of Transaction Pin from 26 November 2018, vehicle owners can continue to use their SingPass/CorpPass 2FA to access vehicle related digital services involving personal information and to perform secured transactions (i.e. transfer of vehicle ownership/rebate/TCOE and Deregistration of vehicle) online via www.onemotoring.com.sg.

7. Why is there no transition period for removal of Transaction Pin? Why can't we have co-existence of transaction pin and SingPass/CorpPass 2FA?

SingPass/ CorpPass 2FA is required to perform government digital transactions that involves sensitive information. Since December 2015, vehicle owners are required to use their Singpass 2FA login (via SMS OTP or OneKey token OTP) to access vehicle-related digital services through LTA portal. SingPass/ CorpPass 2FA allows vehicle owners to perform vehicle-related digital transactions conveniently and securely.

With the removal of Transaction Pin from 26 November 2018, vehicle owners can continue to use their Singpass/CorpPass 2FA to access vehicle related digital services involving personal information and to perform secured transactions (i.e. transfer of vehicle ownership/rebate/TCOE and Deregistration of vehicle) online via www.onemotoring.com.sg.

8. Can I start using SingPass/CorpPass 2FA for: • Transfer of a Temporary Certificate of Entitlement (TCOE) of a transferable COE Category i.e. Category C or E, in the name of an individual; • Transfer of Vehicle Ownership; • Transfer / Split / Encash my Preferential Additional Registration Fee (PARF) or Certificate of Entitlement (COE) Rebates; or • Deregistration of Vehicles before 26 November 2018 instead of using a Tpin?

You can continue to use the Transaction Pin for transfer of vehicle ownership/rebate/TCOE and deregistration of vehicle before the end of 25 November 2018.

From 26 November 2018, it is compulsory to use SingPass /CorpPass 2FA to perform these secured transactions.

9. Can I pass my SingPass/CorpPass to my motor dealers to transact on my behalf?

Do not share login information. Keep your SingPass/CorpPass ID, password and 2FA details confidential. For more information about SingPass or CorpPass, visit www.singpass.gov.sg and www.corppass.gov.sg.

10. I obtained a Transaction Pin from LTA before 26 November 2018. Can I continue to use my Transaction Pin to perform any transaction?

You can continue to use the Transaction Pin for transfer of vehicle ownership/rebate/TCOE and deregistration of vehicle before the end of 25 November 2018.

From 26 November 2018, the Transaction Pin is no longer valid for use. It is compulsory to use SingPass /CorpPass 2FA to perform these secured transactions.

11. Why am I not receiving any SMS notification?

For SingPass holders

To receive SMS notifications, please ensure that your mobile number is updated at MyInfo. For instructions on how to update MyInfo Account Details, please visit www.singpass.gov.sg/singpass/resources/pdf/update_account_details.pdf

For CorpPass holders

You can log in to www.onemotoring.com.sg > **View profile** > **Update Owner Particulars** using your CorpPass 2FA to update your mobile number.

Non-SingPass / Non-CorpPass holders

You may send LTA a completed Form M19 (Notification on Change of Owner Particulars) and a copy of your Identification Documents* via the online feedback form here. LTA will update your mobile number in our records after we have confirmed that all the documents are in order.

12. I do not have a computer to access the digital services, how do I seek assistance?

If you have no internet access or need help using OneMotoring, Citizen Connect Centres (CCCs) are located island-wide to assist you. To view the location and operating hours of the CCCs, please visit www.tech.gov.sg/Programmes-Partnerships/Initiatives/CitizenConnect

You may also visit LTA's eLobby at 10 Sin Ming Drive, Level 1, Customer Service Centre, Singapore 575701. The e-lobby's operating hours are: from 6am to 12 midnight daily, including weekends and public holidays

You will need your SingPass or CorpPass 2FA to transact online.

13. Will I be charged for the SMS notifications?

LTA will not charge for providing the SMS notifications.

However, you may want to check your telecommunication subscription for any incoming SMS charges, if applicable.

14. Why am I not able to use EASY to access the 4 digital services for Transfer of Temporary COEs, Transfer of Rebates, Transfer of vehicle ownership and Deregistration of vehicle?

From 1 September 2018, CorpPass will replace EASY (E-Services Authorisation System) to access Government-to-business digital services. For more information on CorpPass, visit www.corppass.gov.sg/common/aboutus

15. Is there a time restriction for me to access the digital services? Any downtime? What time can I use the digital services?

The digital services on www.onemotoring.com.sg are available from 1am to midnight daily (SGT).

16. Can I perform digital services when I am overseas?

You can perform digital services whilst overseas as long as you have internet access to log in to www.onemotoring.com.sg using your SingPass/CorpPass 2FA. Please note that the digital services are available from 1am to midnight daily (SGT).

17. Can I still go through an Electronic Service Agent to perform the following transaction on my behalf?

- **Transfer of a Temporary Certificate of Entitlement (TCOE) of a transferable COE Category i.e. Category C or E, in the name of an individual;**
- **Transfer of Vehicle Ownership;**
- **Transfer / Split / Encash my Preferential Additional Registration Fee (PARF) or Certificate of Entitlement (COE) Rebates;**

From 26 November 2018, vehicle/asset owners will need to log in to www.onemotoring.com.sg using their SingPass/CorpPass and 2FA to perform these transactions, which involved either a change in ownership or a change in the value. This eliminates the need for a third party to undertake the transactions for owners, thereby increasing the security, gives the seller and the buyer greater control, and reduce the risk of fraudulent transactions.

18. Why do you need the next owner to log in to confirm/reject the transfer of vehicle ownership/rebate/TCOE?

The next owner will need to log in using SingPass/CorpPass 2FA to complete/reject the transfer of vehicle ownership/rebate/TCOE to prevent unauthorised transactions.

19. How will I know if my online application to transfer vehicle ownership/rebate/TCOE/deregister was successful?

You and the next owner should receive an SMS notification upon completion of a successful online application to transfer vehicle ownership/rebate/TCOE or deregistration of vehicle. You can view the status of your transaction at www.onemotoring.com.sg > **Vehicle Hub** > **My Account** > **My recent transactions**. You can log in to www.onemotoring.com.sg using your SingPass/CorpPass 2FA to access your e-letter from LTA after completion of a successful transfer/application to deregister vehicle.

20. I made an online application to transfer a vehicle ownership/rebate/TCOE. Can I cancel the application?

After your online application to transfer a vehicle ownership/rebate/TCOE, the next owner has to log in and confirm/reject the transfer within the next 5 calendar days.

You may log in to cancel the transfer application within the next 5 calendar days if the next owner has not logged in and initiated the process to confirm the transaction. Once the next owner has logged in and initiated the process to confirm the transaction, you will not be able to cancel the transfer application.

Alternatively, you may contact the next owner to log in and reject the transfer, or allow the transfer application to lapse after 5 calendar days.

21. How do I transfer my rebate to an individual who is not eligible for SingPass?

If you or the next owner are not eligible for SingPass/CorpPass 2FA: The transfer of PARF/COE rebate has to be completed personally at LTA's counter with the following:

- Completed M06 application form (signed by both you and the next owner)
- Original identification documents* of both yourself and the next owner
- Transfer fee of \$15 per rebate

* For individuals: Any one party is a passport holder (Foreigner) or FIN holders without SingPass

For companies/businesses: Anyone party with Power of Attorney (for foreign companies/businesses) attested by a Notary Public or a Consular Office of Singapore in the foreign country where it was incorporated

For clubs/associations/organisations: Anyone party with Profile/certificate printout from the Registry of Societies or other certificate issued by the relevant regulating authority (valid within 14 days of transaction) and authorised person's NRIC/FIN from the club/association/organisation.

Please refer to LTA's operating hours here.

(www.lta.gov.sg/content/ltaweb/en/contact-us.html)

22. I entered the wrong identification of the next owner when I applied for the transfer of vehicle ownership/rebate/TCOE online. How can I amend it?

Amendment of the next owner's identification is not allowed when applying for the transfer of vehicle ownership/rebate/TCOE online. You can either cancel the

application for transfer of vehicle ownership/rebate/TCOE immediately or if the next owner has not logged in to confirm it or allow it to lapse after 5 calendar days.

23. I have 2 vehicles/TCOEs which I would like to transfer to the same person. Can I do both transfers together in the same transaction?

Only 1 vehicle/TCOE can be transferred per transaction.

24. The name reflected in the system confirmation page is different from the name I entered earlier. Why?

The name reflected in the system confirmation page is retrieved from MyInfo/LTA record.

For SingPass Holders

You may update your name at Myinfo.

For ACRA-registered entities

You may update your name at ACRA.

For non-SingPass/non-ACRA registered entities

You may send us a completed Form M19 (Notification on Change of Owner Particulars) and a copy of your Identification Documents* via the online feedback form here. We will update your name in our records after we have confirmed that all the documents are in order.

25. I had forgotten to confirm the transfer of vehicle ownership/rebate/TCOE within 5 calendar days and the transaction has lapsed. What should I do?

You may approach the current owner to re-initiate the transfer of vehicle ownership/rebate/TCOE again.

26. When does the 5 calendar days for the next owner to confirm the vehicle ownership/rebate/TCOE (Category C or E) transfer start and end?

The first day will start the following day at 00:00 hours after the application for transfer of a vehicle ownership/rebate/TCOE is initiated and end at 23:59 hours on the fifth day.

For example, if an application for transfer is initiated by the seller on, say, Friday, the 5 calendar days will start at 00:00 hours on Saturday and end at 23:59 hours on the following Wednesday. Thus, the next owner will need to log in to confirm/reject the transfer of a vehicle ownership/rebate/TCOE before 23:59 hours on the following Wednesday.

27. Why is the next owner (buyer) paying the vehicle ownership/rebate/TCOE transfer fee?

The vehicle ownership/rebate/TCOE transfer fee only needs to be paid if the transaction is completed successfully (i.e. when the next owner confirms the transfer). The current and next owner may wish to factor in the transfer fee in the sales price of the vehicle/asset.

28. As the next owner of a vehicle/rebate/TCOE, how will I know when the current owner initiates the transfer? Will LTA notify me so I can take action to confirm the transfer?

If the details are correctly entered and the current vehicle/rebate/TCOE owner has successfully initiated the transfer, you will receive an SMS notification informing you to confirm the transaction. Alternatively, you can log in to your Dashboard in www.onemotoring.com.sg using your SingPass/CorpPass 2FA to check if you receive notification to confirm transfer of vehicle/rebate/TCOE.

Transfer of Vehicle Ownership

29. Can I, as an ESA, still help my customer to transfer his/her vehicle ownership?

The current function via “Seller to Buyer (Permanent Transfer)” will be removed from LTALink. The current Vehicle owners will have to use their SingPass/CorpPass 2FA to initiate vehicle transfer. The next owners are to use their SingPass/CorpPass 2FA to log in and accept/reject the initiated vehicle transfers. ESAs can provide guidance to their customers on the new digital services.

30. How do I permanently transfer my company’s temporary vehicles to the next owner/buyer?

You, as an ESA, are to log in via LTALink using your Netrust token to initiate the vehicle transfer via “Dealer to Buyer (Permanent Transfer)”. To initiate transfer of vehicles that are under temporary ownership, such vehicles must not be under financing. The next owners will use their SingPass/CorpPass 2FA to log in and accept/reject the initiated vehicle transfers.

31. How do I temporarily transfer my company’s temporary vehicles to another ESA?

There is no change to the current process since it does not require a Transaction PIN. You are to log in via LTALink using your Netrust token to transfer via “Dealer to Dealer (Temporary Transfer)”.

32. How do I accept the vehicle to be under temporary ownership?

You are to log in to LTALink using your Netrust token to accept the vehicle transfer via “Seller to Dealer (Temporary Transfer)” function. The maximum temporary transfer period is 12 months and relevant fees will apply.

33. The vehicle’s temporary ownership period is expiring today. Can I still transfer the vehicle?

Yes, you may still initiate the vehicle transfer if the vehicle is not under financing. However, the next owner would have to accept the initiated vehicle transfer before the vehicle’s temporary ownership expiry date (i.e. within today).

34. The vehicle's temporary ownership period has expired. Can I still transfer the vehicle?

Yes, you may still initiate the vehicle transfer if the vehicle is not under financing. However, system will permanently transfer the vehicle to your company with an increase in transfer count. Transfer fee of \$25 will be deducted from your GIRO. Subsequently, the next owner would have to confirm the initiated vehicle transfer with payment of transfer fee of \$25 and there will also be an increase in transfer count.

35. How do I transfer my company's permanently owned vehicles?

You would have to log in using your CorpPass 2FA to initiate the vehicle transfer.

36. How do I accept the vehicle to be under permanent ownership?

To accept a permanent transfer of vehicle, the next owner will have to log in using his/her SingPass (for individual asset owner) or CorpPass (for corporate asset owner) 2FA to accept the vehicle transfer.

37. If the vehicle I am buying is under financing, can I accept the vehicle under permanent/temporary ownership?

You can accept the vehicle under permanent or temporary ownership. The finance company will be informed and the current owner would need to settle the vehicle financing before you can confirm the vehicle transfer.

38. Will I receive SMS or email notifications when I use the Netrust token to transfer vehicle to the next owner?

ESAs using Netrust tokens to perform "Seller to Dealer (Temporary Transfer)" and Dealer to Buyer (Permanent Transfer)" functions will receive email notifications. To receive email notifications, please update your email address at **LTA Link > Finance > Update AA particulars > Update**

39. Does that mean that a private vehicle owner can now sell directly to a buyer without visiting LTA's office?

As a seller or the registered owner of a vehicle, you can now initiate the transfer of vehicle ownership using your SingPass/CorpPass 2FA by logging in to

www.onemotoring.com.sg without the need to visit LTA. The buyer or the next vehicle owner can similarly use his/her SingPass/CorpPass 2FA to log in to www.onemotoring.com.sg to accept the transfer of the vehicle ownership and pay the transfer fee using his/her credit/debit card (VISA/Mastercard) or Internet Banking account (Citibank, DBS/POSB, OCBC/Plus!, Standard Chartered Bank or UOB).

40. If the vehicle is sold to a dealer and not to a direct buyer, how does it work?

From 26 November 2018, the vehicle owner has to initiate the transfer by logging in to www.onemotoring.com.sg using his/her SingPass/CorpPass 2FA to apply for the transfer of vehicle ownership to the next owner, be it a dealer or a direct buyer.

41. If my car is still under financing, can I use LTA's digital services and transfer my car to a buyer?

Before applying to transfer the vehicle ownership, the vehicle owner must ensure that there are no outstanding matters such as financial loans, road tax arrears, fines etc.

42. Can I transfer a laid-up vehicle using LTA's digital service?

You may transfer a laid-up vehicle using LTA's digital service. When the next owner confirms the transfer of the vehicle ownership, he/she has to renew the road tax of the vehicle at the same time. In addition, the vehicle must meet all prerequisites (e.g. valid inspection, insurance and road tax renewal). As such, the next owner must take these into considerations before confirming the transfer of a laid-up vehicle.

43. Can I transfer a laid-up vehicle and continue with the lay-up status using LTA's digital service?

Currently, we do not have a digital service for lay-up application. Please proceed to LTA Customer Service Centre at 10 Sin Ming Drive Singapore 575701 during our operating hours to complete the transfer and lay-up application with the required documents.

Please refer to LTA's operating hours here.
(www.lta.gov.sg/content/ltaweb/en/contact-us.html)

44. Can I transfer Classic/Vintage/Pulau Ubin/Restricted Use vehicle using LTA's digital service?

Transfer of vehicles under special schemes such as Classic / Revised Vintage / Pulau Ubin / Diplomat will have to be done at LTA Customer Service Centre at 10 Sin Ming Drive Singapore 575701 with the required documents. Visit www.onemotoring.com.sg to find out more on the type of documents required at LTA for different special schemes.

45. Why does the buyer need to pay for the transfer fee?

The transfer fee of \$25 would be collected when the buyer confirms the transfer of the vehicle ownership online.

Seller and buyer may wish to discuss among themselves and factor in the payment of the transfer fee in the sales and purchase agreement.

Deregistration of Vehicle

46. Can I still deregister the vehicle while it is under temporary ownership?

PARF-eligible vehicles

You may use your LTALink account to deregister PARF-eligible vehicles under your temporary ownership. Once the vehicle is deregistered, you may tow or transport it to an LTA-authorised scrapyard or Export Processing Zone for scrap/storage pending export. If the vehicle has been exported, you may upload the export documents to LTA via LTALink.

Non-PARF vehicles

You may use your LTALink account to either a) appoint an Authorised Person to deregister the vehicle under your temporary ownership at an LTA-authorised scrapyard/EPZ on your behalf or b) apply to deregister vehicle under your temporary ownership with submission of valid export documents.

Auto deregistered vehicles (PARF and non-PARF)

You may tow or transport it to an LTA-authorised scrapyard or Export Processing Zone for scrap/storage pending export. If the vehicle has been exported, you may upload the export documents to LTA via LTALink.

47. Can my car dealer help me to deregister my vehicle?

For PARF-eligible vehicles

Only you can deregister your vehicle online by logging in to www.onemotoring.com.sg using your SingPass or CorpPass 2FA. Thereafter, you will need to dispose of your deregistered vehicle at an LTA-authorised scrapyard, store it at an LTA-authorised Export Processing Zone, or export it out of Singapore and upload the export documents online to LTA within 1 month from the deregistration date.

For non-PARF eligible vehicles

If you are scrapping your vehicle at an LTA-authorised scrapyard or storing your vehicle at an LTA-authorised Export Processing Zone (EPZ) pending export, log

in to www.onemotoring.com.sg using your SingPass or CorpPass 2FA to appoint your car dealer as the authorised person to deregister your vehicle at the scrapyards/EPZ.

If you are exporting your vehicle, you will need to upload the export documents online to deregister your vehicle, by logging in to www.onemotoring.com.sg using your SingPass or CorpPass 2FA.

48. Can I deregister my vehicle online if my vehicle has been statutorily deregistered (e.g. COE expired, lay-up more than 3 consecutive years, lifespan expired etc.)

You do not need to deregister your vehicle online.

However, if you are exporting your vehicle, you will need to upload the export documents online within a month from the deregistration date, by logging in to www.onemotoring.com.sg using your SingPass or CorpPass 2FA.

If you are scrapping your vehicle at an LTA-authorized scrapyards or storing your vehicle at an LTA-authorized Export Processing Zone (EPZ), tow or transport the deregistered vehicle to the scrapyards/EPZ. The scrapyards/EPZ operator will transmit the scrap/storage record to LTA. You do not need to inform LTA separately.

49. There was an error message when I tried to deregister my vehicle online. Why is this so?

The following types of vehicle cannot be deregistered online:

- Vehicles registered to an undischarged bankrupt#
- Vehicles lost through Theft or Criminal Breach of Trust#
- Vehicles which require approval to deregister (e.g. Diplomat scheme etc.) #
- Vehicles with outstanding road tax for more than 2.5 months*
- Vehicles under financing pending settlement*

You may apply to deregister the vehicle at LTA counters. Please visit www.onemotoring.com.sg for more information.

* You may apply to deregister your vehicle online after settlement of your outstanding road tax/financing.

50. I appointed an authorised person to deregister my vehicle at the scrapyard. Can I change to another person or go to the scrapyard personally?

You may change the authorised person details online by logging in to www.onemotoring.com.sg using your SingPass or CorpPass 2FA. If you wish to go personally, you may change the appointed party to yourself instead. Please note that there is no change to the original 5 calendar day grace period to bring your vehicle to the scrapyard/EPZ.

51. My appointed person did not bring my vehicle to the scrapyard within the 5 calendar days. What should I do?

After 5 calendar days, you may log in to www.onemotoring.com.sg via your SingPass or CorpPass 2FA to appoint an authorised person to deregister your vehicle at the scrapyard/EPZ again.

52. I appointed an authorised person to deregister my vehicle at the scrapyard but I changed my mind and decided to export my vehicle instead. What should I do?

You may ignore your previous application online and the application will expire in 5 calendar days. Once your vehicle has been exported and you have obtained the export documents, you may log in to www.onemotoring.com.sg using your SingPass or CorpPass 2FA to apply to deregister your vehicle and upload the export documents.

53. I am an ESA/exporter. Can I still submit bulk disposal documents at LTA counter?

The last registered owner (either ESA/exporter) will need to submit the export documents online by logging in to www.onemotoring.com.sg using his SingPass/CorpPass 2FA or LTALink (for ESA temporary ownership vehicles).

54. Why were the export documents that I uploaded online rejected?

Your uploaded documents may be incomplete, unclear or erroneous. Please ensure that the documents uploaded are clear and details are correct. Please liaise with the freight agent to obtain the complete set of export documents with proper endorsement (if applicable).

55. What is the processing time for export documents uploaded?

The processing time for LTA to process the export documents you have uploaded online is 3 working days.

56. I tried to upload my export documents but it is unsuccessful. What is the problem?

Please check the file type and size of the documents you are uploading. We recommend uploading pdf/jpg files and each file must be less than 5MB. Please ensure that your file name contains only alpha-numeric characters and underscore, and its length is at most 50 characters.

57. How do I know that my deregistration application is successful?

You can log in to www.onemotoring.com.sg using your SingPass/CorpPass 2FA to access your e-letter from LTA after completion of a successful transfer. You will receive an SMS notification upon completion of a successful deregistration. You can view the status of your transaction at www.onemotoring.com.sg > **Vehicle Hub > My Account > My recent transactions.**

58. I do not have a scanner. How do I upload the disposal documents online?

If necessary, you can use the scanners at LTA's eLobby kiosks at 10 Sin Ming Drive, Level 1, Customer Service Centre, Singapore 575701. The scanners are available for use only from 8am to 4.30pm (Monday – Friday) and 8am to 12pm (Saturday).

Scan your documents in either PDF or JPG format, and limit each file to below 5MB. You will need your SingPass or CorpPass 2FA to transact online.

59. How do I know if (a) LTA has received the disposal documents I uploaded; and (b) LTA has accepted the documents I have uploaded as proof of disposal?

You will receive an SMS notification informing you that LTA has received the disposal documents.

You will also be notified via e-notification once LTA has updated its disposal records.

Transfer of PARF/TCOE Rebates

60. Can ESA transfer/split COE/PARF rebates for asset owners?

ESAs will not be able to transfer, split or encash rebates on behalf of the rebate owner.

61. Can ESA use their token to transfer/spilt/encash their own rebates?

No, from 26 November 2018, all rebate transactions can only be done via SingPass or CorpPass.

62. I have 2 rebates to transfer to the same person. Can I do both transfers together in the same transaction?

Only 1 rebate can be transferred per transaction.

63. I encountered an error when trying to submit an online application to transfer my rebate. Why is this so?

The rebate can only be transferred after you have cleared all outstanding arrears / matters (e.g. Road tax arrears, fines, vehicle financing etc.)

64. The current rebate owner claims he had applied to transfer the rebate to me but I did not receive the SMS notification.

If the details are correctly entered and the current rebate owner has successfully initiated the transfer, you will receive an SMS notification informing you to confirm the transaction. Alternatively, you can log in to your Dashboard in www.onemotoring.com.sg using your SingPass/CorpPass 2FA to check if you receive notification to confirm transfer of rebate.

65. How do I pay the rebate transfer fee? How much does it cost to transfer a rebate?

The next owner will need to pay the rebate transfer fee of \$15 when he confirms the transfer. Payment can be made via credit or debit card (VISA or MasterCard only) or via internet banking account (Citibank, DBS/POSB, OCBC/Plus!, Standard Chartered BankUOB).

Transfer of TCOE

66. How do I submit a bid for a COE on behalf of my customer?

There is no change to the current procedure. You can do so with a corporate account via Internet/Intranet Banking with DBS, UOB or MayBank. Please contact the respective banks directly to check on how you can submit a COE bid through their Internet/Intranet Banking platform.

67. Can ESAs use their token to transfer TCOE for asset owners?

After the removal of Transaction Pin from 26 November 2018, ESAs can no longer transfer TCOEs on behalf of asset owners. ESAs can only use their LTALink Netrust tokens to do a coupled transaction of TCOE transfer and registration of new vehicle for asset owners.

68. Can ESA use their token to do coupled transaction of TCOE transfer and registration of new vehicle for asset owners?

After the removal of Transaction Pin from 26 November 2018, ESAs can still use their LTALink Netrust tokens to do a coupled transaction of TCOE transfer and registration of new vehicle for asset owners. However, ESAs can no longer do only transfer of TCOEs (i.e. single transaction) for asset owners.

69. How do I transfer my Category C or E TCOE?

Only Category C and E TCOEs bid in the name of an individual can be transferred, and they can only be transferred once.

From 26 November 2018, the current and next owners have to log in at www.onemotoring.com.sg using their SingPass/CorpPass 2FA to initiate and confirm the transfer of their TCOEs respectively.

At the homepage, go to **Digital Services > Transfer TCOE Or Confirm/Reject TCOE Transfer**.

70. I was charged an additional administrative fee besides the \$15 transfer of TCOE fee when I logged in to accept the TCOE (Category C or E) transfer to me. What is this administrative fee?

The administrative fee is the fee incurred for bid revisions made during the COE bidding exercise. If the previous owner of the TCOE had revised the COE bid via the LTA Open Bidding Website, you will need to pay an administrative fee of \$2 for each bid revision.

71. I have initiated a transfer of TCOE (Category C or E) and it is pending the next owner's confirmation. However, I do not see it under the list of Transferable TCOEs. Why is this so?

You will not see any TCOEs that are already pending the next owner's confirmation under the list of Transferable TCOEs. However, you can still see them under "My Asset". You remain the registered owner of the TCOE until the next owner logs in to confirm the transfer.

End