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28 May 2019

Please see Distribution List
All Motor Dealers
All Electronic Service Agents

VRL/08/2019
Our ref LTA/VR&L/V43.054.000
Your ref
DID Fax 65535329

Dear Sir / Madam

- A) Introduction of SingPass Mobile as an Additional Mode of 2-Factor Authentication (2FA) Verification Service for 4 Digital Services - Transfer PARF/COE Rebate, Transfer Temporary COE (TCOE), Transfer Vehicle Ownership and Vehicle Deregistration**
- B) Replacement of Hardcopy Letters with e-Notifications**
- C) Reminder to Registered Owner when initiating Transfer of their assets (Vehicle, Rebates or TCOE)**

A) Introduction of SingPass Mobile as an Additional Mode of 2FA Verification Service for 4 Digital Services - Transfer PARF/COE Rebate, Transfer Temporary COE (TCOE), Transfer Vehicle Ownership and Vehicle Deregistration

As part of LTA's continuous improvement in service delivery, SingPass users can now use SingPass Mobile (SPM) as a mode of authentication to perform the 4 digital services. This is in addition to the current SingPass /CorpPass 2FA modes of SMS 2FA and OneKey Token.

Users will need to set up the 2FA modes of their choice with SingPass¹. For more information on SPM setup, SingPass users may visit www.singpassmobile.sg.

SPM works by sending a push notification to the user's mobile phone for the user to authenticate the SPM request. **Annex A** shows the SPM implementation at the OTP screen before user commits his transaction.

¹ A SingPass user must set up his/her 2FA mode with SingPass before the 2FA mode is available for his/her use. *Example: If a SingPass user has set up SMS and Token-OTP as his 2FA modes, he will only see SMS and Token-OTP (and not SingPass Mobile) at the SingPass and LTA OTP authentication page.*

With SPM, users no longer need to wait for SMS OTP or worry about losing their OneKey Token. User can just use their mobile phone to log in to digital services with their fingerprint or 6-digit passcode.

B) Replacement of Hardcopy Letters with e-Notifications

From **1 June 2019**, hardcopy letters will be replaced with e-notifications via SMS and e-letters. Asset owners will receive an SMS alert to log in to the OneMotoring website to retrieve their e-letters. Only statutory notices like summonses, which are mandated by law, will continue to be sent via hardcopy letters. Asset owners who are not eligible for SingPass, i.e. foreign passport holders, will also continue to receive notices via hardcopy letters.

Asset owners may edit their notification preferences by logging in at www.onemotoring.com.sg > **View Profile** > **Update Owner Particulars**.

ESAs who wish to receive SMS alerts on their e-letters should update their mobile phone number by logging in with their CorpPass 2FA at www.onemotoring.com.sg > **View Profile** > **Update Owner Particulars**.

C) Reminder When Initiating Transfer of Assets via OneMotoring (Vehicles, Rebates or TCOEs) or LTALink System (Vehicles)

When applying to transfer a vehicle online via the OneMotoring website or LTALink System, the vehicle owner or ESA is required to enter the mobile number of the buyer/next owner. This is to facilitate the sending of SMS alerts to the buyer/next owner to inform him/her to confirm the transaction.

We wish to remind vehicle owners/ESAs **to ensure that the correct mobile number of the buyer/next owner is entered** to prevent SMS alerts from being sent to the wrong party and any delay in notifying the buyer/next owner to act on the impending transaction.

Please bring the contents of this circular to the attention of your members and staff accordingly. Thank you.

Yours faithfully



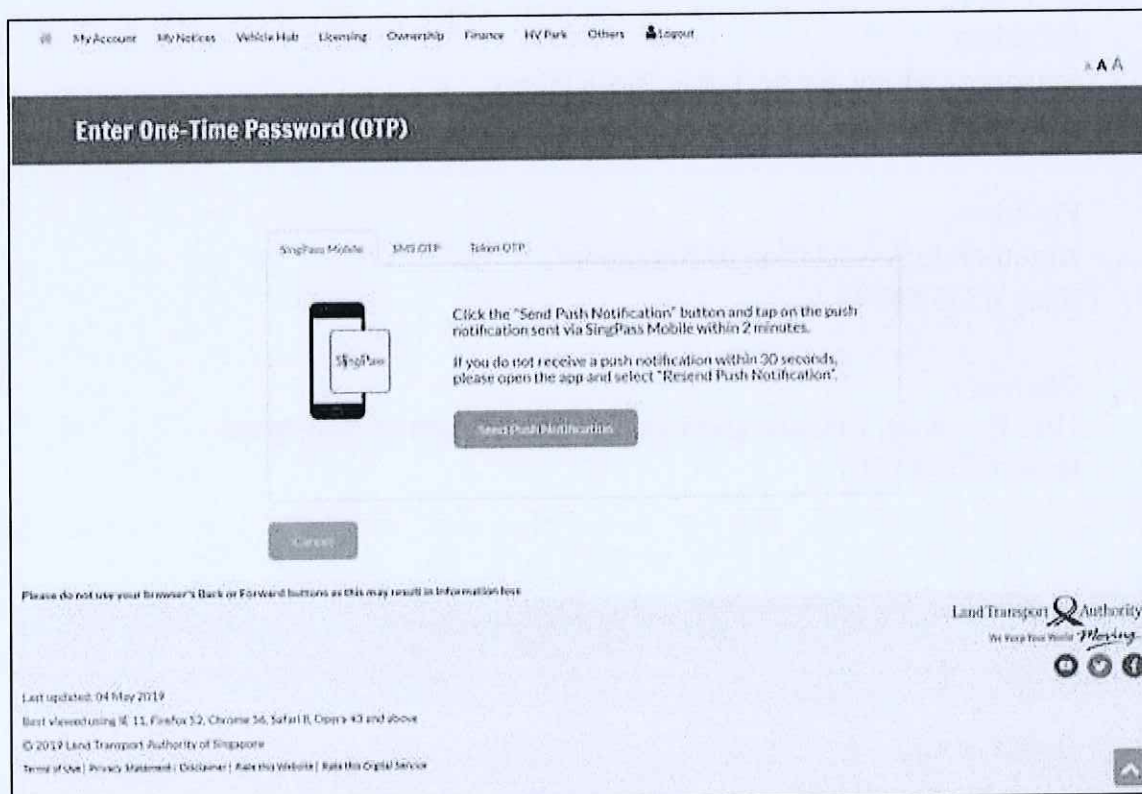
Candice Yeo (Ms)
Deputy Director
Vehicle Licensing Division
Vehicle Services Group

OTP screen

When prompted to “Enter One-Time Password (OTP)”, user is able to select either of the following options:

- SingPass Mobile
- SMS OTP
- Token OTP

For SingPass Mobile, click on “Send Push Notification” button for a push notification to be sent to the user’s mobile phone. Follow on-screen instructions on your mobile phone to authenticate the transaction.



Distribution List

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Singapore Vehicle Traders Association
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