

10 Sin Ming Drive Singapore 575701

17 June 2020

All Electronic Service Agents

VRL/31/2020
Our ref LTA/VR&L/V43.054.000
Your ref
DID Fax 65535329

Dear Sir / Madam

Counter Services at LTA's Customer Service Centre are available from 19 June 2020 - By appointments only

In line with the Public Service's resumption of activities in Phase 2, counter services at LTA's Customer Service Centre at Sin Ming Drive will be available from **19 June 2020, by appointments only**.

For greater convenience, vehicle owners and Electronic Service Agents (ESAs) can access our digital services online at www.onemotoring.com.sg and the LTALink System (for ESAs only).

Make an appointment – No walk-ins allowed

For transactions that are not available online, vehicle owners and ESAs may make an appointment to visit us at LTA's Customer Service Centre two working days in advance. To make an appointment for vehicle-related transactions, please write in at www.lta.gov.sg/feedback. No walk-ins are allowed.

Appointments will be scheduled on Mondays to Fridays. Only those with an appointment will be allowed to enter LTA's premises after clearance of temperature screening and SafeEntry check-in. Please note that payment is by NETS/Diners Club Card only.

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

Yours sincerely

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

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