

10 Sin Ming Drive Singapore 575701
www.lta.gov.sg

27 August 2025

Please see Distribution List

LTA/VRLSD/M38.008.231/0173

All Motor Vehicle Dealers
All Electronic Service Agents (ESAs)
All Scrapyard Operators
All Export Processing Zone Operators

Dear Sir / Madam

Access Code For LTA's Vehicle-related Enquiry Digital Services

An enhanced security measure using an access code to obtain vehicle information from 3 enquiry digital services¹ on LTA's OneMotoring website was implemented on 30 June 2025.

Following feedback from the motor industry, the following 2 enhancements will be implemented from **31 August 2025**:

1. Validity Period of Access Code

In addition to the current 14-day validity period, vehicle owners will be given the option to set a longer validity period of 60 or 180 calendar days when requesting for the access code. Once issued, the access code will be valid for multi-time use up to the validity period as specified by the vehicle owner (i.e. 14, 60 or 180 calendar days), or until the access code is revoked by the vehicle owner, whichever is earlier;

2. Clearer Explanatory Messages at the Digital Services for Invalid Access Code

The digital services will provide clearer explanatory message when a wrong, expired or revoked access code is used for the enquiry.

Exceptions for LTA to Generate Access Codes

In most cases, vehicle owners can self-help (via Singpass login on LTA's OneMotoring website) to request for access codes. For situations where vehicle owners are ineligible or unable to do so under the circumstances listed in **Annex A**, LTA will assist vehicle owners or motor dealers including finance companies to generate the access code. You may submit your request for access code, with the relevant supporting documents, to us

¹ (1) Enquire PARF/COE Rebate for Registered Vehicle, (2) Enquire Vehicle Transfer Fee and (3) Enquire PQP Payable for Category C Early Turnover Scheme

at lta.gov.sg/feedback (choose *Category*> “*Vehicle Matters*” and *Sub-Category*> “*General Enquiries on Vehicles*”).

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

Thank you.

Yours sincerely,



Ray Lim Tiak Hee (Mr)
Deputy Director, VRL Project Development Division
Vehicle Services Group

Annex A – Circumstances that LTA can generate the access code to third party on behalf of vehicle owners

Circumstances	Supporting documents to submit to LTA
Vehicle under financing for repossession	<ol style="list-style-type: none"> 1. Hire Purchase Agreement 2. Fourth Schedule (Notice of Intention to Repossess)
Vehicle owner who has deceased	<ol style="list-style-type: none"> 1. Next of Kin to show proof of relationship (e.g. birth certificate or marriage certificate); and 2. Identification document (e.g. NRIC, passport) of Next of Kin
Vehicle owner who is not eligible for Singpass, e.g. foreigners	<ol style="list-style-type: none"> 1. Vehicle owner who is not eligible for Singpass <ul style="list-style-type: none"> - Identification document (e.g. NRIC, FIN, passport, Power of Attorney); or 2. Vehicle owner with cancelled resident/work permit or has renounced Singapore citizenship <ul style="list-style-type: none"> - letter from MOM/ICA and identification document (e.g. passport)
Vehicle owned by Cancelled / Non-renewed Entity	<ol style="list-style-type: none"> 1. ACRA BizFile printout showing the entity’s status (valid within 14 days of request); and 2. Appointed Director’s NRIC
Vehicle owner who is incarcerated	<ol style="list-style-type: none"> 1. Letter from Singapore Prison on owner’s incarceration; 2. Inmate Authorisation Form; and 3. Authorised person’s identification document (e.g. NRIC, passport)

Distribution List

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