

## **HEAVY VEHICLE PARK OPERATORS**

### List of Identification Documents for Application to Reset Password

**Important:** See Notes at bottom of Table 4 for further clarifications.

<b>Table 4: Types of Identification Documents</b>		
<b>Type of Operator</b>	<b>User Present in Person at LTA</b>	<b>Authorised Representative at LTA</b>
	<u>(New Password to be keyed in by user / authorised representative on-the-spot over the counter)</u>	
ACRA-registered Company / Business	<ol style="list-style-type: none"> <li>1. ACRA / ROS Printout; and</li> <li>2. User's NRIC.</li> </ol>	<ol style="list-style-type: none"> <li>1. ACRA / ROS Printout;</li> <li>2. Letter of Authorisation; and</li> <li>3. Authorised Representative's NRIC.</li> </ol>
MCST	<ol style="list-style-type: none"> <li>1. Minutes of last AGM, showing names of Office Bearers; and</li> <li>2. User's NRIC.</li> </ol>	<ol style="list-style-type: none"> <li>1. Minutes of last AGM, showing names of Office Bearers;</li> <li>2. Letter of Authorisation; and</li> <li>3. Authorised Representative's NRIC.</li> </ol>
Individual / Professional	<ol style="list-style-type: none"> <li>1. User's NRIC.</li> </ol>	<ol style="list-style-type: none"> <li>1. Letter of Authorisation; and</li> <li>2. Authorised Representative's NRIC.</li> </ol>
Ministry or Department of Ministry or Statutory Board	<ol style="list-style-type: none"> <li>1. User's NRIC.</li> </ol>	<ol style="list-style-type: none"> <li>1. Letter of Authorisation; and</li> <li>2. Authorised Representative's NRIC.</li> </ol>

Notes:

- a. User Account Application Form (ie. **ES02: e-Services@ONE.MOTORING User Account Application Form for Heavy Vehicle Park Operator**) must be duly completed by the owner of the user account.
- b. Identification documents of the user are not required for requests for user password reset made via fax, mail or through LTA's Customer Service Line at 1800-CALL LTA (1800-2255 582) for valid user accounts.
- c. NRIC will apply to Singaporeans, Singapore PRs and Malaysians.
- d. Passport will apply to foreigners other than Malaysians.
- e. The Original Company Profile Information printout from the Accounting & Corporate Regulatory Authority (ACRA) must be valid up to 14 days from the date of issue by ACRA.
- f. Letter of Authorisation in the original copy shall be addressed to LTA and include the date of letter, transaction requested for, and the NRICs and names of the user and authorised representative. It should be signed by:
  - i. ACRA-registered Company / Business : Named Officer
  - ii. MCST : Office Bearer
  - iii. Ministry or Department of Ministry : Assistant Director or above
  - iv. Statutory Board : Manager or above from the Administrative Service Department
  - v. For Additional HVPO user accounts (under individual/ACRA-registered Company/Business) : User (holder of user account)