

EXTERNAL AGENCY INFORMATION USER

List of Identification Documents for Application to Reset Password

Important: See Notes at bottom of Table 6 for further clarifications.

Table 6: Types of Identification Documents		
Type of User	User Present in Person at LTA	Authorised Representative at LTA
	<u>(New Password to be keyed in by user / authorised representative on-the-spot over the counter)</u>	
ACRA-registered Company / Foreign Company	1. ACRA / ROS Printout; and 2. User's NRIC.	1. ACRA / ROS Printout; Letter of Authorisation signed by User; and 2. Authorised Representative's NRIC.
Public Agency (e.g. Town Councils)	1. Letter of Authorisation using corporate letterhead and should state the request, the Applicant's name and NRIC/Passport No., is addressed to LTA and signed by Manager / Assistant Director or above; and 2. User's NRIC.	1. Letter of Authorisation using corporate letterhead and should state the request, the Applicant's name and NRIC/Passport No., is addressed to LTA and signed by Manager / Director or above; 2. Letter of Authorisation signed by User; and 3. Authorised Representative's NRIC.

Notes:

- a. User Account Application Form (ie. **ES03: e-Services@ONE.MOTORING User Account Application Form for External Agency User**) 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.