

GOVERNMENT AGENCY INFORMATION USER

List of Identification Documents for Application to Reset Password

Important: See Notes at bottom of Table 8 for further clarifications.

Table 8: Types of Identification Documents		
Type of User	User Present in Person at LTA	Authorised Representative at LTA
	(New Password to be keyed in by user / authorised representative on-the-spot over the counter)	
Ministry or Department of Ministry	<ol style="list-style-type: none"> 1. Letter of Authorisation using the Ministry's or Department of Ministry's corporate letterhead and should state the request, the Applicant's name and NRIC/Passport No., is addressed to LTA and signed by Assistant Director or above; and 2. User's NRIC 	<ol style="list-style-type: none"> 1. Letter of Authorisation using the Ministry's or Department of Ministry's corporate letterhead and should state the request, the Applicant's name and NRIC/Passport No., is addressed to LTA and signed by Assistant Director or above; 2. Letter of Authorisation signed by User; and 3. Authorised Representative's NRIC.
Statutory Board	<ol style="list-style-type: none"> 1. Letter of Authorisation using the Statutory Board's corporate letterhead and should state the request, the Applicant's name and NRIC/Passport No., is addressed to LTA and signed by Manager or above in an Administrative Service Department 2. User's NRIC 	<ol style="list-style-type: none"> 1. Letter of Authorisation using the Statutory Board's corporate letterhead and should state the request, the Applicant's name and NRIC/Passport No., is addressed to LTA and signed by Manager or above in an Administrative Service Department; 2. Letter of Authorisation signed by User; and 3. Authorised Representative's NRIC.

Notes:

- a. User Account Application Form (ie. **U02: VRLS User Access Application Form for Government Agency users**) 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.