

Annex A: Current vs. New LPA application process

OFFICE OF THE PUBLIC GUARDIAN
ONLINE (OPGO) PORTAL

CHANGES TO LASTING POWER OF ATTORNEY (LPA) APPLICATION PROCESS

HARDCOPY

1. Donor prints LPA Form from OPG's website.
2. Donor fills in Donee(s)' information and signs on every page.
3. Donor meets each Donee and witness in person to manually sign the LPA to accept appointment(s).



ONLINE

1. Donor logs in to OPGO with Singpass to draft LPA. Donee(s) receives SMS notifications and logs in to OPGO to accept appointment.

**Most fields are automatically populated and verified for error-free submission*

4. Donor visits Certificate Issuer (CI) to certify LPA. CI goes through each page with Donor to ensure there is no error. Donor and CI manually sign on LPA.
5. Donor submits LPA Form via post or drop-off at OPG's office.



2. Donor visits Certificate Issuer to certify LPA via digital signature. Certified LPA is submitted to OPG online immediately.

6. Donor notified via post when LPA is accepted. Erroneous LPA sent back to Donor to rectify.
7. Donor and Donee(s) receive notices from OPG when LPA is registered.



3. Donor and Donee(s) notified of LPA status via SMS / email when LPA is accepted and registered.

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