

Annex B: LPA and Deputyship FAQs

1. How will OPG support donors, donees and deputies who are less comfortable with technology?

The LPA application in OPGO, as well as instructional videos on the OPGO portal, will be in English, Mandarin, Malay, and Tamil languages. Quick Reference Guides have also been developed for the various services in OPGO.

Donors, donees and deputies may seek help from family members to assist them in accessing OPGO via Singpass, or approach community touchpoints at the CitizenConnect Centres and ServiceSG Centres for digital support.

2. What are the safeguards as OPG digitalises its processes?

We have ensured that in our digital transformation journey, safeguards are kept in place for both LPA applications and Deputyship reporting:

- a. LPA certification by Certificate Issuers (CI) must meet the following requirements:
 - i. The CI must be a medical practitioner accredited by the Public Guardian, a practising lawyer, or a registered psychiatrist.
 - ii. The CI must meet the donor in person to ensure that he/she understands the purpose of the LPA and its scope, is not induced by fraud or undue pressure to create the LPA, and there is nothing else that would prevent the LPA from being created.
 - iii. To verify the donor's identity, the CI must enter the donor's NRIC number for OPGO to generate a one-time access code sent by SMS to the donor's mobile number. The CI can only access the donor's draft LPA after entering the correct access code, to proceed with certification.
 - iv. The donor must sign the LPA in the presence of the CI.
- b. Deputies and all parties to the LPA can access OPGO via Singpass.
- c. OPGO sends instantaneous SMS and/or email notifications to all parties during various stages of the LPA application and Deputyship reporting. This allows all parties to be kept informed in real-time, so that they can alert OPG if there are any issues.
- d. OPGO is hosted on the Government Commercial Cloud with the appropriate cybersecurity measures.

3. I do not have a smart device/My phone is unable to install the Singpass application, but I would like to make an LPA. Where can I seek help?

Please contact OPG at enquiry@publicguardian.gov.sg or 1800-111-2222 for assistance.

4. How do I sign with Singpass?

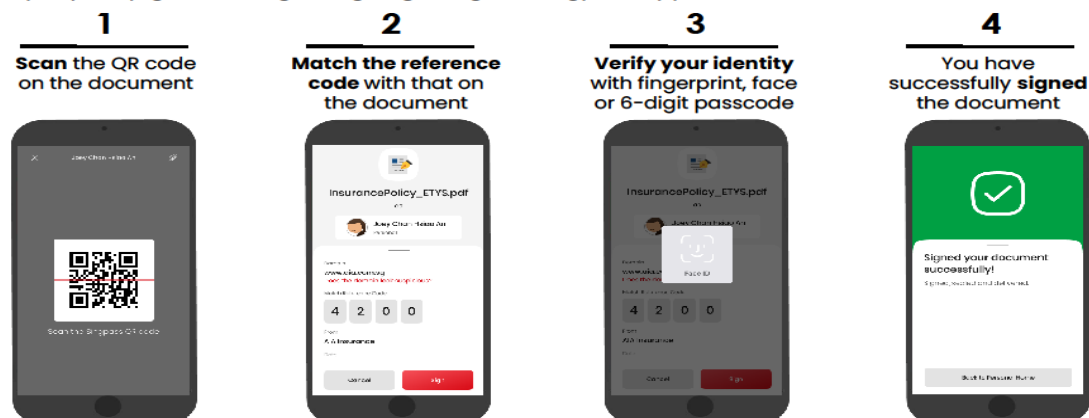
To digitally sign documents with your Singpass app, follow these steps:

1. Use the 'Scan' feature on the app homepage to scan the Singpass QR code* on the document.
2. Match the reference code displayed on your app screen with that on the document. This ensures you are signing the correct document.

3. Authenticate using your fingerprint, face recognition or 6-digit passcode. You have now successfully signed the document.

HOW TO USE THIS FEATURE

Step-by-step guide on digital signing using the Singpass app



45

*Note: You will be prompted to add a signing certificate if you do not have one, or if your current certificate has expired. Follow the on-screen instructions to complete the one-time set up.

5. What happens to LPAs that were registered prior to the launch of OPGO?

All hardcopy registered LPAs remain valid after OPGO launch. However, they may not be updated to reflect changes to the LPA, due to events such as death or bankruptcy of donee, donee's loss of mental capacity, divorce between donor and donee etc. An electronic copy of the LPA will be made available to all donors and donees on OPGO, which will be the most updated version.

OPG will notify donors and donee(s) of LPAs registered prior to the launch of OPGO to verify the electronic LPA on OPGO. They should inform OPG within 90 days of notice if there are any discrepancies to the LPA on OPGO. Thereafter, the electronic LPA will be deemed as the LPA to be used for transactions.

6. After the launch of OPGO, can donees and third parties still rely on hardcopy registered LPAs for transactions?

Donees and third parties can still rely on the existing hardcopy registered LPAs for transactions on the donor's behalf after the launch of OPGO. However, they may not be updated to reflect changes to the LPA. As such, third parties should request for the donor's electronic registered LPA to ensure the most updated version is used.

7. Can donors make their LPA via My Legacy portal?

OPGO will be integrated with My Legacy portal soon. Donors would then be able to make both their LPA and an Advance Care Plan (ACP) together via the portal. ACP is a complementary process that informs loved ones and healthcare professionals how a person would like to be cared for if they are unable to make decisions for themselves. Individuals are encouraged to appoint their LPA donee as their ACP Nominated Healthcare Spokesperson to facilitate decision making.

In the interim, donors accessing My Legacy will be redirected to OPGO portal to make their LPAs.

8. How do I submit the Deputy Report?

Deputies can file and submit their Deputy Report via OPGO. There are 4 steps:

Step 1: View instructional video on OPGO or the OPG website

Step 2: Prepare documents required for submission

Step 3: Login with Singpass

Step 4: Complete and submit the report online

9. Can I still submit hardcopy Deputy Reports?

No. After OPGO is launched on 14 Nov 2022, Deputies are required to submit their reports on OPGO. Contact OPG at 1800-111-2222 or email us at enquiry@publicguardian.gov.sg if you require guidance on filing the Deputy Report via OPGO.

10. Can someone else submit the Deputy Report on my behalf?

It is not advisable to let a third party handle your Singpass account to access OPGO. Deputies will need to use their own Singpass to submit the Deputy Report.

11. How do I keep records / supporting documents for expenses on behalf of the person who has lost mental capacity ("P")?

You are required by the Court Order to keep records of important decisions.

Use the Finance Tracker feature in OPGO to keep regular records of monies received and paid out on behalf of P during the reporting period. You can also upload the supporting documents in OPGO as and when you receive them.

12. We have been appointed as Joint Deputies with powers to manage P's Personal Welfare and/or Property & Affairs, how do we submit our report jointly?

Step 1: View instructional video on OPGO or the OPG website

Step 2: Prepare documents required for submission

Step 3: Consult and agree with Joint Deputy on the items to include and exclude in the report

Step 4: One Deputy to log in with Singpass and prepare the report based on discussion with the Joint Deputy

Step 5: Joint Deputy to log in and review the Deputy Report prepared

Step 6: Click submit once review is completed