

LIKELY ASKED QUESTIONS

General

1. Where can I get the LPA forms?

All LPA forms can be downloaded online at www.msf.gov.sg/opg.

2. How much do I have to pay for an LPA application?

Currently, there is an LPA application fee waiver until 31 August 2020 for Singaporeans making an LPA Form 1. Please refer to the table below for more details:

	LPA Form 1 (incl. GST)	LPA Form 2 (incl. GST)
Singapore citizens	\$0 (Fee of \$75 is currently waived until 31 August 2020)	\$200
Singapore Permanent Residents	\$100	\$250
Foreigners	\$250	\$300

After an LPA has been reviewed to be in order, OPG will send an email to the applicant's email address indicated in the LPA Application Form, informing on a payment code. The applicant may access our e-Services portal with his SingPass and key in the payment code, to make payment.

Applicants are also required to engage an LPA Certificate Issuer to witness and certify their application. The Certificate Issuer's professional fee will apply. This is a critical safeguard to ensure that the donor does not make an LPA under pressure or duress.

About the changes to the mandatory waiting period

3. How many objections / withdrawals did the Office of the Public Guardian previously receive from applicants during the mandatory waiting period of six weeks for registering an LPA?

From 2016-2018, less than 0.1% of LPA applications were objected to or withdrawn during the mandatory waiting period.

About OPG's online portal

4. What are the benefits of having a softcopy LPA over a hardcopy LPA?

The softcopy LPA:

- Can be viewed securely and conveniently
- Eliminates risk of the donor or donees misplacing or damaging the LPA
- Is available to all donees when they need to make a decision on behalf of the donor.

5. Is there a limit to the number of times that I can share the softcopy LPA?

There is no limit to the number of times the softcopy LPA may be shared by the donor or donee.

6. Is the softcopy LPA service free of charge?

Yes.

7. Will the softcopy LPA be available to LPAs that were submitted before 1 August 2019?

OPG is working towards making softcopy LPAs available for use for all registered LPAs.

8. What support is there for me if I do not have a computer to access the softcopy LPA, or if I am not technology-savvy?

The e-Services portal is accessible through mobile devices. If the donor/donee does not have a mobile device or computer, or they have difficulties navigating the e-Services portal, they may approach a Citizen Connect Centre (CCC) for assistance. Locations of CCCs:

Name of CC	Address
Bedok Community Centre	850 New Upper Changi Road (467352)
Bukit Batok East Community Club	23 Bukit Batok East Ave 4 (659841)
Changi Simei Community Club	10 Simei Street 2 (529915)
Chong Pang Community Club	21 Yishun Ring Road (768677)
Chua Chu Kang Community Club	35 Teck Whye Avenue (688892)
Eunos Community Club	180 Bedok Reservoir Road (479220)
Fuchun Community Club	1 Woodlands Street 31 (738581)
Gek Poh Ville Community Club	1 Jurong West Street 74 (649149)
Kallang Community Club	45 Boon Keng Road (339771)
Kim Seng Community Centre	570 Havelock Road (169640)
Marine Parade Community Club	278 Marine Parade Road (449282)
Our Tampines Hub	1 Tampines Walk #01-21 (528523)
Pasir Ris East Community Club	1 Pasir Ris Drive 4 #01-08 (519457)
Sengkang Community Club	2 Sengkang Square, #01-01 Sengkang Community Hub (545025)
Tampines West Community Club	5 Tampines Ave 3
Tanjong Pagar Community Club	101 Cantonment Road (089774)
The Frontier Community Club	60 Jurong West Central 3 #01-01 (648346)
The Serangoon	10 Serangoon North Ave 2 (555877)
Thomson Community Club	Blk 233 Bishan Street 22 #01-126 (570233)
Toa Payoh Central Community Club	93 Toa Payoh Central (319194)
Ulu Pandan Community Club	170 Ghim Moh Road #01-01 Ulu Pandan Community Building (279621)
West Coast Community Centre	2 Clementi West Street 2 (129605)
Woodlands Community Club	1 Woodlands St 81 (738526)
Yew Tee Community Club	20 Chua Chu Kang Street 52 #01-01 (689286)

Name of CC	Address
Yio Chu Kang Community Club	50 Ang Mo Kio Street 61 (569163)
Zhenghua Community Club	1 Segar Road (677738)

9. I can't login to the e-Services portal using SingPass because I am a foreigner and not eligible to attain a SingPass. How do I obtain a copy of my LPA?

You may apply for a certified true copy of the LPA in person at the OPG's office. A prescribed fee will apply.

10. How can the OPG ensure that confidential data (i.e. NRICs, residential addresses) in the softcopy LPA is not compromised?

The softcopy LPA is accessible to the donor and donee(s), and only after they successfully log in with their SingPass. When sharing, the recipient of the softcopy LPA may only view it after he keys in the password that the sharer has provided earlier. These measures are to prevent any unauthorised access and distribution of a softcopy LPA.

11. Can I restrict my donees from sharing with certain individuals/organizations?

The e-service portal does not restrict donees on who they may share the softcopy LPA with. Donees are only allowed to share the softcopy LPA in the event that the donor loses mental capacity and the sharing is done to facilitate decisions on the donor's behalf. In order to make a decision for a donor, donees will need to present to the third party organization a medical report stating that the donor has lost mental capacity. If a donor is concerned about what decisions can be made by the donee on his behalf, he may review his current LPA and consider making an LPA Form 2 with a lawyer to assist with its drafting. LPA Form 2 allows donors to make specific instructions on the scope of the donee(s) powers.

12. What if my other family members who are not the appointed donees wish to view the donor's softcopy LPA? Will the OPG allow them access, or must I share the softcopy LPA with them?

OPG grants donors and donees (including replacement donees who become donees), access to the softcopy LPA. The softcopy LPA may be shared by the

donor to anyone he wishes. If the donor has lost mental capacity, donees may share the softcopy LPA with any party if it is done to activate the LPA. The LPA contains confidential information and should be only shared with care.

13. How does OPG determine if the legitimacy of the softcopy LPA? Do I need to present a certified true copy, or printed copy of the LPA when I have a softcopy LPA?

The softcopy LPA that you share via the OPG website is a legitimate document registered by OPG. There is no need to further provide a hardcopy version for verification.

14. Can I show a previously saved softcopy LPA over the counter of the third party organization, instead of sharing it via the e-service portal?

Making a decision on behalf of a donor should be done by sharing the softcopy LPA through the e-service portal. This is to ensure that the third party organization receives the latest version of the LPA is shared as there could be events (e.g. death or bankruptcy of donee) which would affect the application of the LPA. The shared softcopy LPA has a time stamp reflecting the date it was generated from OPG's database.