

QUICK REFERENCE GUIDE (QRG)

Office of the Public Guardian Online System (OPGO)

Navigate The QRG

- Start by clicking on '**OPGO Login**', or any other listed topics below.
- Click  to return to the Home Page and read information in  for quick key facts.

Topic

For All Users

- OPGO Login
- Update Profile (First-time login)
- Submit Search Request
- Submit Certified True Copy (CTC) Application

For Donors or Donees

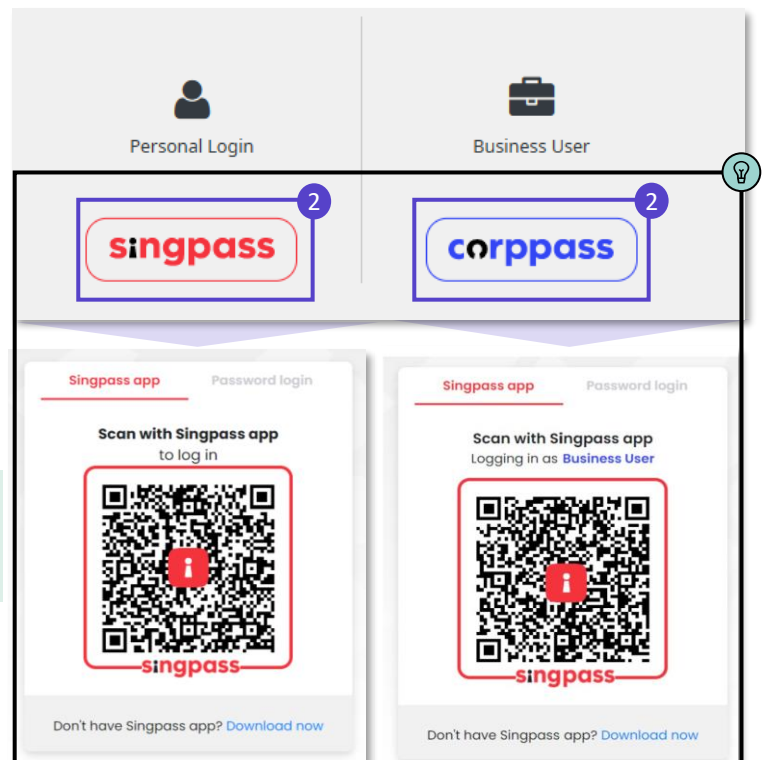
- View and Send LPA
- Make Payment*

*These can be done without Singpass login.

- 1 Click '**Login**' at the top right corner of the screen.



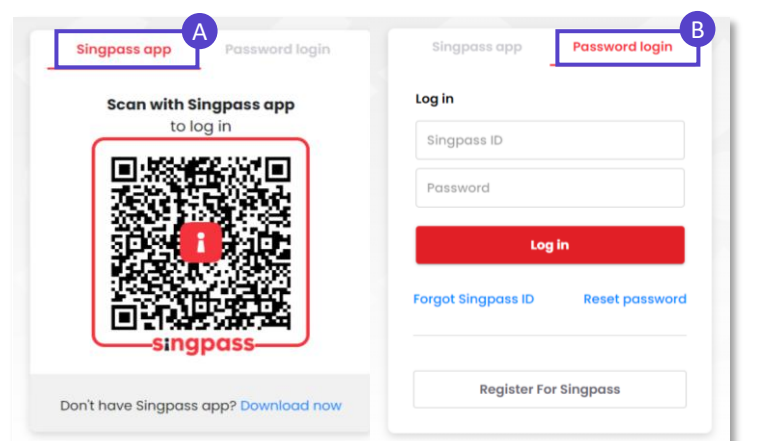
- 2 Login via:
 - **Singpass** (All users except Trust Companies) or
 - **Corppass** (Trust Companies, Lawyers drafting LPA Form 2, Certificate Issuers)



-  Find out the latest information on:
- Singpass at www.singpass.gov.sg or
 - Corppass at www.corppass.gov.sg

- 3 Choose 1 of 2 Singpass login options:
 - A. (For desktop or laptop) **Scan** the QR code with your Singpass app

(For mobile) **Tap** the QR code to login in with Singpass app; or
 - B. Select '**Password login**' to enter your Singpass ID and password, followed by a SMS One-Time Password (OTP) sent to you.



-  Click on the home icon  at the top of this page to return to the Home Page and select the next topic to read.

Update Profile

For first-time users to OPGO only

Return to Home Page: 

1 Update your profile.

 Your personal particulars such as NRIC/FIN, name or address, will be pre-populated from **Singpass (MyInfo)** where possible.

Check your personal particulars via your Singpass app. If required, click [here](#) to find out which government agencies to contact to update your personal information.

 Select **‘Yes’** for consent to receive SMS alerts on future legal notices regarding your LPA.

2 Click ‘Update My Profile’.

3 Click **‘Back to Dashboard’** to return to the overview page and proceed with your task on OPGO.

Profile

Unsuccessful retrieval of your profile from MyInfo. Kindly update your particulars at MyInfo portal. For more information on MyInfo, click [here](#).

1

Personal particulars

Full Name per NRIC/FIN

NRIC/FIN ID No.

Date Of Birth

Insert full name here

SXXXXXXX

Please select a date

Gender

Race

Dialect

Profile

This is your first time login

Nationality

Residential Status

Select one

Select one

Address as per NRIC

(If there are any correspondences, it will be sent to the following address)

Local Address

Postal Code

Insert 6-Digit Postal Code Here

Block/House Number

Street Name

Building Name

Block No.

Insert Street Name Here

Insert Building Name

Email Address

Mobile No.

Insert email address here (i.e. name@email.com)

Insert mobile number here (i.e. 91234567/ 91234567)

Consent to receive SMS alerts from OPG

(applicable only for users who have made their LPA or wish to make one)

OPGO will send email alerts to you to check your OPGO mailbox for all legal notices. If you also wish to receive SMS alerts, please indicate below:

☐ Yes, I consent to receiving SMS alerts.

☐ No, I do not consent to receiving SMS alerts.

2

Update My Profile

✓

Your profile has been successfully updated

3

Back to Dashboard

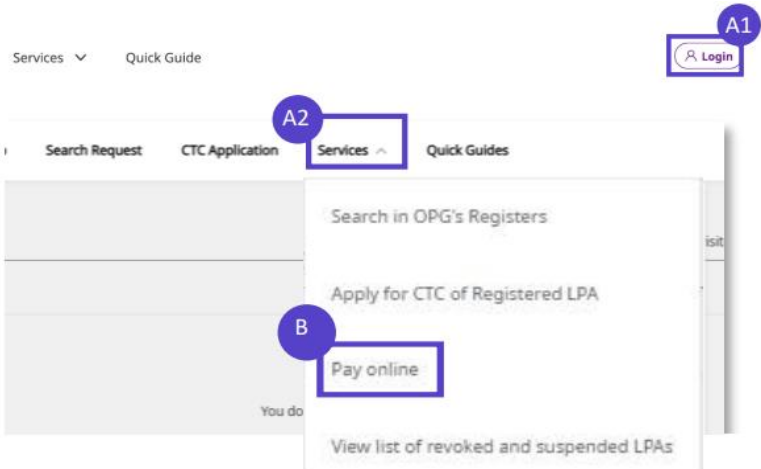


Online payment may be required for LPA applications. The Donor will receive a letter to make payment if required.

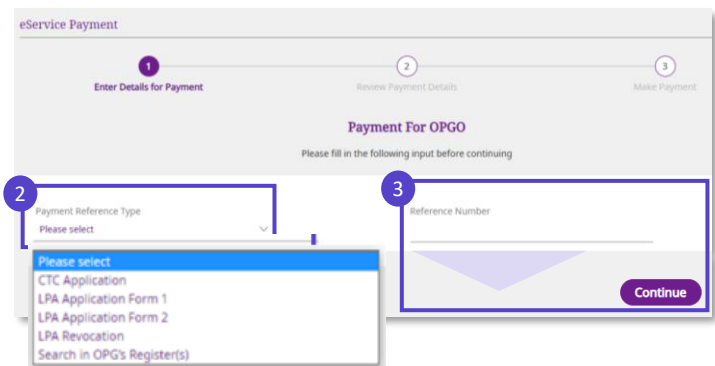
Till 31 March 2026, payment for LPA Form 1 is waived for all Singaporeans. Please refer to the OPG website for the [latest fee schedule](#).

Make Payment Online

- 1 **A1** (With Singpass) Click **'Login'**.
- A2** (With or Without Singpass)
Click **'Services'**.
- B** Click **'Pay Online'** to make payment to register your LPA.



- 2 Select your **'Payment Reference Type'** from the drop-down menu.
 - 3 Enter the **'Reference Number'** of your LPA found in the hardcopy letter sent by OPG.
- Click **'Continue'** to proceed.



Make Payment

- 4 Review the invoice. Once confirmed, click **‘Pay’**.

Review the invoice and make payment

Bill To Mary Tan	Invoice Number: INV210011010 Invoice Date: 01 Nov 2021
Item Description Request for Certified True Copy (CTC) of a Registered LPA	Amount (inclusive of GST) \$100
LPA Application (Form 1)	Total: \$100

[Back](#) [Pay](#)

- 5 On the pop-up window, select **‘Submit’** to be re-directed to the e-NETS payment portal to proceed with online payment.



Please click Submit to proceed with application

You will be redirected to e-NETS payment portal for payment of application fee.

[Cancel](#) [Submit](#)

- 6 Enter your credit card details and click **‘Submit’**.

 At the moment, online payment via Mastercard or Visa is the only available option to pay. Cash or cheque will not be accepted.

Payment Methods

Total Amount Payable \$100



Name on Card

Card Number

CVV/CVV2

Expiry Date

Email (Optional)

[Submit](#) [Cancel](#)

- 7 Once payment is completed, you will receive a receipt. You may click the icon  to save a softcopy of this page.

Search in OPG's Registers

Thank you for your payment

Click on the Print icon to print the receipt.



Receipt

Receipt Number	RCF210011005
Payment Date	01 Nov 2021
Name	Tan Kim Leong
Item Description	Amount (inclusive of GST)
LPA Application (Form 1)	\$ 100
Total Amount Paid	\$ 100

[Continue](#)

- 35 Click **‘Continue’** to proceed with other transactions on OPGO. Otherwise, **‘Logout’** of OPGO.

View and Send LPA

View your LPA, or send LPA to Third Parties for official transactions

After a LPA is registered with OPGO, Donors and their Donee(s) can view and send/share the LPA with other individuals or third parties as required. The process for viewing and sending the LPA is the same for the Donor and Donee. However, Donee(s) will only be able to send the LPA after the Donor had been certified by a doctor to lack mental capacity.

View Donor’s LPA

- 1A For Donors: Click the **LPA No.** to view your LPA.
- 1B For Donees: Click **‘View LPA’** to view your Donor’s LPA.

Welcome, Your Name

Last visited on: 29 Nov 2021 03:34 PM

Your LPA

1A

LPA No.
R2021-008399-00

Registration Date
30 Nov 2021

Created on
30 Nov 2021

Last Updated
01 Dec 2021

Status
LPA - Registered

Donees
Chermaine Lee

Send LPA

You as a Donee

LPA Registration Number	Donor Name	Registered On	Last Updated On	Status
R2021-008267-01	John Tan	05 Nov 2021	14 Nov 2021	LPA - Registered

1B

View LPA

Send LPA

- 2 The LPA will be shown. Click ‘Download LPA Copy’ to download a softcopy of the LPA.

LPA No: R2022-000353-00

Download LPA Copy

OFFICE OF THE
PUBLIC
GUARDIAN

Lasting Power Of Attorney (Form 1)
of

View and Send LPA

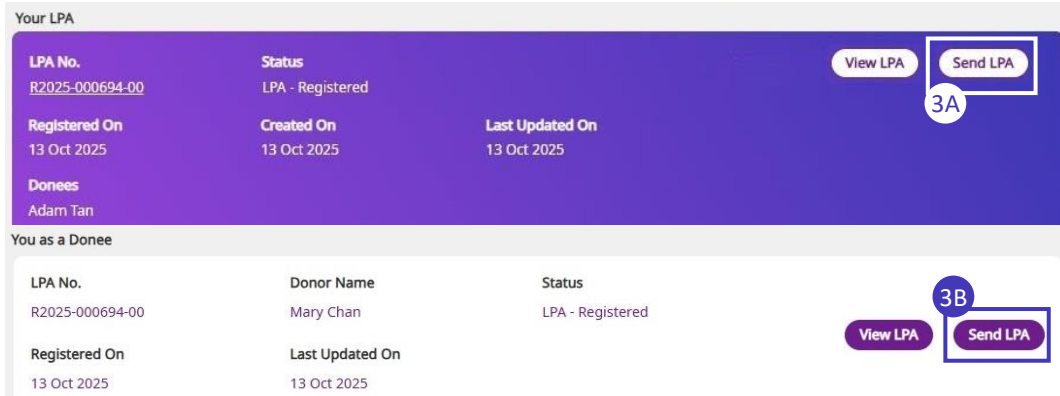
Return to
Home Page: 

View your LPA, or send LPA to Third Parties for official transactions

Send Donor's LPA

3A For Donors: Under **Your LPA**, click the **'Send LPA'** to proceed.

3B For Donees: Under **You as a Donee**, click **'Send LPA'** to proceed.

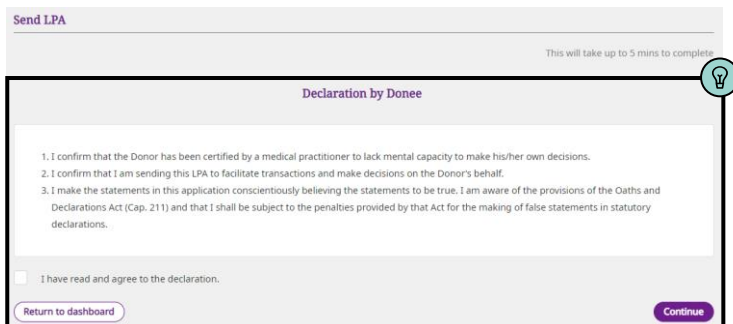


The screenshot shows two sections: 'Your LPA' and 'You as a Donee'. In the 'Your LPA' section, there is a table with fields: LPA No. (R2025-000694-00), Status (LPA - Registered), Registered On (13 Oct 2025), Created On (13 Oct 2025), Last Updated On (13 Oct 2025), and Donees (Adam Tan). A 'Send LPA' button is highlighted with a callout '3A'. In the 'You as a Donee' section, there is a table with fields: LPA No. (R2025-000694-00), Donor Name (Mary Chan), Status (LPA - Registered), Registered On (13 Oct 2025), and Last Updated On (13 Oct 2025). A 'Send LPA' button is highlighted with a callout '3B'.



[For Donees only] Donees can only send the LPA if the Donor has lost mental capacity. The Donee will be required to make a declaration as a Donee (as shown) before proceeding.

Tick the checkbox and click **'Continue'** to proceed.

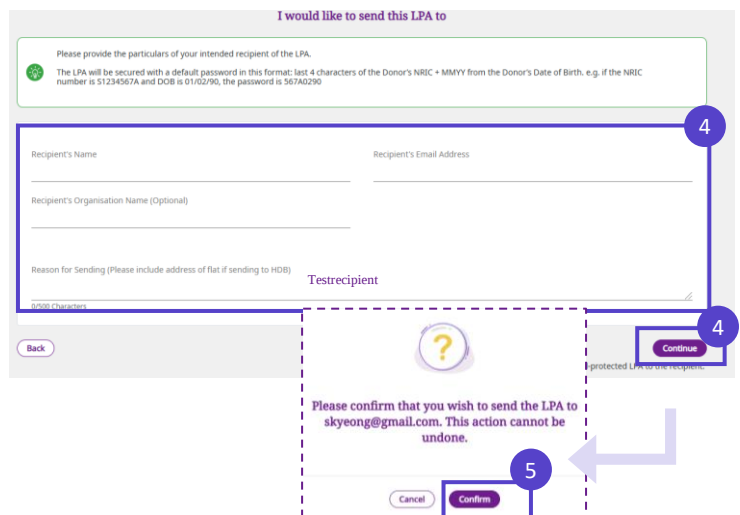


The screenshot shows the 'Declaration by Donee' form. It contains three numbered statements for the user to confirm: 1. I confirm that the Donor has been certified by a medical practitioner to lack mental capacity to make his/her own decisions. 2. I confirm that I am sending this LPA to facilitate transactions and make decisions on the Donor's behalf. 3. I make the statements in this application conscientiously believing the statements to be true. I am aware of the provisions of the Oaths and Declarations Act (Cap. 211) and that I shall be subject to the penalties provided by that Act for the making of false statements in statutory declarations. There is a checkbox for 'I have read and agree to the declaration.' and a 'Continue' button.

4 [For Donors and Donees] Enter:

- **'Recipient's Name'**
- **'Recipient's Email Address'**
- **'Recipient's Organisation Name'**
- **'Reason for Sending'** (The reason will be shared with the recipient)

Click **'Continue'** to proceed.

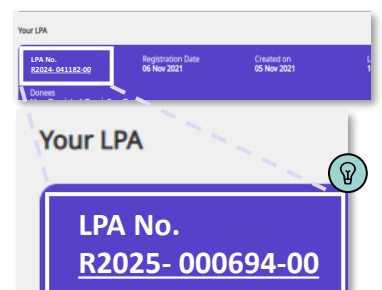


The screenshot shows the 'I would like to send this LPA to' form. It has a header 'Please provide the particulars of your intended recipient of the LPA.' and a note about the LPA being secured with a default password. The form fields are: Recipient's Name, Recipient's Email Address, Recipient's Organisation Name (Optional), and Reason for Sending (Please include address of flat if sending to HDB). There is a 'Back' button and a 'Continue' button. A callout '4' points to the 'Continue' button. Below the form, there is a pop-up confirmation box with a question mark icon and the text 'Please confirm that you wish to send the LPA to skyeong@gmail.com. This action cannot be undone.' with 'Cancel' and 'Confirm' buttons. A callout '5' points to the 'Confirm' button.



The recipient will receive an email with the password-protected LPA. The password format follows 5 or 6 characters of Your LPA Number + MMY of Donor's Date of Birth (DOB);

- E.g. if Doner's LPA application number is R2025-000694-00, DOB is 28/12/1964, then password is 0006941264
- E.g. if Doner's LPA application number is LPA30009LU19, DOB is 01/10/1952, then password is 300091052



The screenshot shows the 'Your LPA' summary card. It displays the LPA No. (R2025-041182-00), Registration Date (06 Nov 2021), and Created on (05 Nov 2021). Below this, there is a section titled 'Your LPA' with a callout '4' pointing to the LPA No. field. The LPA No. is R2025- 000694-00.

Submit Search Request

Return to
Home Page: 

Submit a Search Request in OPG's Registers of LPAs and Court Orders appointing Deputies

 For individuals who need to search the Register of LPA or Register of Court Orders appointing Deputies, please provide the following information

- Full name and copy of NRIC (front and back images) of the person you wish to search on
- Reason for the search
- Proof of relationship with the person searched

The fee for a search request is **\$30 for each register** (or as per the latest fee schedule on OPG's website). Only Visa or Mastercard is accepted online for payment.

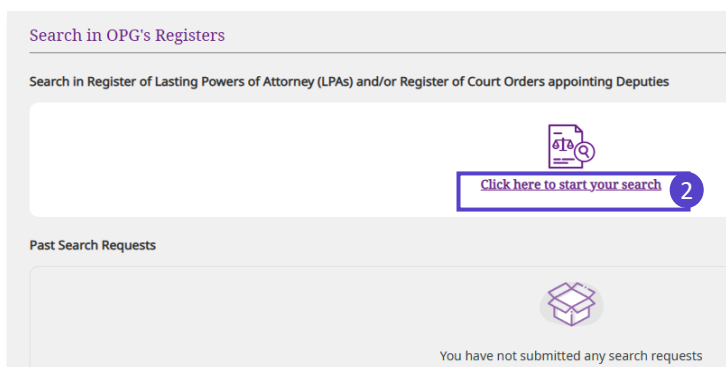
After the request is processed by OPG **within 3 working days** from the time of submission, applicants will be notified of the outcome via SMS. For approved requests, the search result will be available for viewing and downloading via OPG's e-services portal **within 30 days from the date of approval**.

Please note that there is **no refund** for rejected requests.

1 Click 'Search Request' to begin.



2 Select 'Click here to start your search'.



3 Before you begin, make sure you have the supporting documents as listed on the screen.

Once confirmed, click 'Let's Begin'.



Submit Search Request

Return to
Home Page: 

Submit a Search Request in OPG's Registers of LPAs and Court Orders appointing Deputies

4 Review your own personal particulars.

5 Select 'Yes' or 'No' if you are submitting this request on behalf of someone else.

 If you selected 'Yes' above, fill in personal information of the Applicant whom you are representing and **prepare a letter of authorisation** from the Applicant requesting the Search.

6 Select 'Register of Lasting Powers of Attorney (LPA)' or 'Register of Court Orders appointing Deputies'. You may only select one.

7 Enter the 'Particulars of Person Searched'.

Select 'Reason for search'.

8 Select 'Your relationship to person searched' and you will see:

- 'Family member' or
- 'Non-family member'

Next, select the correct representation of your relation to the person searched (Refer to list 'Relationship Type').

9 Upload all supporting documents.

Click 'Continue' after uploading.

4

Personal Particulars

Full Name as in NRIC/FIN

NRIC/FIN No.
SXXXXXXX

Email Address

Mobile No.
XXXXXXX

Office No. (Optional)
Insert office number here

5

Are you submitting this request on behalf of another person?

☐ Yes ☒ No

6

Particulars of Person Searched

I want to search in:
☐ Register of Lasting Powers of Attorney (LPAs) ☐ Register of Court Orders appointing Deputies

7

Identification Type
Please Select

NRIC/FIN/Passport No.

Full Name as in NRIC/FIN

Reason for search
☐ I require the search results to be submitted to Court for purposes of deputyship application.
☐ I require the results to enable or assist me in discharging my functions as a government representative.
☐ I am a healthcare professional and I want to check if a donee or deputy has been appointed for my patient who lacks mental capacity.
☐ Others

8

Your relationship to person searched
Please select

'Relationship Type'

Family Member	Non-Family Member
Child	Lawyer
Spouse	Government Representative
Parent	Professional Donee
In law	Professional Deputy
Grandchild	Healthcare Professional
	Third Party Representative
	Guardian
	Others

9

Please attach supporting documents
e.g. Proof of relationship with the person searched, Copy of NRIC (front and back) of person searched (if different from search applicant)

Browse files or drag and drop your file here

Maximum 15 files, 7 MB per file

Supported formats: jpg,jpeg,png,pdf,doc,docx,ppt,pptx

Continue

-  Supporting documents include:
- NRIC (front & back) of person searched
 - (Where applicable) NRIC of 'search applicant' or 'search representative'
 - Proof of relationship between 'person searched' and 'search applicant'
 - (For search representative only) Letter of authorisation from the 'search applicant'
 - (If applicable) Medical report certifying that 'person searched' has lost mental capacity
 - (If applicable) Court documents

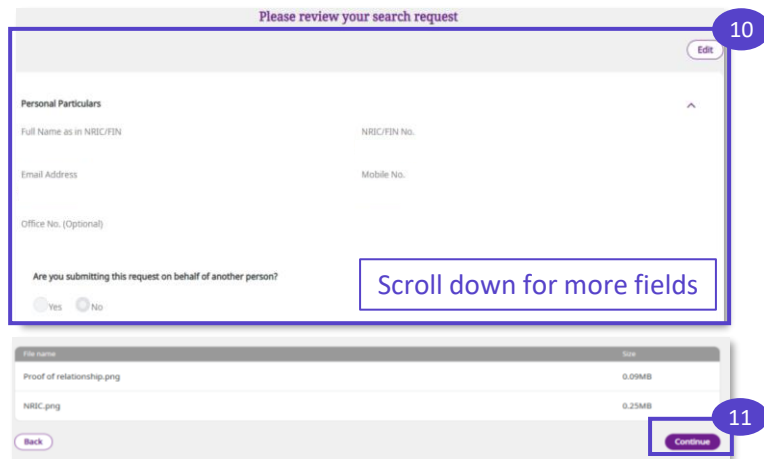
Submit Search Request

Return to
Home Page: 

Submit a Search Request in OPG's Registers of LPAs and Court Orders appointing Deputies

- 10 Review your search request. Select **'Edit'** to return to the previous page to edit the details if required.

- 11 Click **'Continue'** to proceed.

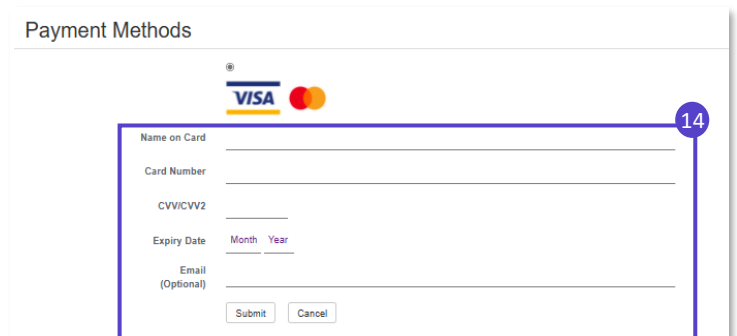


- 12 Review the invoice and make payment.
Once confirmed, click **'Pay'**.



- 13 On the pop-up, select **'Pay'** to proceed with the online payment.

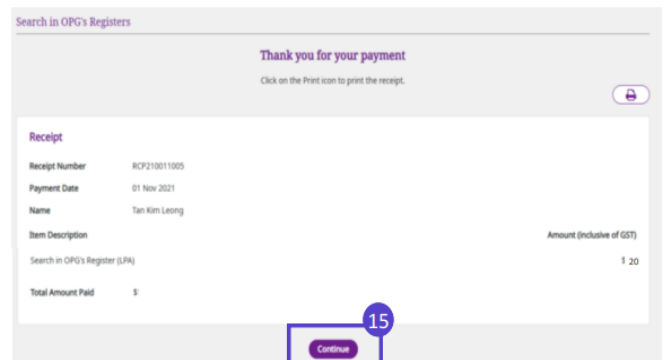
- 14 Enter your credit card details and click **'Submit'**.



 Payment is only through Mastercard or Visa.

- 15 After the payment is processed, you will receive a payment confirmation. Click on  to download a softcopy of this payment confirmation.

Click **'Continue'**.



Submit Search Request

Return to
Home Page: 

Submit a Search Request in OPG's Registers of LPAs and Court Orders appointing Deputies

-  Upon successful application, you will see a green tick. You may **'Logout'** of OPG's e-services portal. You will receive notifications on the outcome of your Search Request via SMS.

Search in OPG's Registers



We will contact you within 2 working days if clarifications are required.

Submission Type	Transaction No.	Timestamp
Search in OPG's Register	SRH210011535	08 Nov 2021 12:00 PM

[Back to Home](#) [Logout](#)

Retrieving the results of your Search Request

- 16** Upon receiving notifications about your search request, login to OPG's e-services using your Singpass.
- 17** Click **'Search Request'** and look under **Past Search Requests**. For requests with **Status: 'Application Approved'**, click the triple dots and select **'Download Search Result'**.

Search in OPG's Registers

Search in Register of Lasting Powers of Attorney (LPAs) and/or Register of Court Orders appointing Deputies


[Click here to start your search](#)

Past Search Requests

Search ID	Name of Person Searched	Searched On	Search Type	Status	
SRH210011558	John Tan	29 Nov 2021	Register of LPA	Application Approved	17 
SRH210011557	Skye Ong	29 Nov 2021	Register of LPA	Application Rejected	View Receipt

-  The search result will be available for downloading within 30 days from the date of approval.

The results of your search request will be downloaded as a PDF file, added into your **'Downloads'** folder in your device.

Rejected applications/ request

- 18** You will be notified via SMS, if your application or request is rejected.

Click **'View all'** to see the full message.

Please note that there is **no refund** for rejected requests.

Search in OPG's Registers

Search in Register of Lasting Powers of Attorney (LPAs) and/or Register of Court Orders appointing Deputies


[Click here to start your search](#)

Past Search Requests

Search ID	Name of Person Searched	Searched On	Search Type	Status
SRH210011558	John Tan	29 Nov 2021	Register of LPA	Application Approved
SRH210011557	Skye Ong	29 Nov 2021	Register of LPA	Application Rejected

2 records

Notifications

Subject: Rejection of Search Request

Dear Skye Ong,

* We refer to your request to search the register(s) of Lasting Powers of Attorney (LPA) and/or Court...

29 Nov 2021 03:14 PM

Dear Skye Ong,

Your Lasting Power of Attorney (LPA) has not been certified by a Certificate Issuer (CI). This is a mandatory step before your LPA can be r...

01 Nov 2021 08:27 PM

[View All](#)

18 [View Receipt](#)

Submit CTC Application

Submit a Certified True Copy (CTC) Application to receive a hardcopy of a Donor's registered LPA

-  A Certified True Copy (CTC) is required for reasons but not limited to those listed below:
- The Donor is a foreigner with no access to Singpass
 - Required document for a court application

Individuals who apply for a CTC will receive a hardcopy of the donor's registered LPA, unlike a search request which contains the summary of the LPA for download only.

Prepare the following information before you apply for the CTC:

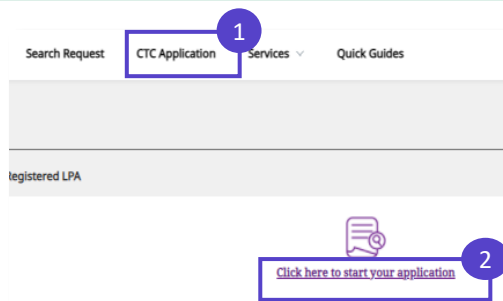
- Full name, NRIC number and copy of NRIC (front and back images) of the Donor
- Reason for the CTC application
- Proof of relationship with the Donor

The fee for a CTC application is **\$30** (or as per the [latest fee schedule](#) on OPG's website). Only Visa or Mastercard is accepted for online payment. If you are an existing Donee or Donor in the specified Donor's LPA, you may view and send the LPA from OPG's e-services instead, at no cost. See topic on ['View and Send'](#).

The application will be processed **within 3 working days** from the time of submission. If approved, the CTC will be mailed to the applicant's correspondent address.

There is **no refund** for the requestor if the CTC application is rejected.

- 1** Click 'CTC Application' to begin.



- 2** Select 'Click here to start your application'.

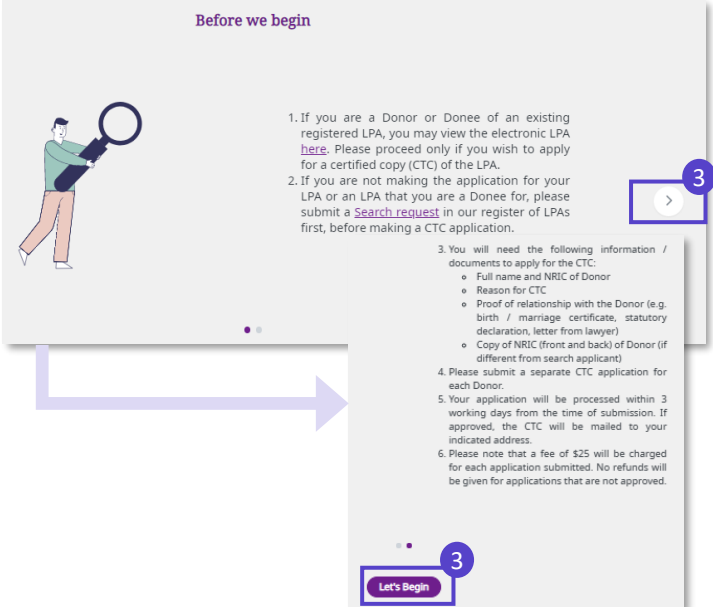
Submit CTC Application

Return to
Home Page: 

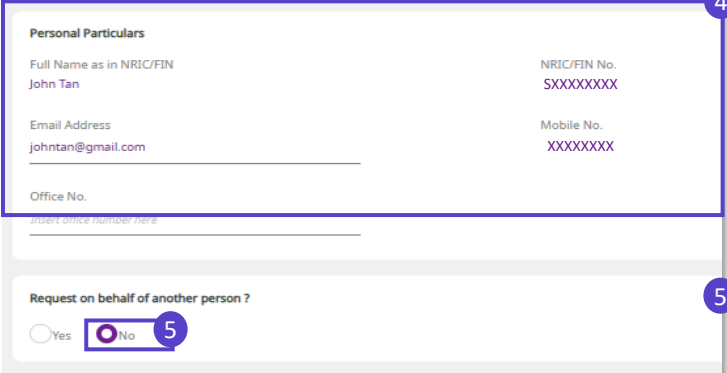
Submit a Certified True Copy (CTC) Application to receive a hardcopy of a Donor's registered LPA

- 3 Read through the information about a CTC application. Select  to move to the next page.

Click 'Let's Begin' to proceed.



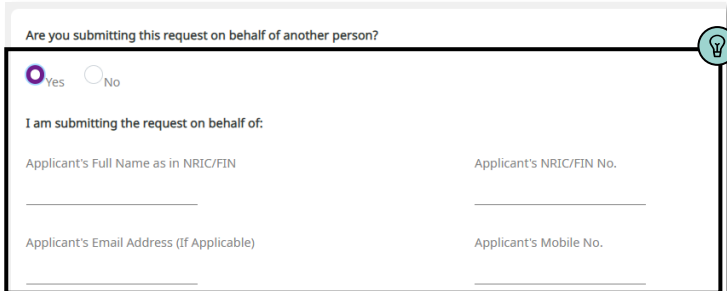
- 4 Review your personal particulars.



- 5 Select 'Yes' or 'No' if you are submitting this request on behalf of someone else.



If you selected 'Yes' above, fill in personal information of the Applicant whom you are representing and **prepare a letter of authorisation** from the Applicant requesting the CTC Application.

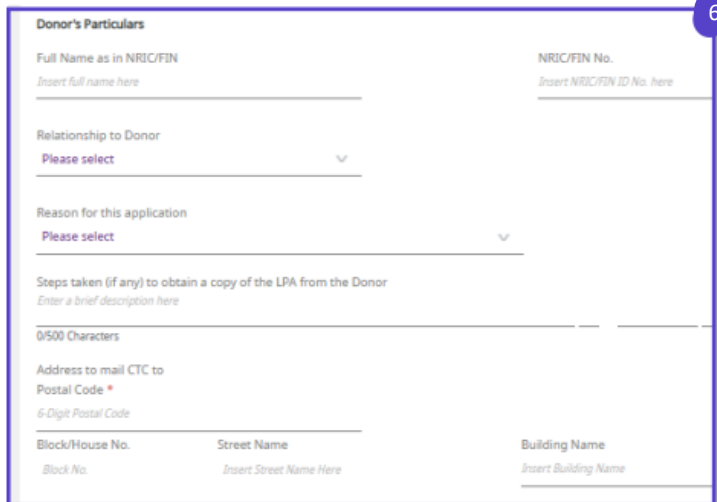


Submit CTC Application

Return to
Home Page: 

Submit a Certified True Copy (CTC) Application to receive a hardcopy of a Donor's registered LPA

6 Enter details of the CTC application.



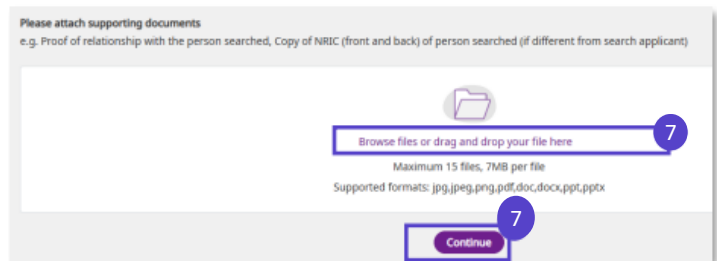
7 Upload all supporting documents

Click **'Continue'** after uploading.



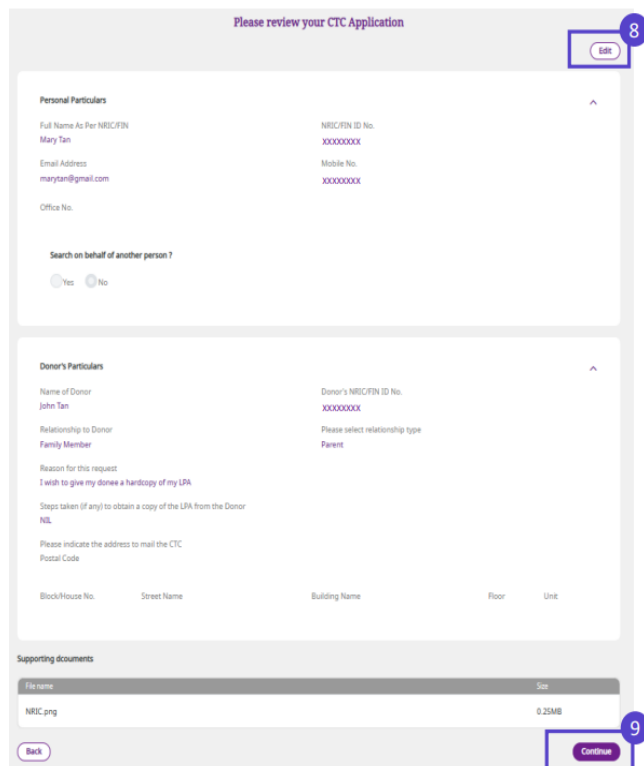
Supporting documents include:

- NRIC (front & back) of Person Searched,
- (Where applicable) NRIC of Search Applicant or Search Representative
- Proof of relationship between Person Searched and Search Applicant
- (For Search Representative only) Letter of authorisation
- (If applicable) Medical report certifying that Person Searched has lost mental capacity
- (If applicable) Court documents



8 Review your CTC application details.

Select **'Edit'** to return to the previous page to edit the details if required.



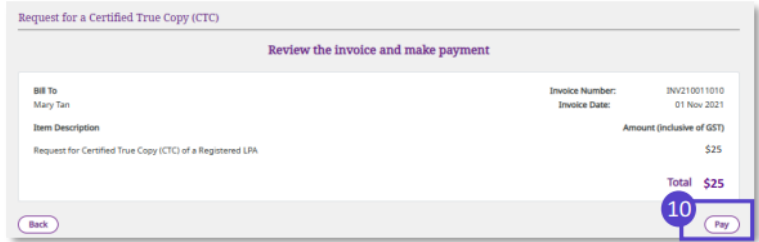
9 After reviewing your CTC application details, click **'Continue'** to proceed.

Submit CTC Application

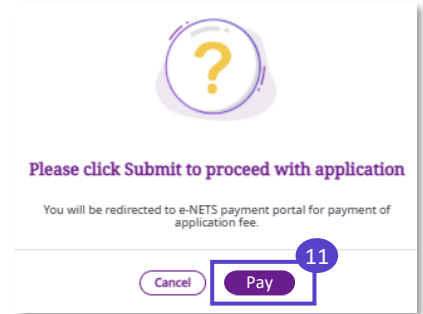
Return to
Home Page: 

Submit a Certified True Copy (CTC) Application to receive a hardcopy of a Donor's registered LPA

- 10 Click 'Pay' after reviewing the invoice.



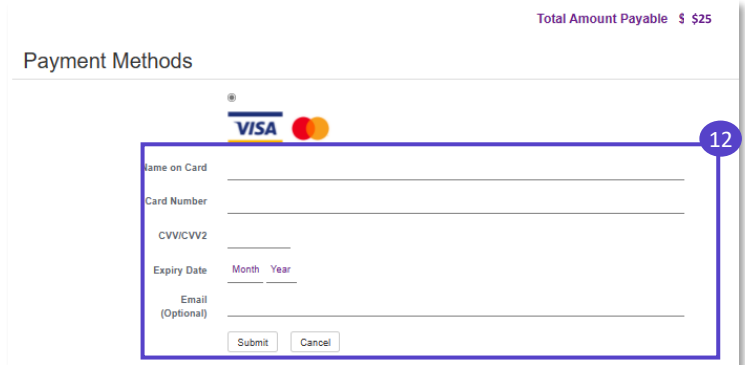
- 11 On the pop-up, select 'Pay' to proceed with the online payment.



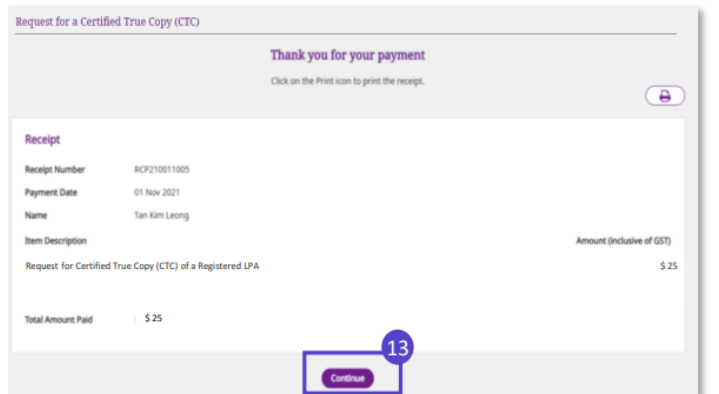
- 12 Enter your credit card details and click 'Submit'.



Payment is only through Mastercard or Visa.



- 13 Once payment is completed, you will receive this confirmation page. Click on  to save a softcopy of this payment page. Click 'Continue' and 'Logout' of OPGO.



- 14 You will receive notifications on the outcome of your CTC Application via SMS. If successful, the hardcopy LPA will be mailed to you within 3-5 working days after the application is approved.

- 14 (If applicable) To view the receipt, click 'CTC Application' and under **Past Applications**, click the 3 dots under the relevant record to 'View Receipt'.

