Frequently Asked Questions

I. General

a) **What are the benefits of having a softcopy LPA over a hardcopy LPA?**

The softcopy LPA:

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

b) **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.

c) **I have submitted my LPA, OPG received it on or after 1 August 2019. Do I have to pay to access the softcopy LPA?**

No.

d) **Will the softcopy LPA be available to LPAs that were received by OPG before 1 August 2019?**

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

e) 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?

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

f) **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.

g) **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 will provide earlier. These measures are to prevent any unauthorised access and distribution of a softcopy LPA.

h) **Why are there additional notes in the softcopy LPA that were not there when I made the LPA?**

An event (for example the death or bankruptcy of a donee) has occurred resulting in an automatic update of the registered LPA. The additional notes inform about the nature of the event.

II. **Questions Relevant to Donors**

a) **I have submitted my LPA application, and OPG received it after 1 August 2019 but I want a physical copy of my form returned to me after registration? Do I need to pay for a physical copy?**

You will need to apply for a Certified True Copy of the LPA. This is done through the e-service portal or in person at the OPG's office. A prescribed fee applies.

b) **What if I still have mental capacity, but my donee shares my softcopy LPA without my permission? Will the system alert me that my donees have shared my softcopy LPA?**

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. A history of who has shared the LPA, when it was shared and the email of the recipient is made available in the e-service portal's sharing page.

c) **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 you have lost mental capacity.

d) 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 the 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 to use the LPA. The LPA contains confidential information and should be only shared with care.

III. <u>Questions Relevant for Donees</u>

a) Do I need to present a certified true copy, or printed copy of the LPA when I have an 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.

b) Besides the LPA, do I need to present other documents to the third party organization when making a decision on behalf of my donor?

Please consult the third party organization on their documentary requirements, which include a medical certificate from a registered doctor certifying the donor's mental capacity condition, and ID documents.

c) **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.

d) **Do I need to be present at the third party organization's office if I need to make a decision on behalf of my donor?**

The third party organization should decide if the donee is required to meet with its representative if he is sharing a softcopy LPA to make a decision on behalf of a donor. This may be for the submission of other documents such as a medical certificate from a registered doctor certifying the donor's mental capacity condition, and ID documents.

IV. Technical Questions

a) **How long will it take before the third party organization receives the softcopy LPA?**

It should take about 5 minutes for the softcopy LPA to be received after sending.

b) **What should I do if the recipient has not received the softcopy LPA?**

Please try sending the softcopy LPA again after 15 minutes. Also, please check if the recipient's email address is correct. If the problem persists, request for an alternate email of the organization, otherwise contact the OPG at enquiry@publicguardian.gov.sg, or call 1800 226 6222 for assistance.

c) **What if the softcopy LPA has been sent to a wrong email address?**

You should contact the recipient and request for the softcopy LPA email to be deleted. The donor or donee who requests to send the softcopy LPA should ensure the email address is correctly entered; and if it is to an organisation, the email address should include the organisation's email domain.

d) **Why can't I click on the sharing button? It is greyed out.**

An event (for example the death or bankruptcy of a donee) has occurred resulting in an automatic update of the LPA reference number and additional notes to the registered LPA. You may log in on the next working day to check on the status of the softcopy LPA.

e) How is my information secured?

Your information is accessible only after you successfully log in with your SingPass. The recipient of your softcopy LPA may only view it after he keys in the password that you have earlier shared with him. These measures are to prevent any unauthorized access and distribution of your softcopy LPA. To safeguard your personal data, all electronic storage and transmission of personal data is secured with appropriate security technologies.

f) Is there downtime for OPG's e-services?

An advisory on OPG's website's scheduled downtime periods may be found in notifications on OPG's website.

V. Questions on SingPass

g) How do I sign up for SingPass?

Please contact SingPass for information on the eligibility requirements and process of signing up for SingPass :

- SingPass helpdesk: 6643 0555
- SingPass helpdesk email: support@singpass.gov.sg

h) How do I reset my SingPass?

You may reset your SingPass password online via the SingPass Website, or in person at SingPass Counters. For more information, please visit the SingPass website (www.singpass.gov.sg).

Contact Information

The Office of the Public Guardian

Website: www.msf.gov.sg/opg

Hotline: 1800 226 6222

Email: enquiry@publicguardian.gov.sg.

Address:

Ministry of Social and Family Development

20 Lengkok Bahru

#04-02, Family@Enabling Village

Singapore 159053

SingPass

Website: www.singpass.gov.sg

Helpdesk: 6643 0555

Email: support@singpass.gov.sg