Online Payment Guide for Registration and Revocation of Lasting Power of Attorney

PURPOSE

This document provides a systematic guide to making payment online for a Lasting Power of Attorney (LPA) application, or making an application to cancel a registered LPA for yourself, or on someone’s behalf.

<table>
<thead>
<tr>
<th>Form Type</th>
<th>Amount Payable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration for LPA Form 1 (Singapore Citizen)</td>
<td>$75.00 (Fee Waived)¹</td>
</tr>
<tr>
<td>Registration for LPA Form 1 (Singapore PR)</td>
<td>$100.00</td>
</tr>
<tr>
<td>Registration for LPA Form 1 (Foreigner)</td>
<td>$250.00</td>
</tr>
<tr>
<td>Registration for LPA Form 2 (Singapore Citizen)</td>
<td>$200.00</td>
</tr>
<tr>
<td>Registration for LPA Form 2 (Singapore PR)</td>
<td>$250.00</td>
</tr>
<tr>
<td>Registration for LPA Form 2 (Foreigner)</td>
<td>$300.00</td>
</tr>
<tr>
<td>Revocation of Registered LPA (i.e. cancellation)</td>
<td>$25.00</td>
</tr>
</tbody>
</table>

¹ Inclusive of 7% GST
² Singaporeans applying for the LPA Form 1 will enjoy a fee waiver until 31 August 2020.
1.1 Online Payment Guide

1. If payment is required for an LPA registration or revocation application, you will receive a system-generated email containing a 10-digit payment code after our Office has reviewed that the application is in order. Click on the link in the email to go to OPG’s e-Services website.

Alternatively, go to the OPG main page (https://www.msf.gov.sg/opg), click on e-Services (refer to the red box in figure 1.1). Please log in with your SingPass credentials (figure 1.2) to access the OPG’s e-Services website.

![Figure 1.1: OPG e-Services Page](image1)

![Figure 1.2: SingPass login](image2)
2. First, click on the ‘Make an LPA’ tab, and then the ‘Payment’ tab (figure 2).

![Step 1]

![Step 2]

Figure 2: Main Page

3. To access your payment details, type in the 10-digit Payment Code emailed to you, or search by Donor’s ID and Date of Birth (DOB) (figure 3).

![Figure 3: Search Option for Payment]
4. If you are searching by the 10-digit Payment Code, your application and payment details should appear as shown in figure 4.

![Figure 4: Search Payment by Payment Code](image)

5. If you are searching by Donor’s ID and DOB, your application and payment details should appear as shown in figure 5.

![Figure 5: Search Payment by Donor ID and DOB](image)
6. Click the ‘Pay’ button (figure 6). You will be directed to the eNETS page. A pop-up window will appear to remind you not to close the payment window, or click more than once, while your transaction is processed.

![Figure 6: Payment Redirection Page](image)

7. Key in the required information in the eNETS page to process the payment (figure 7) and click ‘Submit’. After payment has been confirmed (figure 8), you will be directed to OPG’s e-Services portal.

![Figure 7: eNets Page](image)
8. You may print receipt or save the eNETS page for your future reference.

![Image of Payment Confirmation page](https://example.com/payment_confirmation.png)

Figure 8: Payment Confirmation page

**Frequently Asked Questions (FAQ)**

1. **What if I did not receive the email notification for payment?**

   *Should payment be required for your application, an officer will contact the LPA applicant and advise him/her accordingly. The applicant will also receive an email notifying him/her of payment. You can make payment online via the OPG e-services portal, or via NETS, Credit Cards (VISA/Master) at the OPG Office.*

2. **Can I make payment by cheque?**

   *In line with the Public Sector Transformation to build a Digital Government, we will discontinue cheque collection by 16 December 2019. You can make payment via:*
   
   - the OPG e-services portal; or
   - NETS, Credit Cards (VISA or Master) at the OPG office.

3. **When can I pay for my LPA registration or revocation?**

   *Do not attempt to pay immediately after submitting the LPA/revocation. After we have reviewed your application, you will receive an email with the payment instruction and the 10-digit payment code. If you did not indicate an email address in the application, an officer will contact you.*
4. What do I do if the payment transaction is unsuccessful?

If the payment transaction is unsuccessful, you will see the prompt as shown in figure 9. Please check with your bank on your transaction history. If there was no transaction made, please attempt to pay again.

![Figure 9: Unsuccessful payment](image)

5. I am trying to make payment, but the webpage shows that I have already paid. What should I do?

If you have paid for the application, you will not be able to access the payment page again. You may wish to check with your bank on your transaction history to confirm that you have paid. If there was no transaction made, please email us at enquiry@publicguardian.gov.sg, or call us at 1800 226 6222 for assistance.

6. The payment page states that payment was unsuccessful but my transaction history shows that I have paid. What should I do?

Please take a screenshot of the page and email us at enquiry@publicguardian.gov.sg, or call us at 1800 226 6222. We will investigate and update you within 3 working days.

7. I have entered the Payment Code/Donor ID and Date of Birth multiple times but the system prompted that the code is invalid/data not found. What should I do?

Please verify that the details keyed in to the page are accurate. If you have entered the correct details and receive the same prompt, please take a screenshot of the page and email us at enquiry@publicguardian.gov.sg, or call us at 1800 226 6222. We will investigate and update you within 3 working days.

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