

PUBLIC TRUSTEE'S OFFICE (PTO)

# Submit Supporting Documents

User Guide for E-Service Submission

<https://eservices.mlaw.gov.sg/pto>

*Last updated on 16 Jun 2022*

# Submit Supporting Documents

## General Information

- 1) The submission of supporting documents to Public Trustee's Office is via an online E-Service. The types of cases may include Trust case, Motor case, IOPG case and General case.
- 2) Please ensure that you access the E-Service using the latest versions of Chrome, Microsoft Edge or Safari.
- 3) You may click on ▼ Arrow Down icon to select from a dropdown or click on the box to filter the options.
- 4) You may input a date field using the 📅 Calendar icon to select a date.

# Submit Supporting Documents

1. To begin, click on the E-Service **Submit Supporting Documents**.

A Singapore Government Agency Website

MINISTRY OF LAW Public Trustee's Office  
SINGAPORE

Public Trustee's Office E-Services

Public Trustee Motor Accident General ALL

<p>Deceased's Un-nominated Central Provident Fund ("CPF") Monies / Baby Bonus / Edusave / Post Secondary Education Account ("PSEA")</p> <p><i>Estimated time to complete:</i> 30 minutes.</p>	<p>Deceased's Assets other than Un-nominated Monies / Baby Bonus / Edusave / PSEA</p> <p><i>Estimated time to complete:</i> 30 minutes.</p>	<p>Maintenance and Allowance for Minor</p> <p><i>Estimated time to complete:</i> 10-15 minutes.</p>	<p>Statement of Account for Cases Held-in-Trust</p> <p><i>Estimated time to complete:</i> 5 minutes.</p>
<p>Intestacy Calculator</p> <p><i>Estimated time to complete:</i> 3 minutes.</p>	<p>Submit Requested Information, Supporting Documents and Forms</p> <p><i>Estimated time to complete:</i> 5 minutes.</p>	<p>Submit Supporting Documents</p> <p><i>Estimated time to complete:</i> 10 minutes.</p>	<p>Submission of Bank Account / PayNow Details</p> <p><i>Estimated time to complete:</i> 5-10 minutes.</p>

# Submit Supporting Documents

Proceed to log in with your selected log-in option.

If you do not have Singpass, please click on the 'Register' button to sign up for an account i.e. business user / individuals / foreign individuals. Otherwise, you will not be able to proceed with the online application.

A screenshot of the Public Trustee's Office website login page. The page is titled "A Singapore Government Agency Website" and features the Ministry of Law logo and "Public Trustee's Office SINGAPORE" branding. The page is divided into two main sections: "Business Users" and "Individuals".

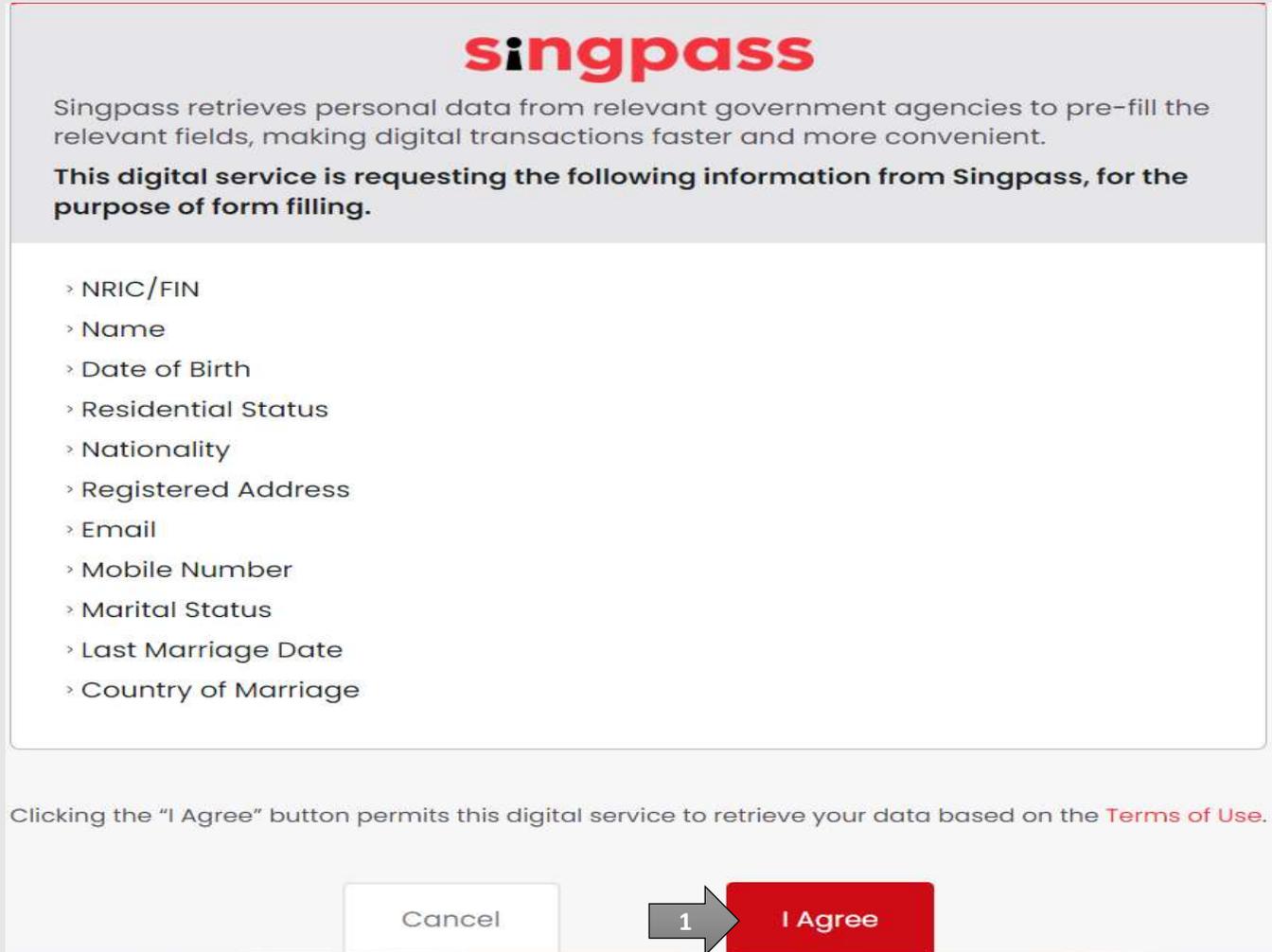
**Business Users:** This section contains two red buttons: "Log in with singpass" and "Register".

**Individuals:** This section is titled "Individuals" and contains the following elements:

- A heading: "Scan with Singpass app to log in"
- A large QR code with a red "i" icon in the center, enclosed in a red border.
- The "singpass" logo below the QR code.
- A box with a lock icon and the text: "Use password login instead".
- A link: "Don't have the Singpass app? Download now".
- A red "Register" button.
- A heading: "Foreign Individuals".
- A red "Register" button.

# Submit Supporting Documents

Provide permission for Singpass to retrieve and pre-fill information for the online application by clicking **I Agree**.



**singpass**

Singpass retrieves personal data from relevant government agencies to pre-fill the relevant fields, making digital transactions faster and more convenient.

**This digital service is requesting the following information from Singpass, for the purpose of form filling.**

- > NRIC/FIN
- > Name
- > Date of Birth
- > Residential Status
- > Nationality
- > Registered Address
- > Email
- > Mobile Number
- > Marital Status
- > Last Marriage Date
- > Country of Marriage

Clicking the "I Agree" button permits this digital service to retrieve your data based on the [Terms of Use](#).

Cancel **I Agree**

# Submit Supporting Documents

Read the Terms of Use for the agreement when using the online application.

- Click on the **checkbox** to indicate that you have read and are agreeable to the terms and conditions.
- Click on the **Submit** button.

A Singapore Government Agency Website

MINISTRY OF LAW Public Trustee's Office  
SINGAPORE

## Terms of Use

### 1. Agreement

- Thank you for visiting [MLAW.GOV.SG](http://MLAW.GOV.SG)/[MINLAW.GOV.SG](http://MINLAW.GOV.SG), the official digital service of the Ministry of Law of the Republic of Singapore, and any applications or services related to or linked to or from this digital service (henceforth collectively known as "**the Digital Service**"). The digital service is owned and operated by the Government of the Republic of Singapore c/o the Ministry of Law ("**MLAW**").
- Access to the Digital Service is governed by the terms and conditions of use as stated below ("**Terms of Use**"). By accessing and using the Digital Service, you shall be deemed to have accepted and agreed to be legally bound by these Terms of Use. If you do not accept or agree to any of these Terms of Use, please leave the Digital Service.
- These Terms of Use may be changed from time to time. All changes to the Terms of Use will be incorporated directly onto this page, and your use of this Digital Service after such changes have been incorporated will constitute your agreement to the modified Terms of Use and all of the changes.
- References to "the Digital Service" in these Terms of Use shall include the Digital Service in its entirety as well as its individual pages, and shall include any services offered by MLAW on the Digital Service.

I have read and agreed with the terms and conditions.

**Submit**

# Submit Supporting Documents

1. After you have logged in to the **PTO E-Service Portal**:  
From the top menu, click on **NEW APPLICATION** and select the **Submit Supporting Documents** menu item.

**Note: Page is not applicable for users who login the first time.**

The screenshot shows the PTO E-Service Portal dashboard. At the top, there is a navigation bar with the Ministry of Law logo and the text 'Public Trustee's Office'. A grey arrow labeled '1' points to the 'NEW APPLICATION' dropdown menu. Below the navigation bar, there is a 'Dashboard' section with a search bar and a 'My Applications' section. The 'My Applications' section has two tabs: 'For your action' (0) and 'Drafts' (5). Below the tabs is a table with columns 'File Reference Number' and 'Activity'. A grey arrow labeled '2' points to the 'Submit Supporting Documents' option in the 'NEW APPLICATION' dropdown menu. The dropdown menu is open and shows the following options: 'Trust Cases:' (Administer Deceased's Un-nomination CPF, Baby Bonus, Edusave, PSEA Monies; Administer Deceased's Estate; Application for Maintenance Allowance; Statement of Account for Held-in-Trust Case), 'Motor Accident Cases:' (Application for Motor Accident Compensation Settlement; Approval of Solicitor and Client Costs), and 'Other:' (Submit Supporting Documents). The user's name 'Welcome, Janice Lee' and a 'Logout' button are visible in the top right corner.

# Submit Supporting Documents

2. From the **Dashboard** page, under **I would like to**, click and select **Submit Supporting Documents** from the dropdown list.

The screenshot displays the Public Trustee's Office dashboard. At the top, there is a navigation bar with the Ministry of Law logo, a home icon, and links for 'NEW APPLICATION' and 'MY ACCOUNT'. A user greeting 'Welcome, Janice Lee' and a 'Logout' button are also present. The main content area is titled 'Dashboard' and features a section 'I would like to' with a dropdown menu. An arrow labeled '1' points to the dropdown, which is open, showing a list of options. An arrow labeled '2' points to the 'Submit Supporting Documents' option under the 'Other:' category. Below the dropdown, there is a 'My Applications' section with a 'For your action' indicator showing '0' items. A table with the header 'File Reference Number' is visible but empty.

# Submit Supporting Documents

## 3. Enter the **Submission Particulars** information.

*You may click on the **Retrieve MyInfo** button to populate your personal information from MyInfo, or click on the **Clear MyInfo** to clear MyInfo information if you would like to input the information.*

AND

Select **Case Type**.

A Singapore Government Agency Website

MINISTRY OF LAW SINGAPORE Public Trustee's Office

NEW APPLICATION MY ACCOUNT

Welcome, Janice Lee Logout

### Submit Supporting Documents

1. Select Case 2. Upload Documents 3. Confirmation 4. Acknowledgement

Submission Particulars

Applicant ID Number

Email Address  
email@address.com  
(To receive an acknowledgement after submission, please provide a valid email address)

Case Type

- Trust Case
- Motor Case
- IOPG Case
- General Case

Retrieve Myinfo with singpass Clear Myinfo

# Submit Supporting Documents

## 4. For **Trust Case** type, enter the **Case Reference Number**.

Select the party you are uploading the **Supporting Documents** for.

AND

Click on the **Next** button.

- For **Motor Case**, skip to Step 12 (page 17).
- For **IOPG Case**, skip to Step 13 (page 18).
- For General Case, skip to Step 14 (page 19).

The screenshot shows a web form titled 'Submit Supporting Documents' with a progress bar at the top indicating four steps: 1. Select Case, 2. Upload Documents, 3. Confirmation, and 4. Acknowledgement. The form is currently on step 2. It includes a 'Submission Particulars' section with two red buttons: 'Retrieve Myinfo with singpass' and 'Clear Myinfo'. Below this are input fields for 'Applicant ID Number' and 'Email Address' (containing 'email@address.com'). A note states: '(To receive an acknowledgement after submission, please provide a valid email address)'. The 'Case Type' dropdown menu is set to 'Trust Case'. The 'Case Reference Number' field is pre-filled with 'T' followed by two empty boxes. Under 'Supporting Document for:', there are radio button options: 'New Claimant', 'New Beneficiary', 'Existing Beneficiary', 'Minor Attaining Age', and 'Others'. At the bottom right, there are 'Back to Dashboard' and 'Next' buttons, with a large grey arrow pointing right containing the number '1'.

# Submit Supporting Documents

5. If the document(s) is to be submitted for a **New Claimant**, turn on the option if the **Applicant is also the Claimant**.

OR

Enter the **Claimant Particulars** information.

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MINISTRY OF LAW Public Trustee's Office SINGAPORE

NEW APPLICATION ▾ MY ACCOUNT ▾

Welcome, Janice Lee

Logout ↗

## Submit Supporting Documents

1. Select Case 2. Upload Documents 3. Confirmation 4. Acknowledgement

### Add Claimant Particulars

Applicant is also the Claimant 1

Name

As stated in NRIC / FIN / Passport

Any other name(s) as recorded in marriage certificate or birth certificate – *optional*

Residential Status

Please select

NRIC / FIN / Passport Number

# Submit Supporting Documents

6. Continue to enter the **Claimant Particulars** information.

AND

Click on the **Next** button.

Date of Birth

DD/MM/YYYY 

If you only know the year of birth ("YYYY"), please indicate the date of birth as 01/01/YYYY. (E.g. If you only know that the year of birth is 1939, please indicate the date of birth as 01/01/1939.)

Relationship to Deceased

Please select 

Mobile Number Type

Local Number  Foreign Number

Mobile Number

If Claimant does not have a mobile number, please provide the mobile number of the next of kin who can receive the messages on his / her behalf and thereafter alert the Claimant of the messages which may require his / her actions.

Email Address of Claimant

email@address.com

Please provide a valid email address as sensitive information (e.g. payment details) would be sent to this email address. We would also be using this email address to correspond with the Claimant.

Back to Dashboard  B  Next 

# Submit Supporting Documents

7. If the document(s) is to be submitted for a **New Beneficiary**, turn on the option if the **Applicant is also the Beneficiary**.

OR

Enter the **Beneficiary Particulars** information.

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MINISTRY OF LAW Public Trustee's Office SINGAPORE

NEW APPLICATION MY ACCOUNT

Welcome, Janice Lee Logout

## Submit Supporting Documents

1. Select Case 2. Upload Documents 3. Confirmation 4. Acknowledgement

### Add Beneficiary Particulars

Applicant is also the Beneficiary  1

Name

As stated in your NRIC / FIN / Passport

Any other name(s) as recorded in marriage certificate or birth certificate - *optional*

Residential Status

Please select

NRIC / FIN / Passport Number

# Submit Supporting Documents

8. Continue to enter the **Beneficiary Particulars** information.

AND

Click on the **Next** button.

Date of Birth

Relationship to Deceased

Please select

Mobile Number Type

Local Number  Foreign Number

Mobile Number

If Beneficiary does not have a mobile number, please provide the mobile number of the next of kin who can receive the messages on his / her behalf and thereafter alert the Beneficiary of the messages which may require his / her actions.

Email Address of Beneficiary

Please provide a valid email address as sensitive information (e.g. payment details) would be sent to this email address. We would also be using this email address to correspond with the Beneficiary.

Back to Dashboard

← B 1 →

Next →

# Submit Supporting Documents

9. If the document(s) is to be submitted for a **Existing Beneficiary**, select the **Residential Status** and enter the **NRIC / FIN / Passport Number**.

AND

Click on the **Next** button.

Case Type  
Trust Case

Case Reference Number  
T - [ ] - [ ]

Supporting Document for :  
 New Claimant  
 New Beneficiary  
 Existing Beneficiary  
 Minor Attaining Age  
 Others

Residential Status  
[ ]

NRIC / FIN / Passport Number  
[ ]

Back to Dashboard **1** **Next** →

# Submit Supporting Documents

10. If the document(s) is to be submitted for a **Minor Attaining Age**, select the **Residential Status** and enter the **NRIC / FIN / Passport Number**.

AND

Click on the **Next** button.

Case Type  
Trust Case

Case Reference Number  
T - [ ] - [ ]

Supporting Document for :  
 New Claimant  
 New Beneficiary  
 Existing Beneficiary  
 Minor Attaining Age  
 Others

Residential Status  
[ ]

NRIC / FIN / Passport Number  
[ ]

Back to Dashboard **1** **Next** →

# Submit Supporting Documents

11. For **Others** in a **Trust Case**, click on the **Next** button to proceed.

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MINISTRY OF LAW Public Trustee's Office SINGAPORE

Home NEW APPLICATION MY ACCOUNT

Welcome, Janice Lee Logout

Applicant ID Number

Email Address  
email@address.com  
(To receive an acknowledgement after submission, please provide a valid email address)

Case Type

Case Reference Number  
T - 000000 - YYYY

Supporting Document for :

- New Claimant
- New Beneficiary
- Existing Beneficiary
- Minor Attaining Age
- Others

Back to Dashboard **1** Next →

# Submit Supporting Documents

## 12. For **Motor Case**,

*You may click on the **Retrieve MyInfo** button to populate your personal information from MyInfo, or click on the **Clear MyInfo** to clear MyInfo information if you would like to input the information.*

Enter the **Case Reference Number**.

AND

Click on the **Next** button.

The screenshot shows a web form titled 'Submission Particulars' with a progress bar at the top indicating four steps: 1. Select Case, 2. Upload Documents, 3. Confirmation, and 4. Acknowledgement. The form contains the following fields and buttons:

- Retrieve MyInfo** (with singpass) and **Clear MyInfo** buttons.
- Applicant ID Number**: A text input field.
- Email Address**: A text input field containing 'email@address.com'. Below it is a note: '(To receive an acknowledgement after submission, please provide a valid email address)'. A grey arrow labeled '1' points to this field.
- Case Type**: A dropdown menu with 'Motor Case' selected.
- Case Reference Number**: A form with 'AC' in a box, followed by a hyphen, two empty input boxes, and another hyphen.
- Next** button: A red button with a right-pointing arrow. A grey arrow labeled '2' points to this button.
- Back to Dash**: A link to return to the dashboard.

# Submit Supporting Documents

## 13. For IOPG Case,

*You may click on the **Retrieve MyInfo** button to populate your personal information from MyInfo, or click on the **Clear MyInfo** to clear MyInfo information if you would like to input the information.*

Enter the **Case Reference Number**.

AND

Click on the **Next** button.

1. Select Case    2. Upload Documents    3. Confirmation    4. Acknowledgement

Submission Particulars Retrieve MyInfo with singpass Clear MyInfo

Applicant ID Number

Email Address  
  
(To receive an acknowledgement after submission, please provide a valid email address)

Case Type

Case Reference Number  
PG -  -

Back to Dashboard 2 Next →

# Submit Supporting Documents

## 14. For **General Case**,

You may click on the **Retrieve MyInfo** button to populate your personal information from MyInfo, or click on the **Clear MyInfo** to clear MyInfo information if you would like to input the information.

Select the **General Case Type**.

Enter the **Case Reference Number** if **Existing General Case** is selected.

AND

Click on the **Next** button.

1. Select Case   2. Upload Documents   3. Confirmation   4. Acknowledgement

Submission Particulars Retrieve MyInfo with singpass Clear MyInfo

Applicant ID Number

Email Address  
email@address.com  
(To receive an acknowledgement after submission, please provide a valid email address)

Case Type  
General Case

General Case Type  
 New General Case  
 Existing General Case

Case Reference Number  
PT - [ ] - [ ]

Back to Dash 3 Next →

# Submit Supporting Documents

15. In **Upload Supporting Documents** page, select the **Document Type** to upload the supporting document.

AND

Click on the **Choose File** button to select a document to be uploaded.

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MINISTRY OF LAW Public Trustee's Office SINGAPORE

NEW APPLICATION MY ACCOUNT

Welcome, Janice Lee Logout

## Submit Supporting Documents

1. Select Case 2. Upload Documents 3. Confirmation 4. Acknowledgement

### Upload Supporting Document

Date	Document Type	Document	Description
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Document Type

1 Birth Certificate

Supporting Document

2 Choose File No file chosen

*Supports doc, docx, jpeg, jpg, gif, png, pdf, zip files with a maximum file name of 50 characters (alphabet, number, dash and space) and a maximum file size of 5MB per file.*

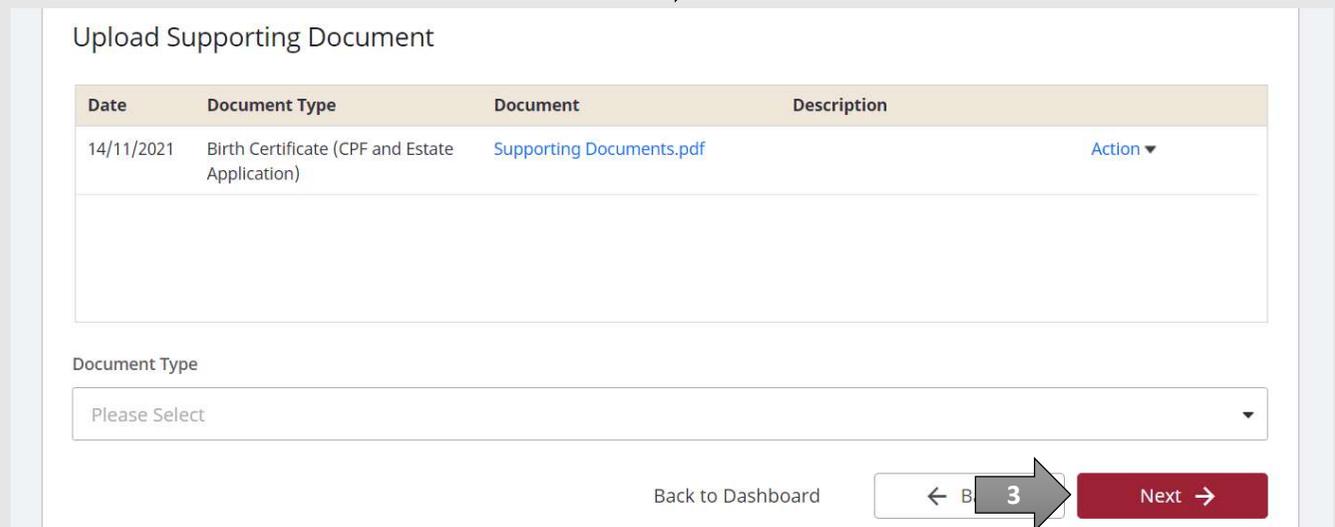
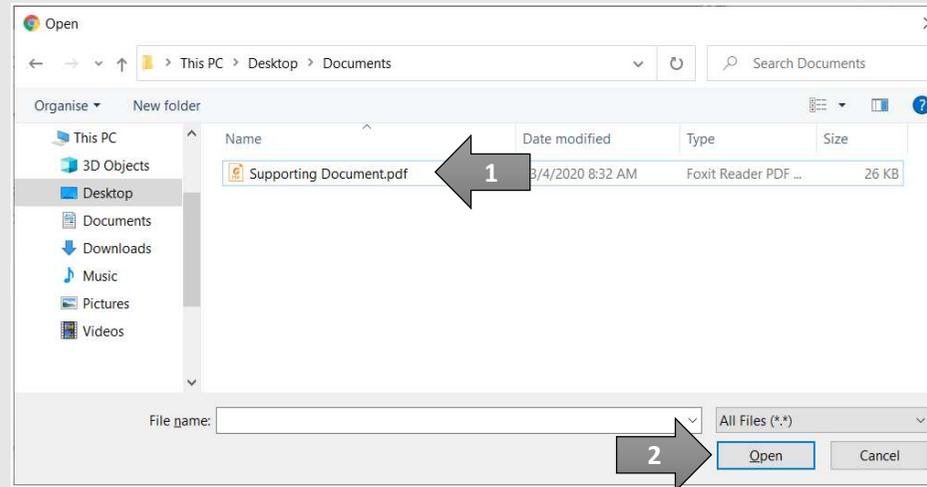
# Submit Supporting Documents

16. Select a document to be uploaded and click on the **Open** button to upload the selected file.

Verify the uploaded Supporting Documents.

AND

Click on the **Next** button.



# Submit Supporting Documents

17. In the **Confirmation** page, review the information entered.

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MINISTRY OF LAW Public Trustee's Office  
SINGAPORE

Home NEW APPLICATION MY ACCOUNT

Welcome, Janice Lee  
Logout

## Submit Supporting Documents

1. Select Case 2. Upload Documents 3. Confirmation 4. Acknowledgement

### Submission Particulars

Applicant ID Number

Email Address

Subject Matter

Case Reference Number  
T -  -

# Submit Supporting Documents

18. Continue to review the submission information.

AND

Click on the **Submit** button.

## Claimant Particulars

Name

Any other name(s) as recorded in marriage certificate  
or birth certificate - *optional*

Residential Status

NRIC / FIN / Passport Number

Date of Birth

Relationship to Deceased

Mobile Number Type

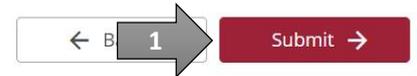
Mobile Number

Email Address

## Submission Documents

Date	Document Type	Document Name	Description
14/11/2021	Birth Certificate (CPF and Estate Application)	Supporting Documents.pdf	

[Back to Dashboard](#)



# Submit Supporting Documents

19. Click on the **Print** button to view the PDF document of the submission.

You may also click on the **Back to Dashboard** button for the other E-Services.

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MINISTRY OF LAW Public Trustee's Office SINGAPORE

NEW APPLICATION ▾ MY ACCOUNT ▾

Welcome, Janice Lee

Logout

## Submit Supporting Documents

1. Select Case 2. Upload Documents 3. Confirmation 4. Acknowledgement

Thank you for using our eService

Your application for Submission of Supporting Documents has been successfully submitted.

Please print or save this page for your own reference. You will not be able to access this page after exiting the webpage.

Your File Reference Number: T-000219-2021-L

Date of Submission: 14/11/2021

1 Back to Dashboard

Print