

PUBLIC TRUSTEE'S OFFICE (PTO)

Approval of Solicitor and Client Costs

User Guide for E-Service Submission

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

Last updated on 16 Jun 2022

Approval of Solicitor and Client Costs

General Information

- 1) The application to the Public Trustee's Office for the approval of solicitor and client cost is via an online E-Service. There will be an application fee required at the end of the submission process. Payment is via eNETS or Credit Card.
- 2) Please ensure that you access the E-Service using the latest versions of Chrome, Microsoft Edge or Safari.
- 3) You may click the **Save** button to save your application for up to 7 calendar days. You may also click on the left menu item to navigate to the specific page.
- 4) You may click on ▼ Arrow Down icon to select from a dropdown or click on the box to filter the options.
- 5) You may input a date field using the 📅 Calendar icon to select a date.
- 6) Upon the successful submission, you will receive an acknowledgement via email. Thereafter, you can login to check on the application status in the **Dashboard** page under the **Processing** tab.

Approval of Solicitor and Client Costs

To begin, click **Motor Accident** and select **Approval for Solicitor and Client Cost**.

The screenshot displays the Public Trustee's Office E-Services portal. At the top, the Ministry of Law Singapore logo and 'Public Trustee's Office' are visible. A search bar and 'LOGIN' link are in the top right. The main header is 'Public Trustee's Office E-Services'. Below this, there are navigation tabs: 'Public' (selected), 'Motor Accident', 'General', and 'ALL'. An arrow labeled '1' points from 'Public' to 'Motor Accident'. Under the 'Motor Accident' tab, there are four service cards:

- Motor Accident Compensation Settlement**: Estimated time to complete: 30 minutes.
- Approval for Solicitor and Client Cost**: Estimated time to complete: 15 minutes. An arrow labeled '2' points to this card.
- Submit Requested Information, Supporting Documents and Forms**: Estimated time to complete: 5 minutes.
- Submit Supporting Documents**: Estimated time to complete: 10 minutes.

Below these cards is a fifth card: **Submission of Bank Account / PayNow Details**, with an estimated time to complete of 5-10 minutes.

Approval of Solicitor and Client Costs

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.

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MINISTRY OF LAW Public Trustee's Office SINGAPORE

Q ≡ LOGIN

Business Users

- Log in with singpass
- Register

Individuals

Scan with Singpass app to log in



singpass

Use password login instead

Don't have the Singpass app? Download now

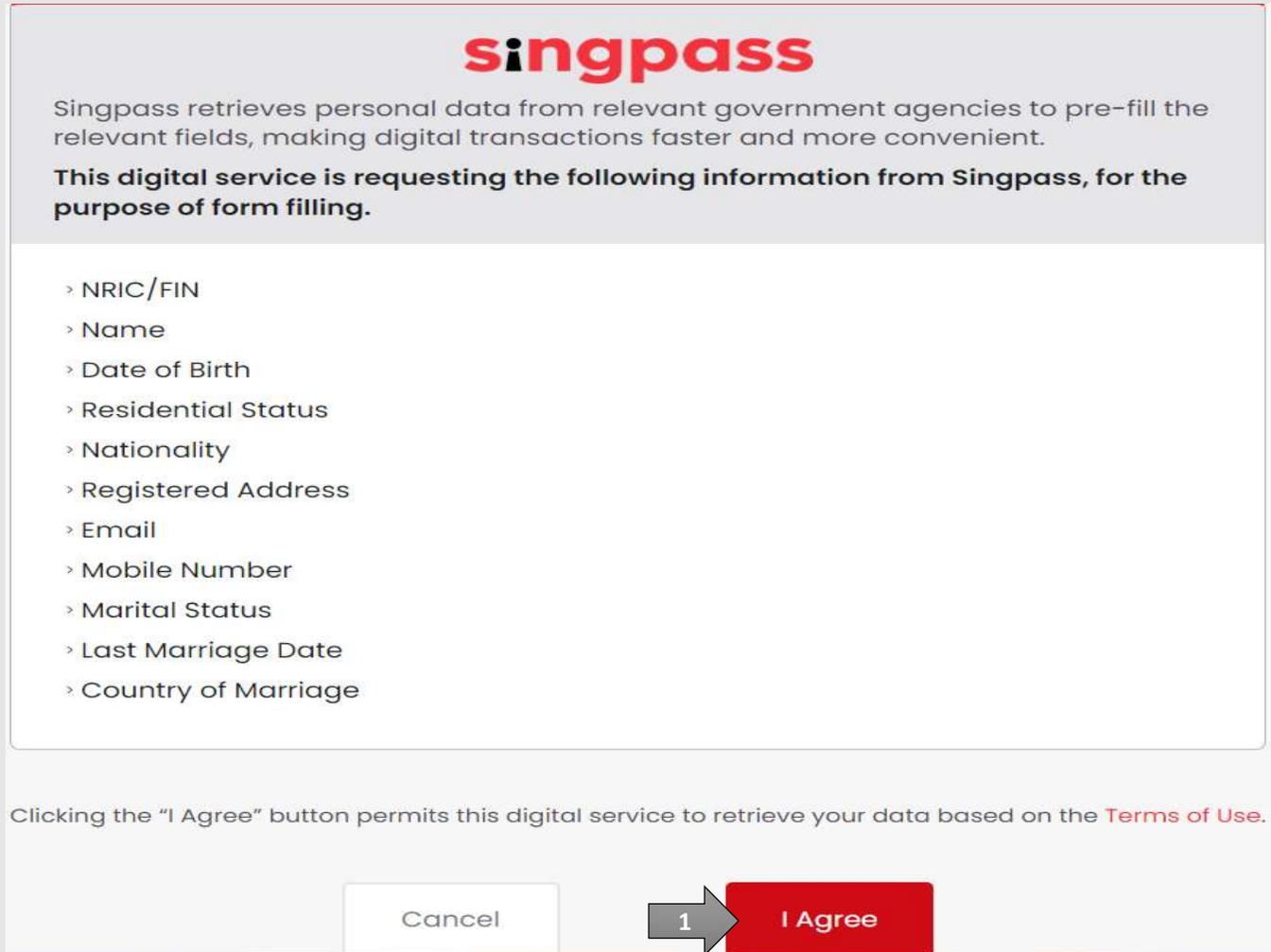
Register

Foreign Individuals

Register

Approval of Solicitor and Client Costs

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 **1** I Agree

Approval of Solicitor and Client Costs

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

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

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MINISTRY OF LAW Public Trustee's Office
SINGAPORE

Terms of Use

1. Agreement

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- 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

Approval of Solicitor and Client Costs

1. After you have logged in to the **PTO E-Service Portal**:
From the top menu, click on **NEW APPLICATION** and select the **Approval of Solicitor and Client Costs** 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 SINGAPORE'. To the right of the logo, there is a '1' in a grey arrow pointing to the 'NEW APPLICATION' dropdown menu. The 'MY ACCOUNT' dropdown menu is also visible. The dashboard itself has a dark red header with the word 'Dashboard'. Below the header, there is a search bar with the text 'I would like to: Please se'. Underneath, there is a 'My Applications' section with two tabs: 'For your action' (0) and 'Drafts' (5). Below the tabs, there is a table with columns 'File Reference Number' and 'Activity'. A dropdown menu is open from the 'NEW APPLICATION' menu item, showing a list of application types: '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.

Approval of Solicitor and Client Costs

2. From the **Dashboard** page, select **I would like to** and select **Submit Approval of Solicitor and Client Costs**.

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

The screenshot shows the dashboard of the Ministry of Law Public Trustee's Office. At the top, there is a navigation bar with the logo, a home icon, and links for 'NEW APPLICATION' and 'MY ACCOUNT'. A user is logged in as 'Janice Lee' with a 'Logout' button. 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. The dropdown menu is open, showing a list of options under three categories: 'Trust Cases:', 'Motor Accident Cases:', and 'Other:'. An arrow labeled '2' points to the 'Submit Approval of Solicitor and Client Costs' option. Below the dropdown is a 'My Applications' section with a 'For your action' indicator showing 0 items and a 'File Reference Number' table.

Approval of Solicitor and Client Costs

3. Read the notes carefully.
AND
Click on the **Proceed** button.

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MINISTRY OF LAW SINGAPORE Public Trustee's Office

NEW APPLICATION ▾ MY ACCOUNT ▾

Welcome, Janice Lee

Logout ↗

Approval of Solicitor and Client Costs

This is an online application to the Public Trustee to administer the approval of solicitor and client cost.

Please note the following:

1. You need to ensure the following before making an application:
 - a. All party and party cost and disbursements have been agreed or taxed.
 - b. All current and previous solicitors have agreed on the apportionment of costs and disbursements.
2. You do not need to submit an application if both your solicitor and client costs and disbursement have been taxed.
3. If you have a related case arising from the same motor accident, please submit a separate application for the solicitor and client costs involved in the related case.
4. You can save your draft application(s) for up to 7 calendar days, after which the record(s) will be deleted.

With complete information on hand, it should take about 15 minutes to complete this application.

You will need the cost details for your submission.

Maximum file size submitted must not exceed 5 MB individually.

 **APPLICATION FORM**
Submit or edit your application form.

1 → **Proceed** →

Approval of Solicitor and Client Costs

4. Enter the **File Reference Number**.

AND

Click on the **Proceed** button.

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MINISTRY OF LAW SINGAPORE Public Trustee's Office

Welcome, Janice Lee

Logout

Approval of Solicitor and Client Costs

1. Validation 2. Application Form 3. Confirmation 4. Acknowledgement

Case Details

File Reference Number

AC - 000000 - YYYY - []

Back to Dashboard

Proceed

Approval of Solicitor and Client Costs

5. In **Cost Details** page, review the Question(s) and select either **Yes** or **No**.

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MINISTRY OF LAW Public Trustee's Office SINGAPORE

NEW APPLICATION ▾ MY ACCOUNT ▾

Welcome, Janice Lee

Logout ↗

Approval of Solicitor and Client Costs

1. Validation 2. Application Form 3. Confirmation 4. Acknowledgement

Cost Details

Confirmation

Cost Details

| | |
|--------------------------------------|------------------|
| Public Trustee File Reference Number | AC-000113-2021-P |
| Name of Victim | Accident Victim |
| Solicitor File Reference Number | AC |

Question(s)

Does your proposal on Solicitor and Client Costs include all previous solicitors' costs?

Yes No

Settlement Sum

| | |
|-----------------------------------|----------------------|
| General Damages (after Liability) | <input type="text"/> |
| Special Damages (after Liability) | <input type="text"/> |
| Interest Claimed on Damages | <input type="text"/> |

Approval of Solicitor and Client Costs

6. Continue to enter the **Cost Details** information.

| | |
|---|-----------------------------------|
| Total Damages and Interest | <input type="text"/> |
| <hr/> | |
| Party and Party Costs (Excluding Disbursement and Public Trustee's Fees) | <input type="text" value="0.00"/> |
| GST | <input type="text" value="0.00"/> |
| <hr/> | |
| Allocator Fees (if Party and Party Costs is taxed) | <input type="text" value="0.00"/> |
| GST | <input type="text" value="0.00"/> |
| <hr/> | |
| Disbursements for Party and Party Costs (Including Public Trustee's Fees) | <input type="text" value="0.00"/> |
| GST | <input type="text" value="0.00"/> |
| <hr/> | |
| Costs of Appeal | <input type="text" value="0.00"/> |
| GST | <input type="text" value="0.00"/> |
| <hr/> | |

Approval of Solicitor and Client Costs

7. Continue to enter the **Cost Details** information.

| | |
|--|-----------------------------------|
| Disbursements for Solicitor and Client Costs (Including Public Trustee's Fees) | <input type="text" value="0.00"/> |
| <small>Note: Please include Disbursements for Party and Party Costs and Allocator Fees (if Party and Party Costs is taxed) as part of Solicitor and Client Costs and Disbursements for Solicitor and Client Costs.</small> | |
| GST | <input type="text" value="0.00"/> |
| Solicitor and Client Costs for Appeal | <input type="text" value="0.00"/> |
| GST | <input type="text" value="0.00"/> |
| Disbursements for Solicitor and Client Costs of Appeal | <input type="text" value="0.00"/> |
| GST | <input type="text" value="0.00"/> |
| Total Solicitor and Client Costs and Disbursements | <input type="text" value="0.00"/> |

Approval of Solicitor and Client Costs

8. For **Disbursement for Solicitor and Client Costs at S\$ 100 more than Disbursement for Party and Party Costs**, turn on the option **Add Disbursements for Solicitor and Client Costs** to enter **Disbursement** record.

AND

Click on the **Add** button.

Reasons for Your Proposal

Reason for proposing Disbursements for Solicitor and Client Costs at S\$ 100 more than Disbursements for Party and Party Costs.

Add Disbursements for Solicitor and Client Costs **1**

Items

Amount (S\$)

0.00

Details

2 Add

Approval of Solicitor and Client Costs

9. Verify the added
**Disbursements for Solicitor
and Client Costs** record.

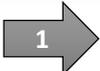
AND

Turn on the option **Add
Disbursements for Solicitor
and Client Costs** to add more
disbursement.

Reasons for Your Proposal

Reason for proposing Disbursements for Solicitor and Client Costs at S\$ 100 amount more than Disbursements for Party and Party Costs.

| No. | Items | Amount (S\$) | Details |
|-----|--------------|--------------|---|
| 1 | Disbursement | 10.00 | Disbursement details Action ▼ |

Add Disbursements for Solicitor and Client Costs  x

Approval of Solicitor and Client Costs

10. For **Solicitor and Client Costs at more than 15% above the Party and Party Costs**, enter the **Number of attendances at Court Dispute Resolution (CDR)**.

AND

Answer the other questions.

Reasons for Your Proposal

Reason for proposing Solicitor and Client Costs at more than 15% above the Party and Party Costs.

Liability

Number of attendances at Court Dispute Resolution (CDR):

Is liability settled?

Yes

No

When was liability settled?

Before set down of trial / hearing date

After set down of trial / hearing date

Before trial

During trial

Estimated number of hours spent getting up case leading to a settlement.

Less than 10 hours

From 10 to 19 hours

From 20 to 29 hours

30 hours or more

Approval of Solicitor and Client Costs

11. Continue to answer the questions.

Quantum

Number of attendances at Assessment of Damages Court Dispute Resolution (ADC DR):

Is quantum settled?

Yes

No

Was quantum settled at the same time as liability?

Yes

No

When was quantum settled?

Before set down of trial / hearing date

After set down of trial / hearing date

Before trial

During trial

Estimated number of hours spent getting up case leading to a settlement.

Less than 10 hours

From 10 to 19 hours

From 20 to 29 hours

30 hours or more

Approval of Solicitor and Client Costs

12. Continue to answer the questions.

Trial & AD hearing

Number of attendances at Pre-Trial Conferences

Was there a trial?

Yes

No

Please indicate number of days for trial

Was there an AD hearing?

Yes

No

Please indicate number of days for AD hearing

Getting up time leading up to and for trial (if applicable) and AD hearing (if applicable)

Less than 10 hours

From 10 to 19 hours

From 20 to 29 hours

30 hours or more

Approval of Solicitor and Client Costs

13. Enter the other reasons of your proposal.

AND

Click on the **Upload Document** button.

Any other reasons which would justify the Solicitor and Client Costs being higher than Party and Party Costs (for example, complexity of case, language communication issues and foreign client who has returned home).

Up to 1,000 characters

Supporting Documents

Other Supporting Documents



Upload Document

[Back to Dashboard](#)

[Back](#)

[Save](#)

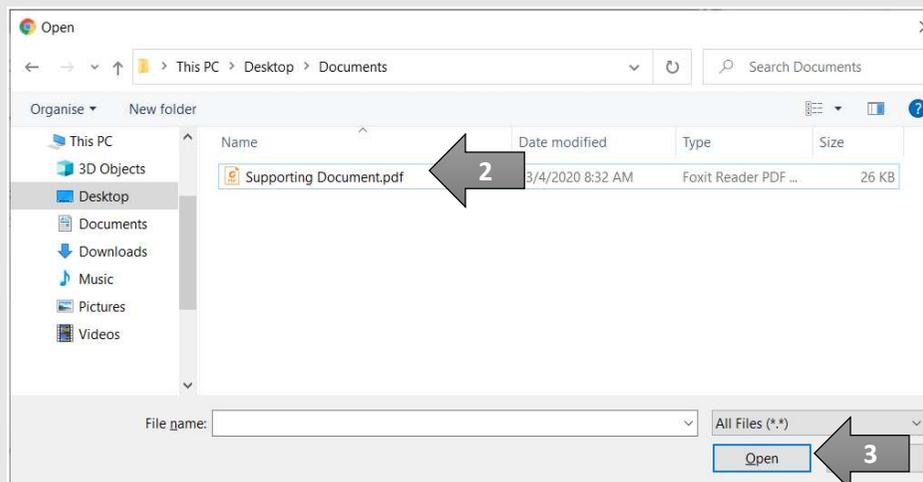
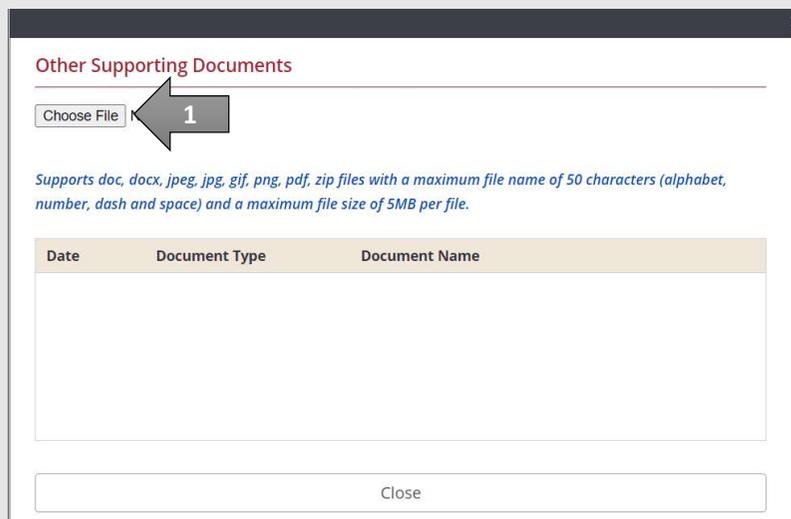
[Proceed](#)

Approval of Solicitor and Client Costs

14. Click on the **Choose File** button to select a document to be uploaded and click on the **Open** button to upload the selected file.

AND

Click on the **Close** button.



Approval of Solicitor and Client Costs

15. Verify the uploaded
Supporting Documents.

AND

Click on the **Proceed** button.

The screenshot shows a web interface titled "Supporting Documents". It features a table with the following data:

| No. | Date | Document Type | Document Name | Action |
|-----|------------|----------------------------|--------------------------|----------|
| 1 | 17/11/2021 | Other Supporting Documents | Supporting Documents.pdf | Action ▼ |

Below the table, there is a green checkmark icon followed by the text "Other Supporting Documents" and a grey "Upload Document" button. At the bottom of the interface, there are four buttons: "Back to Dashboard", "Back", a red button with a document icon and the number "1" (with a grey arrow pointing to it), and "Proceed".

Approval of Solicitor and Client Costs

16. In the **Confirmation** page, review the information entered and click the **Edit** link if the record needs to be updated.

The screenshot shows the 'Approval of Solicitor and Client Costs' page on the Public Trustee's Office website. The page is part of a four-step process: 1. Validation, 2. Application Form, 3. Confirmation (current step), and 4. Acknowledgement. The 'Confirmation' step is highlighted with a dark grey arrow. The page title is 'Approval of Solicitor and Client Costs'. The user is logged in as 'Janice Lee' and has a 'Logout' button. The page content is divided into two main sections: 'Cost Details' and 'Settlement Sum'. The 'Cost Details' section includes the following information:

| | |
|--|------------------|
| Public Trustee File Reference Number | AC-000113-2021-P |
| Name of Victim | Accident Victim |
| Solicitor File Reference Number | AC |
| Does your proposal on Solicitor and Client Costs include all previous solicitors' costs? | Yes |

The 'Settlement Sum' section lists the following items:

- General Damages (after Liability)
- Special Damages (after Liability)
- Interest Claimed on Damages
- Total Damages and Interest

An 'Edit' link with a pencil icon is located at the top right of the 'Cost Details' section, with a large grey arrow pointing to it from the left. The 'Confirmation' step in the progress bar is also marked with a '1' and an arrow pointing to the 'Edit' link.

Approval of Solicitor and Client Costs

17. Continue to review the application information.

Party and Party Costs (Excluding Disbursement and Public Trustee's Fees)

GST

Allocator Fees (if Party and Party is taxed)

GST

Disbursements for Party and Party Costs (Including Public Trustee's Fees)

GST

Costs of Appeal

GST

Disbursements for Appeal

GST

Total Costs and Disbursements

Total Settlement Sum

Proposal on Solicitor and Client Costs and Disbursements

Solicitor and Client Costs (Excluding Disbursements and Public Trustee's Fees)

GST

Disbursements for Solicitor and Client Costs (Including Public Trustee's Fees)

GST

Solicitor and Client Costs for Appeal

GST

Disbursements for Solicitor and Client Costs of Appeal

GST

Total Solicitor and Client Costs and Disbursements

Approval of Solicitor and Client Costs

18. Continue to review the application information.

Reasons for Your Proposal

Reason for proposing Solicitor and Client Costs at more than 15% above the Party and Party Costs.

Liability

Number of attendances at Court Dispute Resolution (CDR):

Is liability settled?

When was liability settled?

Estimated number of hours spent getting up case leading to a settlement.

Quantum

Number of attendances at Assessment of Damages Court Dispute Resolution (ADCDR):

Is quantum settled?

Was quantum settled at the same time as liability?

When was quantum settled?

Estimated number of hours spent getting up case leading to a settlement.

Trial & AD hearing

Number of attendances at Pre-Trial Conferences

Was there a trial?

Please indicate number of days

Was there an AD hearing?

Please indicate number of days

Getting up time leading up to and for trial (if applicable) and AD hearing (if applicable)

Approval of Solicitor and Client Costs

19. Continue to review the application information.

Any other reasons which would justify the Solicitor and Client Costs being higher than Party and Party Costs (for example, complexity of case, language communication issues and foreign client who has returned home).

Supporting Documents

| No. | Date | Document Type | Document |
|-----|------------|----------------------------|--------------------------|
| 1 | 17/11/2021 | Other Supporting Documents | Supporting Documents.pdf |
| | | | |

Approval of Solicitor and Client Costs

20. After reading the information, turn on the option to make the declaration.

AND

Click on the **Submit** button to proceed with the application submission.

The screenshot shows a web form titled "Declaration". It contains two numbered paragraphs of text. Below the text is a checkbox with the label "I consent". A grey arrow with the number "1" points to the checkbox. At the bottom of the form, there are two buttons: "Back to Dashboard" and "Submit". A grey arrow with the number "2" points to the "Submit" button.

Declaration

1. I declare that all information and documents that I have provided are true, accurate and complete to the best of my knowledge and belief. I have provided such information and documents knowing that the Public Trustee and/or his officers will use, and rely on, the same to perform their duties.
2. I understand that I may be committing an offence of giving false information to a public servant and thereby liable to prosecution under Section 182 of the Penal Code (Cap. 224) for any false declaration and/or material omission. The offence is punishable on conviction with imprisonment for a term of up to two years or a fine or both.

I consent

Back to Dashboard

Approval of Solicitor and Client Costs

21. Click on the **Print** button to view the PDF document of the submitted application. Please save/print a copy of the submitted application as it will not be retrievable.

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

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MINISTRY OF LAW SINGAPORE Public Trustee's Office

NEW APPLICATION ▾ MY ACCOUNT ▾

Welcome, Janice Lee

Logout

Approval of Solicitor and Client Costs

1. Validation 3. Application Form 3. Confirmation 4. Acknowledgement

Thank you for using our eService

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: AC-000113-2021-P
Date of Submission: 17/11/2021

1 Back to Dashboard Print