

MINISTRY OF LAW

LAW

Public Trustee's
Office

S I N G A P O R E

PUBLIC TRUSTEE'S OFFICE (PTO)

Submit Supporting Documents

User Guide for E-Service Submission

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

Last updated on 27 Dec 2021

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**.

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

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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](#)

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

1

I Agree

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 for a user named Janice Lee. The top navigation bar includes the Ministry of Law logo, the user's name, and a 'Logout' button. A dropdown menu is open under 'NEW APPLICATION', listing various case types under 'Trust Cases', 'Motor Accident Cases', and 'Other'. The 'Submit Supporting Documents' option is highlighted under the 'Other' category. A grey arrow labeled '1' points to the 'NEW APPLICATION' button, and another grey arrow labeled '2' points to the 'Submit Supporting Documents' option. The dashboard also features a 'Dashboard' section with a search bar and 'My Applications' section with filters for 'For your action' (0) and 'Drafts' (5). A table with columns 'File Reference Number' and 'Activity' is visible below the filters.

Submit Supporting Documents

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

The screenshot shows the dashboard of the Public Trustee's Office. 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 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 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 partially visible below this section.

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**.

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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).

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
Trust Case

Case Reference Number
T - -

Supporting Document for :

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

Back to Dashboard 1 Next →

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 SINGAPORE Public Trustee's Office

Home 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

Home 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

DD/MM/YYYY 

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

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 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.

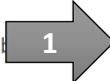
Case Type
Trust Case

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  **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.

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
 - -

Back to Dashboard Next →

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

Case Type
IOPG Case

Case Reference Number
PG - [] - []

Back to Dashboard 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.

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

- Buttons: 'Retrieve MyInfo with singpass' and 'Clear MyInfo'.
- Field: 'Applicant ID Number' (empty).
- Field: 'Email Address' (containing 'email@address.com') with a note: '(To receive an acknowledgement after submission, please provide a valid email address)'. A grey arrow labeled '1' points to this field.
- Field: 'Case Type' (dropdown menu showing 'General Case').
- Section: 'General Case Type' with radio buttons for 'New General Case' and 'Existing General Case'. A grey arrow labeled '2' points to this section.
- Field: 'Case Reference Number' (containing 'PT' followed by two empty boxes).
- Buttons: 'Back to Dashboard' and 'Next →'. A grey arrow labeled '3' points to the 'Next' button.

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

Welcome, Janice Lee

NEW APPLICATION MY ACCOUNT 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.

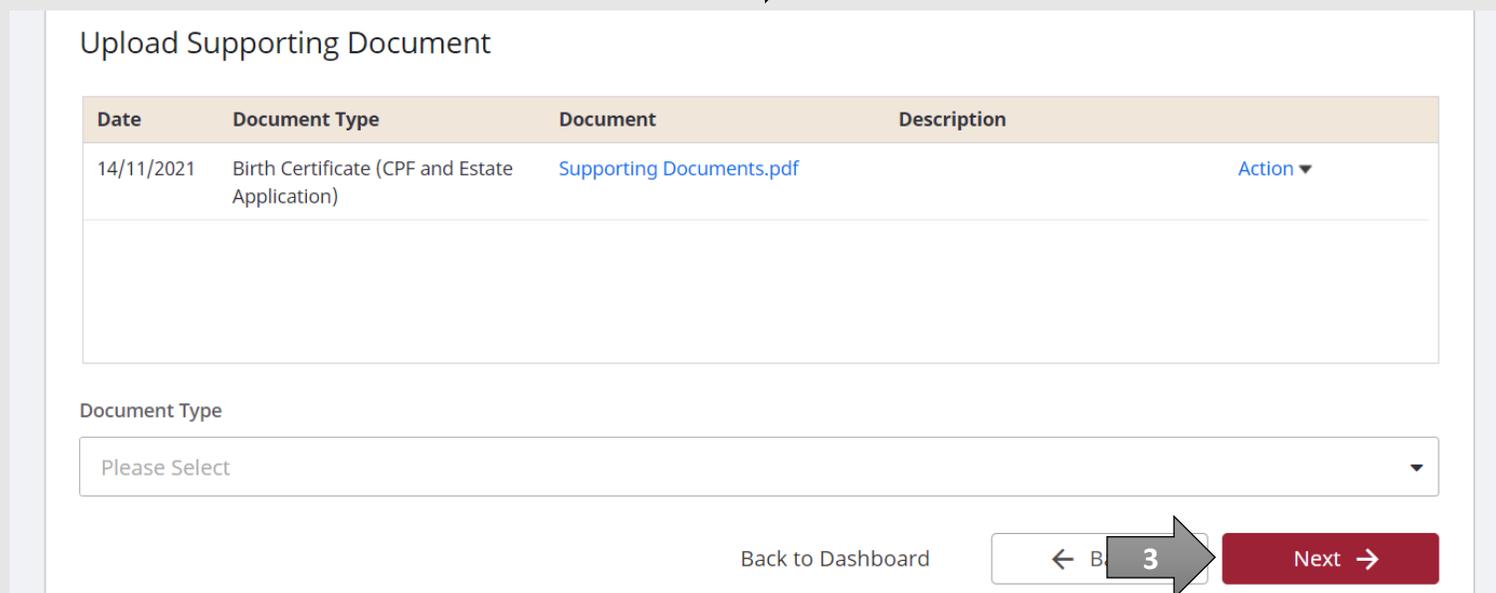
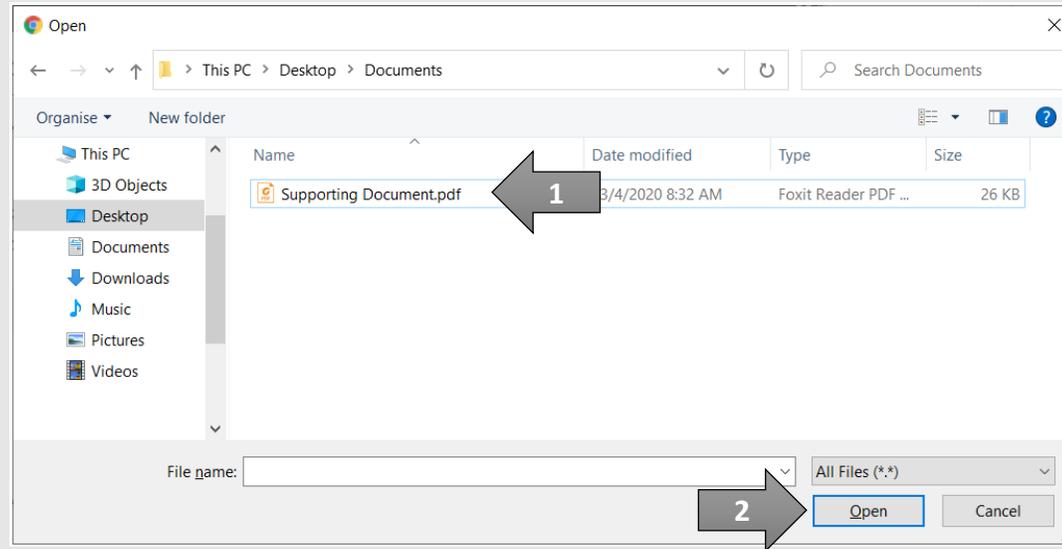
Submit Supporting Documents

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

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