

MINISTRY OF LAW

Public Trustee's
Office

S I N G A P O R E

PUBLIC TRUSTEE'S OFFICE (PTO)

Accessing Dashboard Task

User Guide for E-Service Submission

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

Last updated on 14 September 2023

General Information

- 1) The submission of task on the dashboard is via E-Service.
- 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.

Access Dashboard Task

1 To begin, click on **Submit Confirmation of Beneficiary Representative Application Consent, Request Information, Supporting Documents and Other Forms** on Public Trustee's Office E-Service home page.

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 User Guide

Deceased's Un-nominated Central Provident Fund ("CPF") Monies / Baby Bonus / Edusave / Post Secondary Education Account ("PSEA")
Estimated time to complete: 30 minutes.

Deceased's Assets other than Un-nominated CPF Monies / Baby Bonus / Edusave / PSEA
Estimated time to complete: 30 minutes.

Maintenance and Allowance for Minor
Estimated time to complete: 10-15 minutes.

Statement of Account
Estimated time to complete: 5 minutes.

Intestacy Calculator
Estimated time to complete: 3 minutes.

1 Submit Confirmation of Beneficiary Representative Application Consent, Requested Information, Supporting Documents and Other Forms
Estimated time to complete: 5 minutes.

Submit Supporting Documents
Estimated time to complete: 10 minutes.

Submission of Bank Account / PayNow Details
Estimated time to complete: 5-10 minutes.

Special Needs Trust Company Portal ("SNTC")

Payments for various services such as Amount received for Administration and Fees
Estimated time to complete: 5-10 minutes.

Access Dashboard Task

- 2 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 Singapore Government Agency Website

MINISTRY OF LAW
SINGAPORE

2

Individuals

Log in with singpass

Register

Foreign Individuals

Register

Business Users

Log in with singpass

Register

Access Dashboard Task

3 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

3

I Agree

4 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/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.

4 I have read and agreed with the terms and conditions.

Submit

Access Dashboard Task

5 After you have logged in to the **Public Trustee's Office E-Services Portal**:

Click on the **For your action** tab and the list of task(s) will be displayed on the table.

Below are the possible activities:

- Submit Document
- Submit Information
- Submit Additional Form
- Beneficiary Representative Consent
- PayNow Consent
- Submit Document Extraction Payment

5

Dashboard

I would like to: Please select

My Applications

For your action 0 Drafts 0 Processing 214 Completed 50

File Reference Number	Activity	Subject Name	Subject ID	Date of Request
-----------------------	----------	--------------	------------	-----------------