

Frequently asked questions on Digital LTA Vocational Licence (VL)

**1. When will the Digital LTA VL be rolled out?**

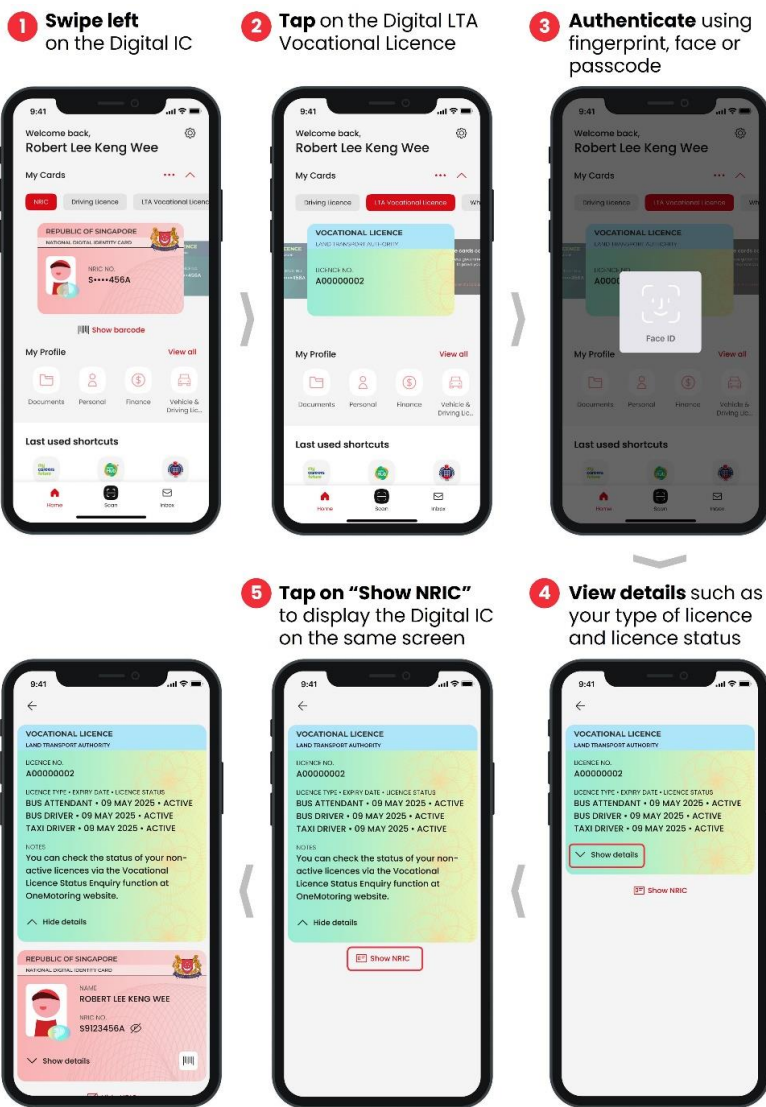
The Digital LTA VL will be rolled out on the Singpass app on 1 April 2023.

**2. Why is LTA rolling out Digital LTA VL?**

LTA is introducing the Digital LTA VL as part of the Government’s overall efforts to digitalise its services. The Digital LTA VL will provide greater convenience to drivers. Drivers will no longer have to replace lost or damaged physical VL cards as the Digital LTA VL can be readily accessed via their mobile phones.

**3. How do I access my Digital LTA VL on the Singpass app?**

Please refer to this guide on how to access the Digital LTA VL on the Singpass app:



**4. Will VL applicants issued with a new licence still receive physical cards after the Digital LTA VL's launch?**

No physical card will be issued for VL applicants issued with a new licence after the Digital LTA VL's launch.

Drivers who require a physical card can apply for one on [GoBusiness](#) after they have been issued a Digital LTA VL on the Singpass app. They will need to pay an administrative fee of \$21.60 and can expect to receive their physical licence via registered mail within 20 working days.

**5. Will older drivers be given training if they do not know how to access the Digital LTA VL?**

Information about how to access the Digital LTA VL on the Singpass app has been made available as supplementary training material for new VL applicants, as well as drivers attending refresher courses. Additionally, drivers can also refer to a guide on how to access the Digital LTA VL on [LTA's OneMotoring website](#).

**6. Is any action required from drivers to activate the Digital LTA VLs?**

No action is needed. Drivers just need to go to the Singpass app to view their Digital LTA VL.

**7. Will there be changes to the application fee for a vocational licence following the launch of the Digital LTA VL?**

The non-refundable application fee for a vocational licence will remain at \$40.

**8. What if I still wish to own a physical card following the launch of Digital LTA VL?**

The Digital LTA VL is recognised as an official document issued by LTA. There is no difference between the Digital LTA VL and the physical card.

If you still wish to own a physical card, you can apply for one on [GoBusiness](#) after you have been issued a Digital LTA VL on the Singpass app. You will need to pay an administrative fee of \$21.60 and will receive the physical licence via registered mail within 20 working days.

**9. Where can drivers use their Digital LTA VL?**

Drivers can use their Digital LTA VL as an official identification document upon request by Government authorities. Drivers can also produce their Digital LTA VL for loyalty programme rebates at petrol stations which offer such programmes. Drivers who are entering Jurong Island and restricted areas in Changi Airport can produce their Digital LTA VL to be granted entry.

**10. How long do I have to wait to receive the Digital LTA VL after passing my vocational licence tests?**

Drivers can expect to have their Digital LTA VL displayed on the Singpass app within 20 working days after passing their vocational licence tests. In the meantime, drivers may continue to provide commuter services as a vocational driver using their temporary vocational licence issued to them when they pass their vocational licence tests.

**11. Will the Digital LTA VL reflect my expired, cancelled, revoked, and suspended VLs?**

Only VLs with active status will be shown in Digital VL. Drivers who wish to enquire about their expired, cancelled, suspended, or revoked VLs may do so at the OneMotoring website's VL enquiry function.

**12. My Digital LTA VL does not reflect my data correctly. Who can I approach?**

Drivers may reach out to LTA at our Online Contact Form (<https://www.lta.gov.sg/feedback>), or visit the LTA website (<https://www.lta.gov.sg>) > Contact Us > Contact Form, if they face this issue.

**13. I have both TDVL and PDVL, but only my TDVL is shown. Why is this the case?**

Drivers should only be allowed to hold either a valid TDVL or valid PDVL. Hence, drivers should not have a valid TDVL and valid PDVL displayed at the same time. Drivers may reach out to LTA at our Online Contact Form (<https://www.lta.gov.sg/feedback>), or visit the LTA website (<https://www.lta.gov.sg>) > Contact Us > Contact Form, if they face this issue.

**14. As a commuter, how would I be able to view the driver's details?**

If you are taking a taxi, driver identity information will still be displayed in the vehicle for commuters' convenience. If you are taking a PHC, you may verify your driver's identity in the ride-hail app that you used.