

Frequently Asked Questions

1. How can I check or know if I should be receiving a refund?

You should first check if you had paid any of the nine fees or charges that are listed. If you have not paid any of these fees or charges, you are not affected by this refund.

If you have paid one or more of the fees and charges listed within the last five years, LTA will be refunding you the amount of GST (i.e. not the entire fee) that was wrongly charged from 1 March to 30 June 2024.

2. Do I need to write in to LTA to request a refund?

No. If you had paid any of the nine fees and charges within the last five years (since 1 Jan 2019), LTA will have your record and will proceed to refund you automatically.

3. Do I need to provide LTA with bank account or PayNow information?

This is not necessary if you already have updated bank account information on record in your OneMotoring account or if you have already registered your PayNow (NIRC/FIN/UEN). If you are not sure whether the information is updated, please login to your OneMotoring account to check and update the information accordingly.

4. How will LTA be crediting the refund to me?

LTA will credit the amount to your bank account that is registered with LTA. If you do not have any registered bank account details with LTA, LTA will seek to credit the funds using PayNow (NIRC/FIN/UEN). If the refund is successfully credited, LTA will notify you through e-notification and SMS. In some cases, LTA may also send you a letter.

If the refund transaction is not successful, due to the lack of bank account information, or where there is no PayNow account registered, LTA will send you an e-notification and SMS to request that you provide your bank account details at OneMotoring website or register your PayNow (NIRC/FIN/UEN) account at your bank and inform LTA at <https://www.lta.gov.sg/feedback>. In some cases, LTA may also send you a letter.

In other words, you will receive one of the following three notifications by end June 2024:

- a. Successful credit of the GST refund via GIRO; OR
- b. Successful credit of GST refund via PayNow (NIRC/FIN/UEN); OR
- c. Request to update refund bank account details at OneMotoring portal or register PayNow (NIRC/FIN/UEN) at your bank and inform LTA.

To protect the public against scams, all LTA notifications will not bear any clickable links. LTA will also not reach out to the public via phone calls to request any personal information.

5. What should I do if I had paid the fee more than five years ago?

Affected parties who made payment for the nine fees before 1 January 2019 may submit your claims by contacting LTA at <https://www.lta.gov.sg/feedback> from 1 July to 31 Dec 2024. For such claims, basic documents such as LTA receipts or record of applications would be required.

6. Why is PayNow-Mobile not accepted for crediting of refunds?

LTA will credit refunds via PayNow (NRIC/FIN/UEN). NRIC/FIN/UEN is an unchanged proxy issued by the Government, compared to mobile numbers which may be easily changed. To ensure that the money is credited to the correct recipient's bank account, only NRIC/FIN/UEN will be accepted as the proxy for government benefits via PayNow.

Eligible parties who have linked their NRIC/FIN/UEN to PayNow with a PayNow-GIRO-participating bank will receive the refunds in this bank account.

Members of public who wish to find out more may contact LTA at <https://www.lta.gov.sg/feedback> or call the LTA hotline at 6225-5582.

7. Based on the affected fees, I am supposed to receive a refund but have not done so by 30 June. What should I do?

You should first check if you had paid any of the nine fees or charges that are listed. If you have not paid any of these fees or charges, you are not affected by this refund.

LTA will progressively refund eligible recipients by 30 June. If you are supposed to receive a refund, but have not received it by 30 June 2024, you can contact LTA at <https://www.lta.gov.sg/feedback> or call the LTA hotline at 6225-5582.