

## Frequently Asked Questions

### Traffic Police's Online Submission of Medical Examination Form for Aged Drivers

#### **Question 1: What is online submission of medical examination form?**

**Answer 1:** It is a new e-Service launched on 27 July 2020. All Singapore Qualified Driving Licence holders who are 65 years old and above can now submit their completed medical examination forms online via the Singapore Police Force [e-Services portal](#) or the Police@SG mobile application using their SingPass account or Foreign Identification Number (FIN).

#### **Q2: Can I submit my medical examination report through mail, email or the drop-off box at Traffic Police (TP) Headquarters?**

**A2:** With effect from 27 July 2020, completed medical examination forms are to be submitted online via the Singapore Police Force [e-Services portal](#) or the Police@SG mobile application. Motorists are strongly encouraged to submit their completed medical examination form online via the above platforms. This is especially critical given the current COVID-19 pandemic.

However, if motorists are unable to perform the online submission, they may mail or drop off the form in person at TP Headquarters. Motorists who do not have internet access or do not know how to submit the forms online can use the self-service terminals at TP Headquarters (10 Ubi Avenue 3) where TP staff will be available to provide guidance to submit the forms if required.

#### **Q3: Will I receive an acknowledgment when I submit my medical examination report online?**

**A3:** Yes, you will receive an acknowledgment email upon successful upload of the medical examination report.

#### **Q4: How can I know if my medical examination report has been accepted?**

**A4:** You will need to login to the Singapore Police Force [e-Services portal](#) using your SingPass account or Foreign Identification Number (FIN) to track the status of the submission.

#### **Q5: When can I book the Proficiency Driving Test / Enhanced Proficiency Driving Test (applicable for heavy class driving licence holders)?**

**A5:** You may proceed to book your Proficiency Driving Test / Enhanced Proficiency Driving Test at Woodlands Test Centre (WTC), once your medical examination report has been reviewed and accepted by the Traffic Police. Refer to Question 4 on how to check if your report has been accepted.

#### **Q6: If I have misplaced the medical examination forms, can I request for another copy from TP?**

**A6:** You will need to log into the Singapore Police Force [e-Services portal](#) to download the medical examination forms.

**Q7: If I failed to submit my medical forms and my licence is invalidated, how can I reinstate it?**

**A7:** You should get a Singapore registered medical practitioner to certify your fitness to drive and submit the completed medical examination form online via Singapore Police Force [e-Services portal](#) at or the Police@SG mobile application to reinstate the validity of your licence. If your licence is invalidated for 3 years or more, it will be permanently revoked, and you would will need to go through the process of getting a new licence by retaking both your theory and practical driving tests.

**Q8: If I do not wish to extend the validity of my heavy class driving licence, can I do so using the medical examination portal?**

**A8:** If you do not submit the medical examination report, the class of licence will be invalidated. You are required to proceed to TP Headquarters in person to update your driving licence to reflect the remaining valid classes of licence, if any.

**Steps on submission of medical examination report:**

