

Frequently Asked Questions (FAQ) on Online Application for Qualified Driving Licence (QDL)

New QDL Application

1. I am not an existing Singapore QDL holder. After I pass the required theory and practical driving tests, do I need to apply for a new QDL?

Yes, upon passing the required theory and practical driving tests relevant to the class of licence, you will have to apply for a new QDL online (from 1 October 2018) via <http://www.police.gov.sg/e-services> or the Police@SG mobile application. It is an offence for a person to drive a vehicle without a valid QDL that authorises him/her to drive the vehicle.

2. Who can apply for a new QDL?

From 1 October 2018, all:

- (a) Singapore citizens, Singapore permanent residents, and
- (b) foreigners holding valid work passes issued by the Ministry of Manpower (MOM) or Student/Long-Term Visit passes issued by the Immigration & Checkpoints Authority (ICA)

will have to submit their online applications for a new QDL upon passing the required theory and practical driving tests relevant to the class of driving licence.

3. How do I apply for a new QDL online?

You can apply for a new QDL online via <http://www.police.gov.sg/e-services> or the Police@SG mobile application using your SingPass account.

Foreigners who do not have a SingPass account can apply for their QDLs using their Foreign Identification Numbers (FIN) and dates of birth.

4. How much does it cost to apply for a new QDL?

The application fee for a new QDL is S\$50. Payment can be made online via e-NETS/Visa/MasterCard/Debit card.

5. When can I apply for a new QDL online?

From 1 October 2018, you may apply for your QDL online if you have:

- (i) passed the required theory test(s) and practical driving test relevant to the class(es) of driving licence that you are applying for; and
- (ii) attended and successfully completed the “Expressway Familiarisation Ride” training programme conducted by a licensed driving school (if you are applying for a Class 2B licence)

6. When will I receive my new QDL after submitting my application?

Your new QDL will be mailed to you within 7 working days upon successful application.

7. How do I submit my photograph for my new QDL application?

If you have enrolled at a driving centre as a private or school student before 1 October 2018, you will need to go to one of the driving centre's service counters to have your digital photograph taken before you can submit your online application for QDL. This digital photograph will be submitted by the driving school to Traffic Police within 4 hours and will be printed on your QDL. A service fee of S\$6 is payable to the driving centre for this digital photograph-taking service. For more information on the digital photograph-taking service and enrolment procedures at the driving centres, please refer to the respective websites of the driving centres or approach their service counters for assistance.

If you have enrolled at a driving centre as a private or school student on or after 1 October 2018, you would already have your digital photograph taken at the driving centre during enrolment. A service fee of S\$6 is payable to the driving centre for this digital photograph-taking service. You may apply for your QDL online upon passing the required theory tests and practical driving test.

8. Can I take and submit my own photograph for my new QDL application?

No. TP only accepts digital photographs taken by the driving centres.

However, TP is exploring the introduction of an online function to allow the self-uploading of photographs in the future. More details of the new feature will be announced once it is ready for implementation.

9. Can I apply for a new QDL over the counter at one of the TP Service Counters or TP Headquarters?

No, manual applications will not be accepted. All applications for new QDL will have to be done online via <http://www.police.gov.sg/e-services> or the Police@SG mobile application.

10. I am an existing Singapore QDL holder. Do I need to apply for a new QDL if I have passed a driving test for another class of driving licence?

No, you do not need to apply for a new QDL. You can obtain an endorsement for the additional class(es) of driving licence(s) on your existing photo-card driving licence. Please see FAQ section on [Endorsement of QDL](#).

11. I am an existing Singapore QDL holder. Can I apply for a new QDL online if I have lost or damaged my QDL?

Please refer to FAQ section on **Replacement of QDL**.

12. I am a foreign driving licence holder. Can I apply for a new QDL online without passing the driving practical test?

No. Please refer to FAQ section on **Conversion of Foreign Driving Licences**.

13. How do I register for a SingPass account?

Please visit the following SingPass website for information on how to register for a SingPass Account: <https://www.singpass.gov.sg/singpass/register/instructions>

14. Who can apply for a SingPass account?

Please visit the following website for information on who can apply for a SingPass account: <http://www.ifaq.gov.sg/SINGPASS/mobile/index.aspx#Detaildoc/130408>

15. Who do I contact if I have problems with my SingPass account?

You may contact SingPass Helpdesk at support@singpass.gov.sg or +65 6643 05555 for enquiries.

16. How do I seek help if I am not able to submit my application online?

You may approach the TP service counters at TP Headquarters and the driving centres for help.

Replacement of QDL

17. My Singapore QDL is lost/damaged/defaced. Can I replace my QDL online?

From 1 October 2018, only Singapore citizens and Singapore permanent residents are able to replace their QDL online via <http://www.police.gov.sg/e-services> or the Police@SG mobile application.

If you are a Singapore citizen or permanent resident, you will need the following when applying online for a replacement of your QDL:

- (i) eNETS/Visa/MasterCard/Debit card, and
- (ii) SingPass account.

18. I am a foreigner. How can I replace my lost/damaged/defaced QDL?

If you are not a Singapore citizen or Singapore permanent resident, you can only apply for a replacement of your QDL in person at Traffic Police Headquarters.

You will need the following when applying for replacement of your QDL:

- (i) Passport,
- (ii) NETS/Visa/MasterCard/Debit card, and
- (iii) valid Dependent's Pass, Employment Pass, Long-term Social Visit Pass, Student's Pass, S-Pass or Work Permit.

19. When will I receive my replacement QDL after submitting my application?

Your replacement QDL will be mailed to you within 7 working days upon successful application.

20. How much do I need to pay to replace my QDL?

The fee for replacement of QDL is S\$25. Payment can be made by NETS/Visa/MasterCard/Debit card. The receipt serves as your temporary driving licence.

21. Do I need to take a new photograph or submit a new photograph for an online application for the Replacement of my QDL?

As you are an existing QDL holder, you do not need to submit a new photograph for an online application for replacement of your driving licence. Your existing photograph in Traffic Police's database will be retrieved and printed on your replacement QDL.

22. Can I submit a new photo for my replacement QDL instead?

No. Your existing photograph in Traffic Police's database will be retrieved and printed on your replacement QDL.

However, TP is exploring the introduction of an online function to allow the self-uploading of photographs in the future. More details of the new feature will be announced when it is ready for implementation.

23. Can I keep my original photo-card driving licence after I have received my replacement QDL or found my original lost QDL?

No. You will need to return your original QDL to Traffic Police within 7 days upon receipt of your replacement QDL or upon discovery of your lost original QDL. You can either drop your original photo-card QDL in the drop box provided at Traffic Police Headquarters or send your original QDL via registered mail to: Testing & Licensing Branch, Traffic Police Headquarters, 10 Ubi Ave 3, Singapore 408865.

Endorsement for Additional Classes of Driving Licences

24. I am an existing Singapore QDL holder. Do I need to apply for a new QDL if I have passed a driving test for another class of driving licence?

No, you do not need to apply for a new QDL. You can obtain an endorsement for the additional class(es) of driving licence(s) on your existing photo-card QDL.

From 1 October 2018 onwards, upon passing your practical driving test, your Driving Tester will affix an endorsement sticker at the back of your existing photo-card driving licence. The endorsement sticker will show all your valid classes of driving licence and will authorise you to drive the additional class(es) of vehicles from the effective date indicated.

Please note that if your photo card QDL is defaced or in bad condition, the driving tester will advise you to apply for a replacement of your QDL.

25. Do I need to pay a fee for endorsement of my QDL?

No, endorsement for additional classes of driving licences is free-of-charge.

26. The endorsement sticker on my QDL has dropped off. How can I get a new endorsement for my QDL?

You will need to get a new endorsement sticker at Traffic Police HQ if an existing endorsement sticker has been detached from your QDL or is defaced/torn. The new endorsement sticker, which will be affixed onto your existing QDL, is free-of-charge.

Please note that if your QDL is defaced or in bad condition, you will need to apply for a replacement of your QDL.

Conversion of Foreign Driving Licences

27. Can I convert my foreign driving licence to a Singapore QDL online?

No, conversion of foreign driving licence to a Singapore QDL cannot be done online. This applies to all applicants, regardless of whether you are a Singapore citizen, permanent resident or foreigner. You will have to convert your driving licence in person at one of the TP service counters with the relevant documents after passing your Basic Theory Test (BTT). Please refer to www.police.gov.sg for more information on the conversion procedure.

Renewal of QDL

28. I am a foreigner. Can I renew my QDL online?

No, you will not be able to renew your QDL online. You will have to renew your QDL in person at Traffic Police Headquarters with the relevant documents:

- (i) Singapore QDL,
- (ii) NETS/Visa/MasterCard/Debit card, and
- (iii) valid Dependent's Pass, Employment Pass, Long-term Social Visit Pass, Student's Pass, S-Pass or Work Permit.

Your new QDL will be mailed to you within 7 working days upon successful application.