

FREQUENTLY ASKED QUESTIONS (FAQ)

- Closure of TP Counter Service at Woodlands Test Centre

For Heavy Vehicle Licence Matters: **For motorists aged 65 years and above**

Q1: How do I book my Proficiency/ Enhanced Proficiency Driving Test?

A1: You can book your test after your online medical examination report submission has been approved through:

- SSDC website
(www.ssdcl.com.sg>ssdcl.com.sg/User/Enrolment/EnrolProfCourse)



- SSDC mobile app

Q2: I am holding Class 4 &5 Heavy Vehicle Licence. I would like to cancel my Class 5 and retain my Class 4 licence how do I proceed? **For motorists aged 65 years and above**

A2: Please book an e-appointment via SPF e-Services to cancel Class 5 from your driving licence. Your appointment will be at:

Traffic Police Headquarters

10 Ubi Avenue 3

Singapore 408865

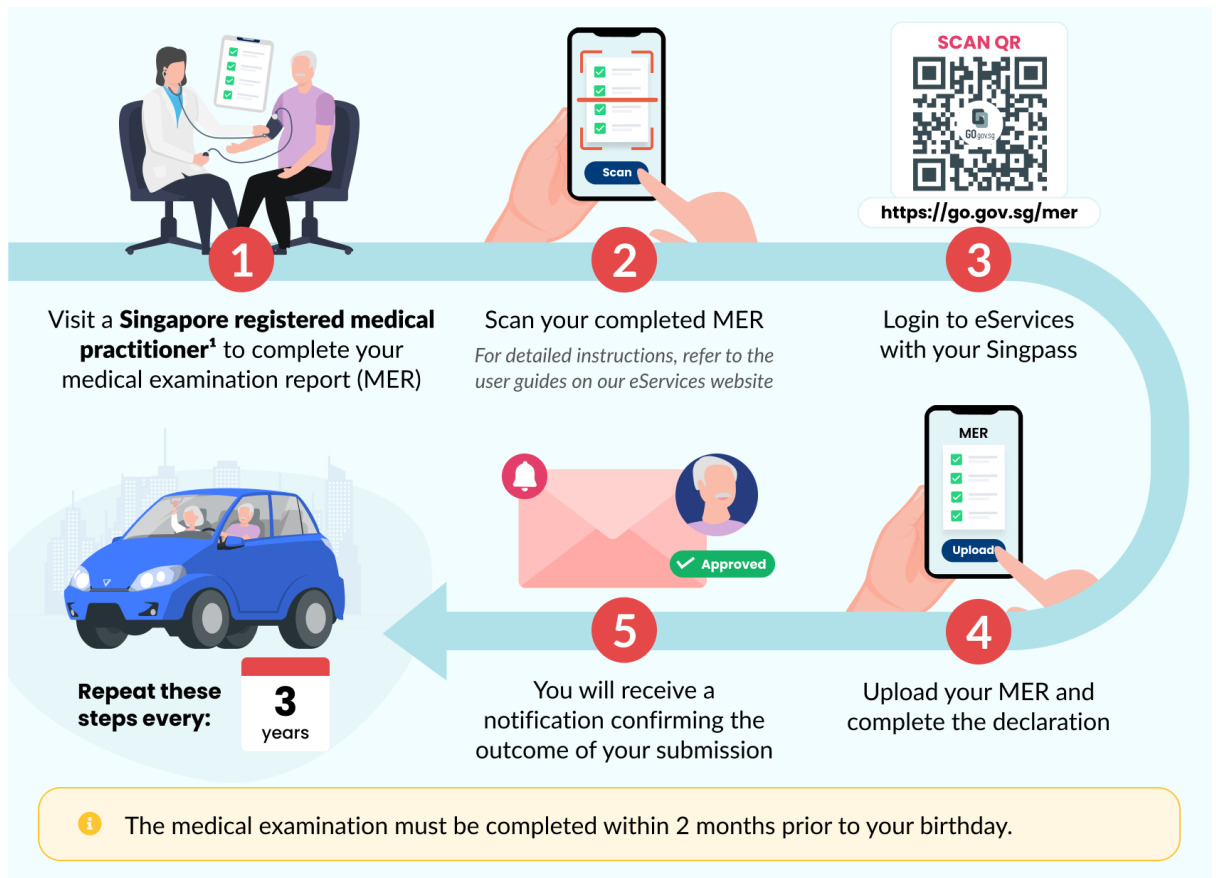


Q3: I am above 65 years old. How do I submit my medical report?

A3: You can submit your medical report:

- Online through SPF e-Services

- Ask a family member/friend for help submitting the medical report online
- Visit any ServiceSG counter for face-to-face assistance with digital services



Q4: How do I enrol for heavy vehicle licence (Class 4, 4A, 5) at Singapore Safety Driving Centre (SSDC)?

A4: The enrolment process differs based on your residency status:

For Singaporeans/PRs:

- Enrol online at SSDC website: ssdcl.com.sg/courses/heavy-vehicle-class-4-5/

For Foreigners:

- Visit SSDC counter in person for enrolment

Need help?

- Submit a support ticket: support.ssdcl.com.sg/support/tickets/new
- Use Live Chat service at SSDC Website
- Visit SSDC counter for assistance

For Foreign Workers:

Q5: I have a foreign driving licence. How do I convert to Singapore licence?

A5: The criteria for the conversion of a valid foreign driving licence are:

- Pass the Basic Theory Test (BTT) in Singapore; and
- Possess a valid foreign driving licence.
- Has supporting documents (both originals and photocopies) required for the application assessment, identification of the applicant, confirmation of valid driving licence and residency in country where the driving licence was issued.
- All applicants of foreign driving licence conversion are required to submit their applications online.



General Information:

Q6: I need help with online applications. What should I do?

A6: You can:

- Email spf_tp_tlbappeals@spf.gov.sg for assistance
- Call 6547 0000 for support
- Ask family members to help with online application
- Visit any ServiceSG counter for face-to-face assistance with digital services

Q7: Where can I get more information?

A7: Need help?

- Visit Traffic Police website: www.police.gov.sg/tp
- Contact Testing & Licensing Branch: spf_tp_tlbappeals@spf.gov.sg