



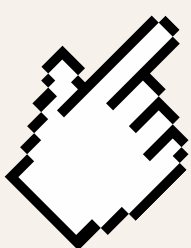
# LEGAL AID BUREAU

## APPLICANT PORTAL

**GUIDE!**



**SAVE TIME. GO ONLINE!**

- 
- APPLY FOR LEGAL HELP
  - SEND US INFORMATION
  - GET UPDATES ON YOUR CASE AND MORE!



**LOGIN AT**  
**[HTTP://GO.GOV.SG/MLAWLABESVC](http://go.gov.sg/mlawlabesvc)**



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### LEGAL AID BUREAU APPLICANT PORTAL GUIDE

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# GUIDE TO

# REGISTERING AN APPLICATION ONLINE

1. Access our Applicant Portal at <http://go.gov.sg/mlawlabesvc> or by scanning the QR code below:



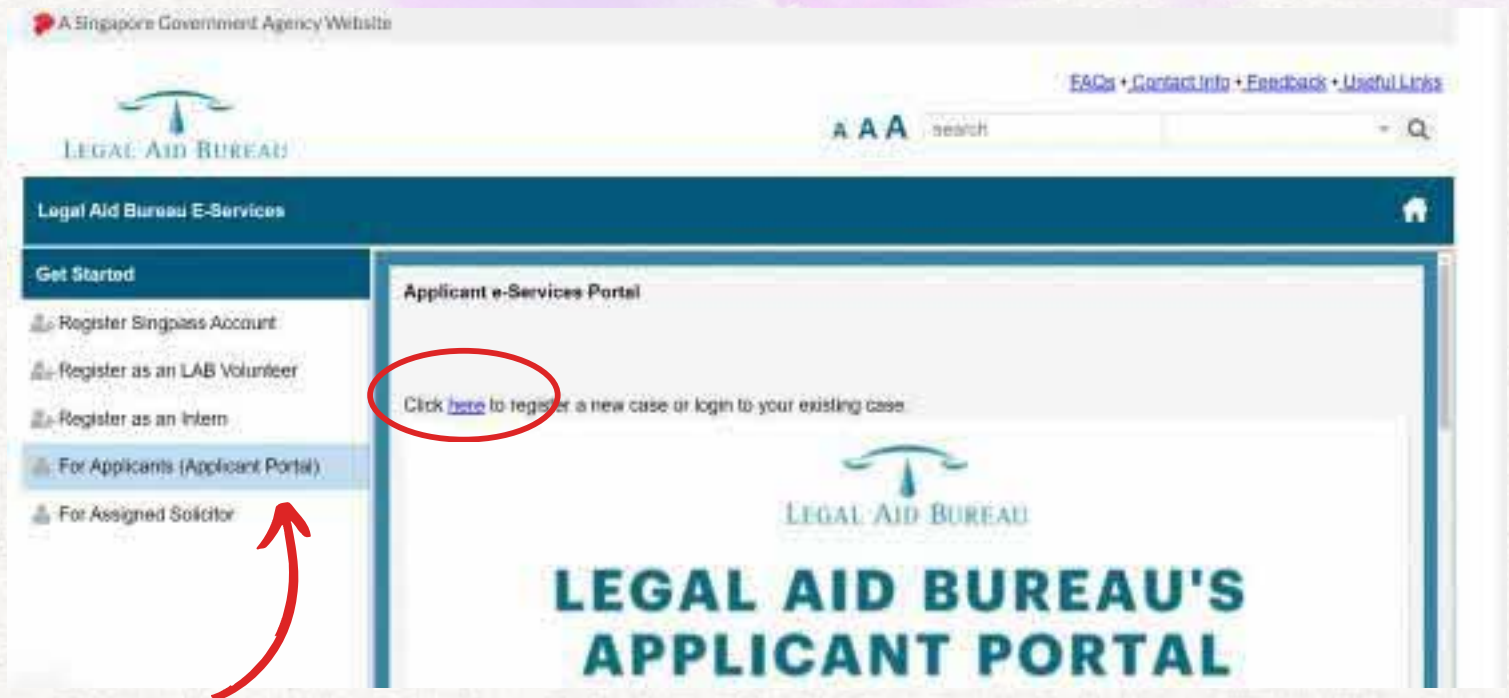
If you are on Mobile, tap on the 3 lines as shown in the screenshot below.

If you are on Desktop, skip to the next step.

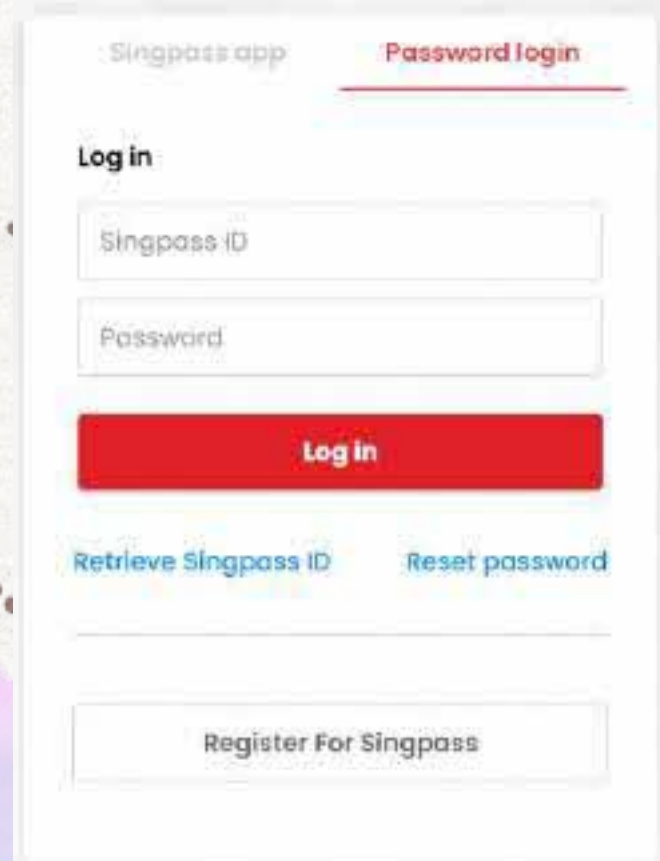
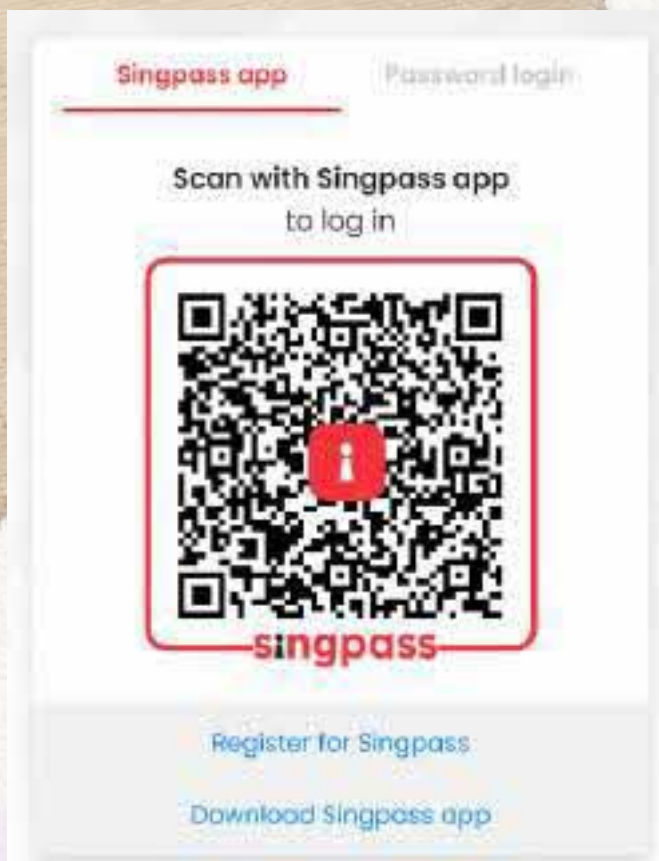




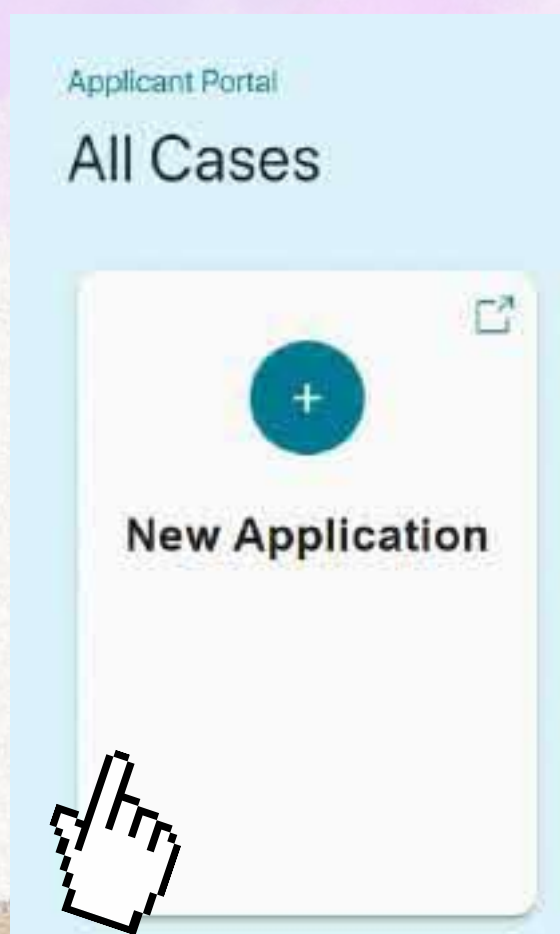
2. Click on "For Applicants (Applicant Portal)", then click "here" to login to Applicant Portal.



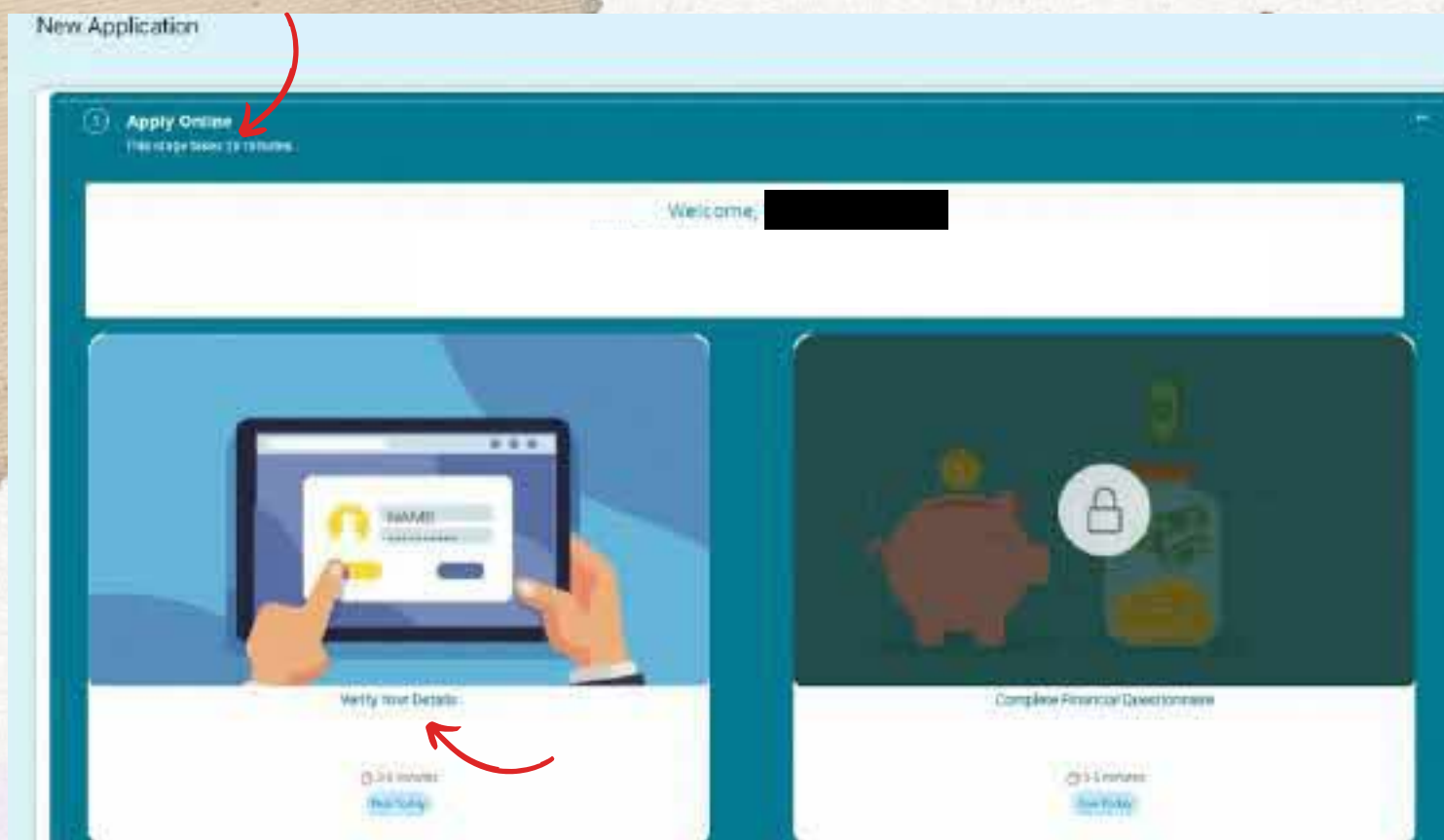
3. You will need a Singpass account to login. You can either login via the Singpass app or using your Singpass ID and password.



#### 4. Create a New Application.



#### 5. Select "Apply Online" and start by verifying your details.





6. You will be prompted to consent to retrieving your information from Singpass.

☐ Last Divorce Date  
☐ Country of Marriage  
☐ IRAS Assessable Income (Latest Year)  
☐ Children Birth Records - Birth Cert Number  
☐ Children Birth Records - Name  
☐ Children Birth Records - Sex  
☐ Children Birth Records - Race  
☐ Children Birth Records - Secondary Race  
☐ Children Birth Records - Date of Birth  
☐ Children Birth Records - Dialect  
☐ Children Birth Records - Life Status  
☐ Occupation  
☐ Residential Status  
☐ Passport Number  
☐ Ownership of Private Property Status  
☐ CPF Contribution History (up to 16 months)

Clicking the "I Agree" button permits this digital service to retrieve your data based on the [Terms of Use](#).

7. Confirm your details in the relevant sections by clicking on the slider shown in the screenshot below. **The box will turn teal green.** You cannot proceed until you have done so for all sections.

2 Contact Details and Preferences

When we need to reach you, we will rely on the contact information below.

Name: [Redacted]  
 Address: [Redacted]  
 Office: [Redacted]  
 Email: [Redacted]

How would you like to be contacted?

☒ SMS
 ☒ Email

I am helping the applicant to apply

☐ Yes
 ☒ No

☒ The details above are correct

8. Click on the "Submit Now" button.

Your details have now been verified and your application is now open!

Wonderful! You have verified all the information.

Declaration of Understanding

☒ I understand that it is an offence to provide false information.

Submit Now →



9. You will have to book your appointment for a meeting within the next 3 days via OneMinLaw Portal. If you are not able to, please continue your application at a later date.

You must complete a Financial Questionnaire before coming.

 You've verified your details. Your application is now open.

Will you be able to meet with us by August 27?

☐ Yes, I will be able to.

☐ No, I will not.

☒ Yes, I will be able to.

Great, please make an appointment via the OneMinLaw Portal by logging in using your Singpass.

Please complete the financial questionnaire today and meet us within 3 days of completing the questionnaire.

 If you do not book your appointment via the OneMinLaw Portal within 3 days of completing the financial questionnaire, your application will be deleted.

Would you like to do the questionnaire now? You will need ⌚ 8-10 minutes to complete the form.

☐ Yes, I'll do the financial questionnaire now.

☐ No, I'll do the financial questionnaire later.



10. Once you are ready to complete the Financial Questionnaire, you may proceed.

**Complete Financial Questionnaire**

We want to help every applicant to the best of our ability. To do that, we need honest and accurate answers from you to properly determine whether and how we can help you.

① Monthly Income

② Bank Accounts

③ Household Income

④ Family Income

**Continue**

11. Please answer the questions accurately.

If you are receiving financial assistance from any of the listed schemes, please indicate so. **You will be asked to bring your assistance letter when you attend at LAB.**

**Are you receiving assistance from any of the following schemes?**

☐ Yes ☐ No

a) COMCARE LTA  
b) COMCARE SMTA  
c) MEDICAL FEE EXEMPTION CARD (MEFC)  
d) PUBLIC RENTAL SCHEME (PRS)

12. Please scroll and read LAB's data consent form till the end for the declaration section to appear, and tick the checkbox to acknowledge.



Please read through the Terms and Conditions (Consent for Data Sharing) before proceeding with your application.



**A. Why do you need to share your data with LAB?**

Sharing your data enables Legal Aid Bureau ("LAB") to better facilitate and tailor the legal services provided to you and your family. Data collected by LAB will be kept strictly confidential, and will be used to conduct the following:

**1. Making evaluations pertaining to your application**

In the process of deciding whether you are eligible for legal aid, your and your household members' personal information will allow our board to make a fair assessment based on your circumstances. For example, the information collected will be used to conduct the means and merits test to determine if you are eligible for aid. In addition, the data will allow LAB to conduct the necessary investigations required to represent you effectively.

**2. Preparation of court documents**

The data collected will also be used by our legal team to fulfil the relevant court formalities pertaining to your case. For example, in the preparation and filing of relevant court forms and affidavits, your personal information will be required.

**3. Operational purposes**

Fantastic! You've answered all the questions.

**Declaration of Understanding**

- ☒ I understand honest, accurate answers are required for LAB to determine how they can help me.
- ☒ I understand the LAB will conduct a more detailed assessment of the declared information and my eligibility may be affected if any information provided is found to be inaccurate.
- ☒ I have read LAB's data consent form and consent to the Terms and Conditions (Consent for Data Sharing).

⚠ After you submit, you will not be able to view or change your answers.

**Submit Now →**

13. Click on the "Submit Now" button.

You have completed your Financial Questionnaire.

14. Congratulations! You have successfully registered online.

You may end the chat.

**Complete Financial Questionnaire**

Your answers have been submitted 🎉. We look forward to meeting with you.

Please book your appointment for a meeting within the next 3 days via [OneMinLaw Portal](#) 📅 ⚠

[Click here to end the chat](#)



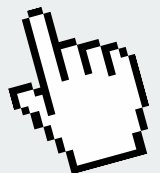
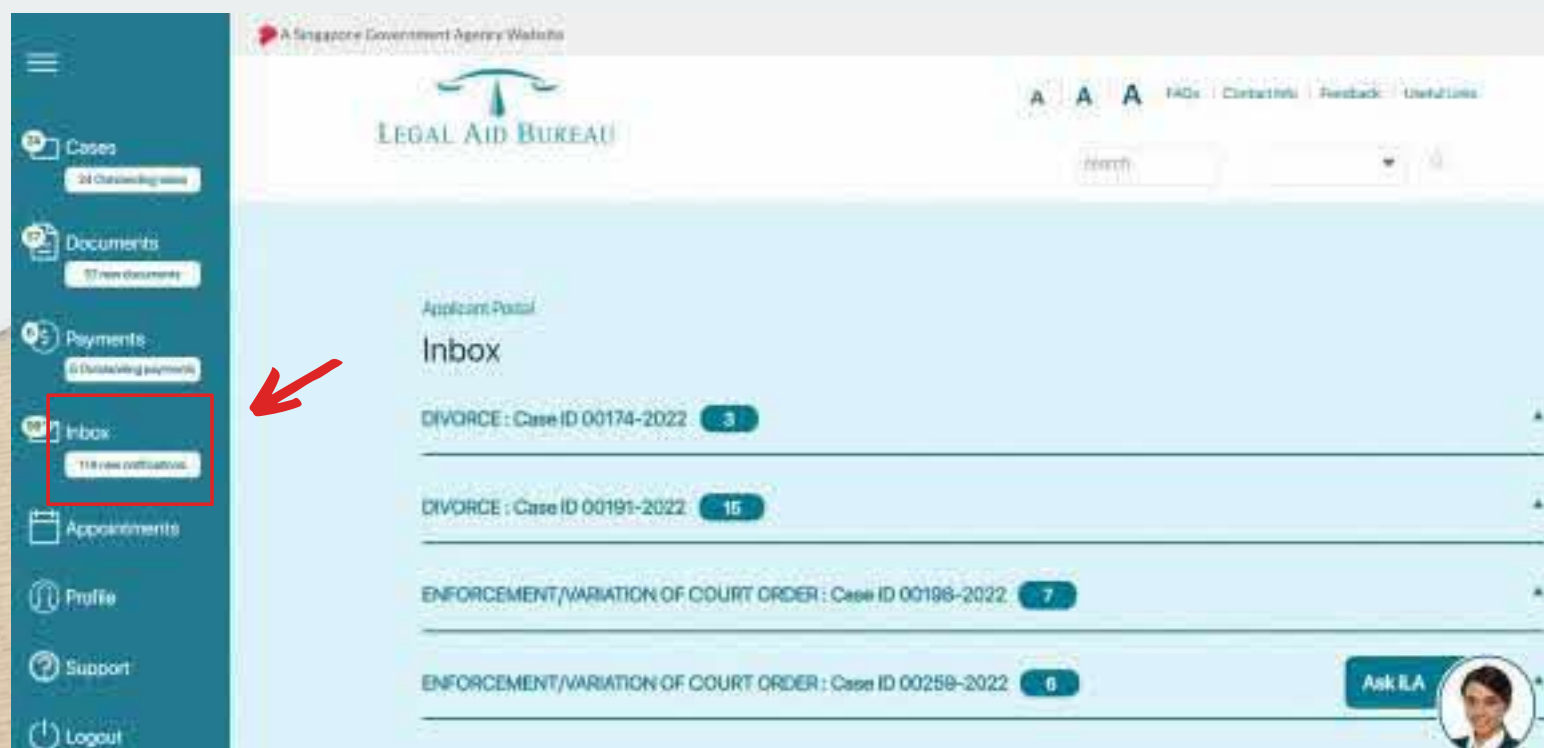
Please note that you will need to book an appointment within 3 days after the date of registration. If you do not book your appointment via the OneMinLaw Portal within 3 days of completing the financial questionnaire, your application will be deleted.

# GUIDE TO

# KEY INTERFACES

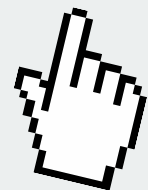
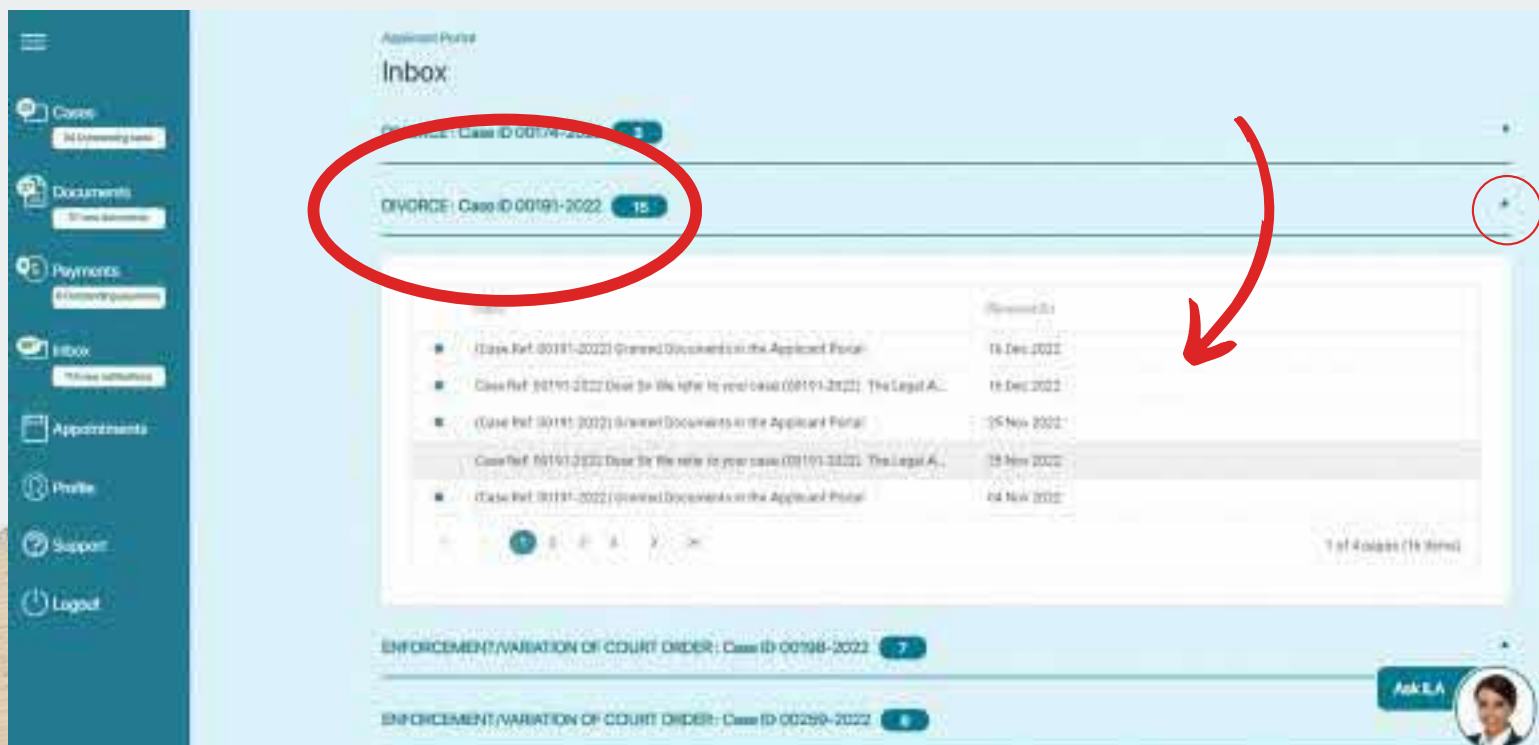
## Inbox - Viewing case-related notifications

1. Upon clicking "Inbox", you can see the various cases which you have registered with LAB.





2. When you click the case number or the arrow (as circled in red below), you can view all online notifications that LAB has sent to you for the relevant case (as seen below).



3. Click on the relevant notification to view its contents.

*[To view the Court documents/documents that have been granted to you, please click on the "Documents" tab instead.]*

The screenshot shows the Ask LA legal aid portal. On the left sidebar, the 'Documents' tab is highlighted with a red box. A red arrow points to this tab. The main area displays a list of notifications. A black arrow points to a notification titled 'Case Ref: 00191-2022 (Granted Documents in the Applicant Portal)' dated 16 Dec 2022. Below the list, there is a section for 'Case ID: 00191-2022' and 'Latest Messages: (Case Ref: 00191-2022) Granted Documents in the...'. The 'Received On' date is 16 Dec 2022. The message content starts with 'Dear Sir,' and mentions 'We refer to your case (00191-2022). The Legal Aid Bureau has sent a letter to you for your attention. Please visit the AP Portal and click on your Inbox to access the letter.' A user profile for 'Ask LA' is visible in the bottom right corner.

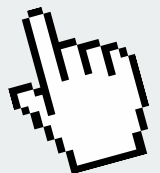
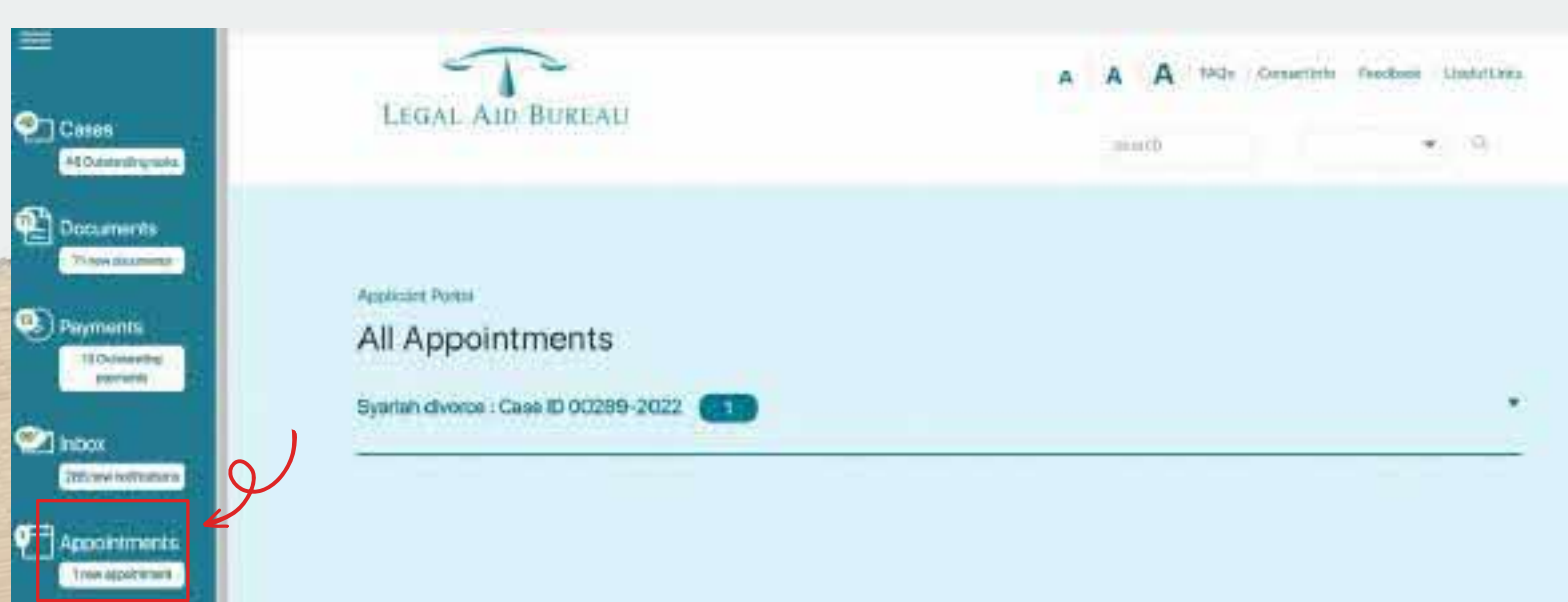


# GUIDE TO

# KEY INTERFACES

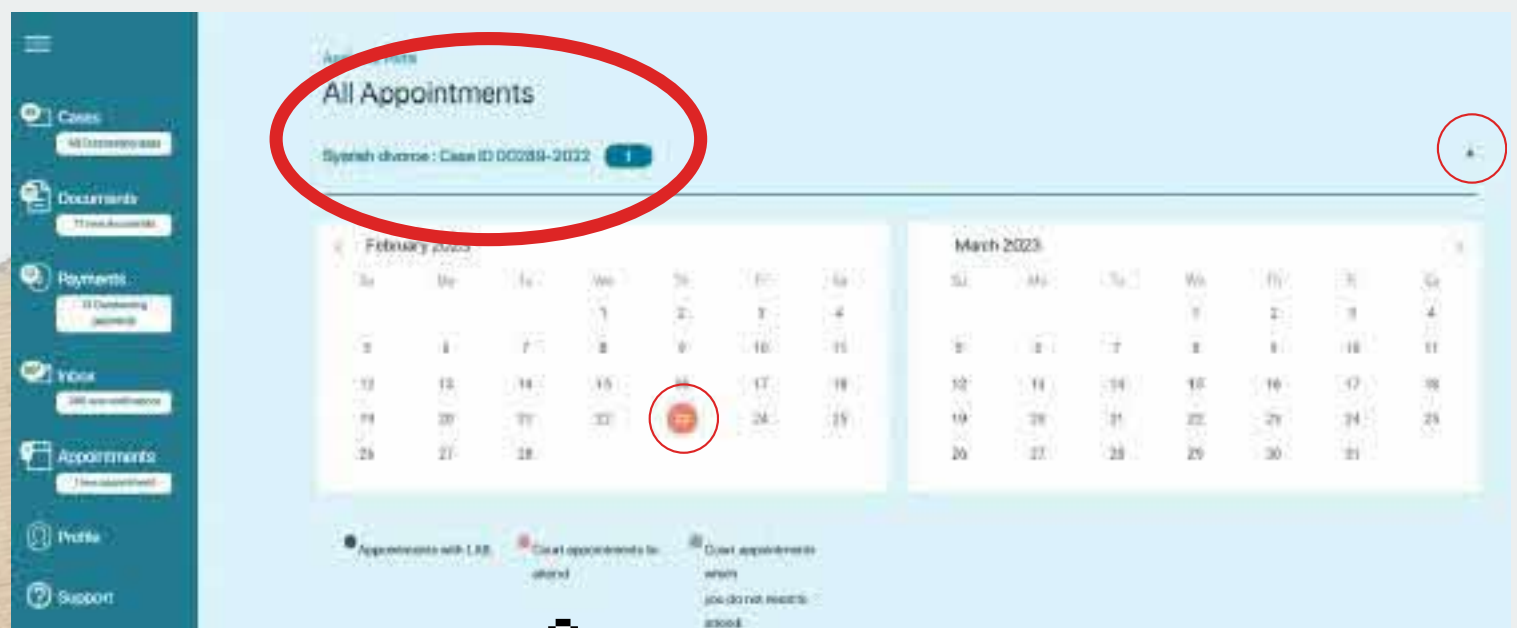
## Appointments

1. Upon clicking “Appointments”, you can see the various cases which you have registered with LAB.



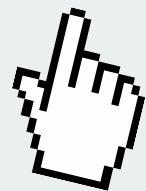
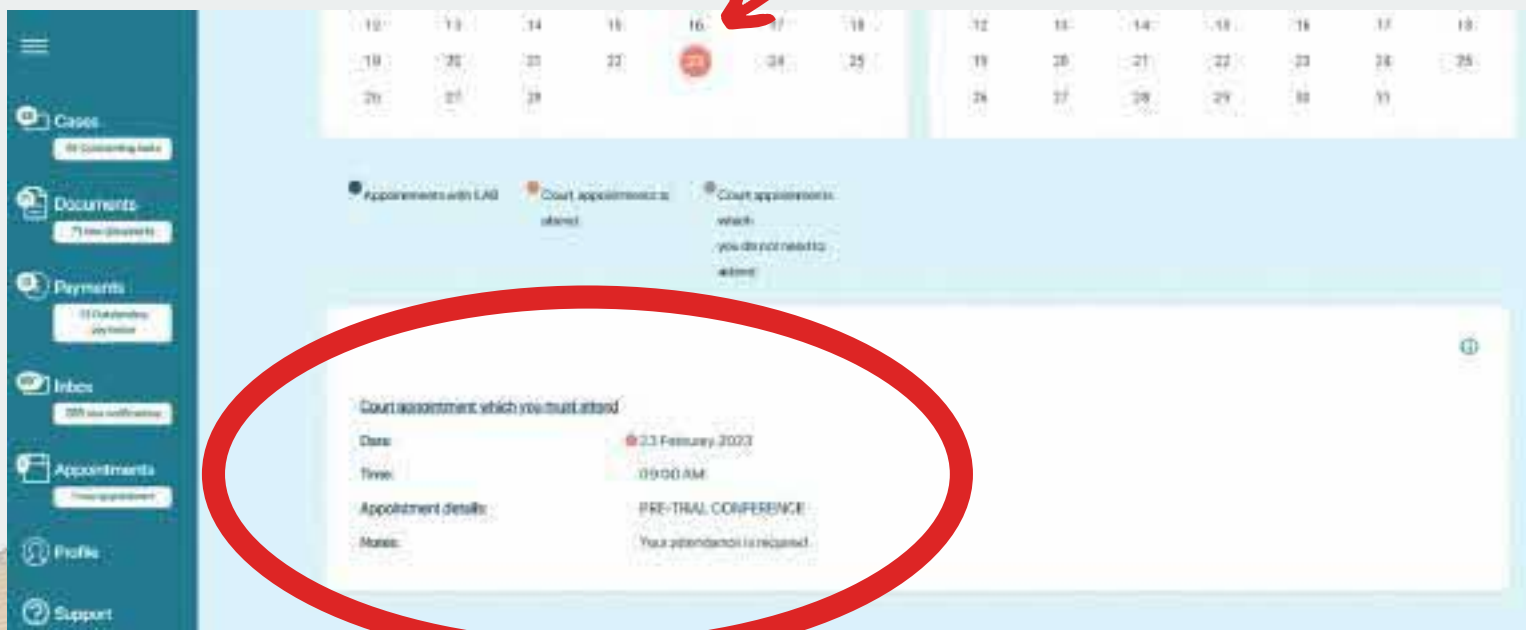
2. When you click the case number or the arrow (as circled in red below), an appointment calendar will appear (as seen below).

If you have an appointment for your case, the appointment will be shaded according to the legend below, which reflects **“Appointments with LAB”**, **“Court appointments to attend”** and **“Court appointments which you do not need to attend.”**





3. Click on the relevant date (as shaded in a circle) to see the details of the appointment.

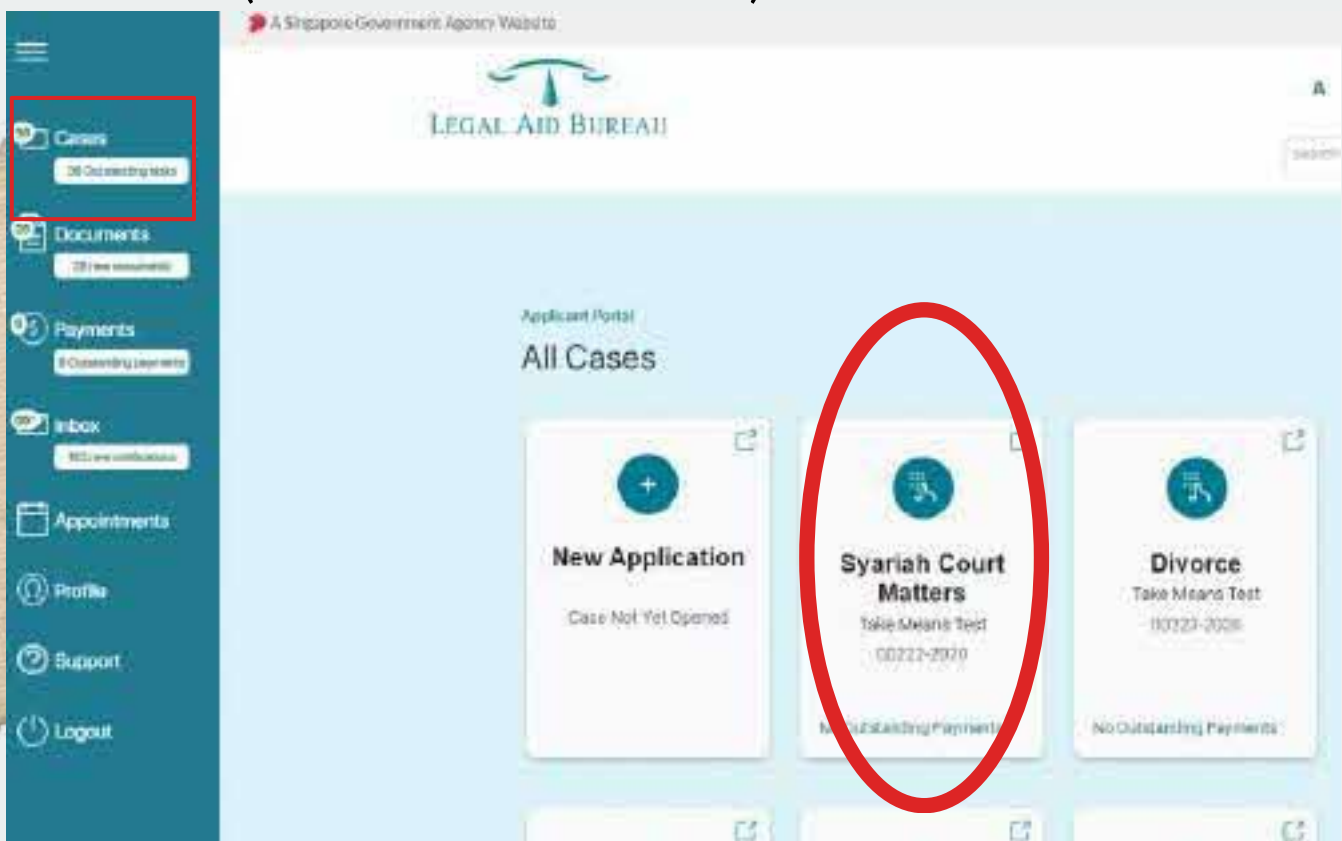


# GUIDE TO

# KEY INTERFACES

## To do Online Means Test and/or submit your Online Statement

1. To do Online Means Test and/or submit your Online Statement for a particular case, click on “Cases”. Thereafter, select the relevant case. For example, if you wish to do your Online Means Test for your Syariah Court Matter, you should click on the relevant case (as circled in red below).

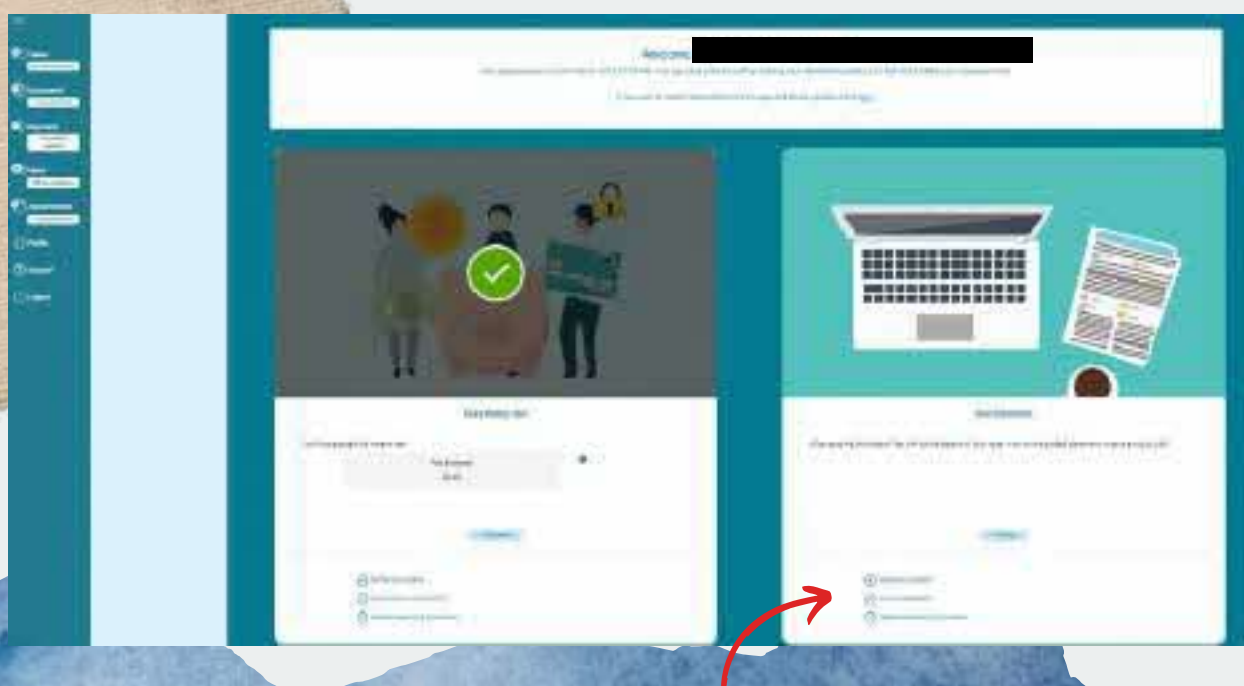




2. Depending on the stage of your case, you can click the required tabs accordingly (i.e. Pass Means Test or Give Statement).



Online Means Test interface sample screenshot



Online Statement interface sample screenshot



## Online Means Test

1. After clicking "Pass Means Test", you will be prompted to give your consent for Data Sharing (as seen below).

**Consent for Data Sharing**

**Terms of Consent**

Please note that your consent is necessary for us to process your data. If you do not wish to consent, you will not be able to complete the application online. Please visit LAB personally for your Means Test appointment.

**Personal Information**

This includes:

- a. Personal data (e.g. name, NRIC No., address, age, gender, family/household structure);
- b. Financial data (e.g. income, insurance coverage);
- c. Communication data (e.g. housing, healthcare bills, scheme subscriptions).

Please tick the checkboxes accordingly and click "Save and go to next page".

**Declaration of Understanding**

- ☐ I understand that the Government of Singapore and Participating Agencies ("Government") require my Personal Information to determine if I qualify for the Schemes, to provide me with the Schemes and for data analysis, evaluation and policy-making.
- ☐ I consent and agree that the Government and Participating Agencies may collect, store and use my Personal Information for any of the purposes above. I understand that my Personal Information will not be shared with non-participating agencies or organisations.
- ☐ My consent shall remain valid until I withdraw it in writing. I accept that the consent withdrawal would take effect within 7 working days from the date it is received by the Government.
- ☐ I have read and understood this consent form fully. I declare that the information that I have provided is accurate.

Please ensure that the statement provided is correct. Once you click next, you will not be able to return to this page.

**Save and go to next page**

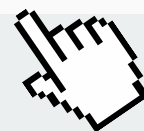


## Online Means Test

2. For your convenience in doing your Online Means Test, you may wish to prepare the following documents/information beforehand:

- a Updated Personal and Joint Bank Books and Bank statements
- b Fixed Deposits Receipts and Investment Products such as unit trusts
- c Tenancy/ Rental Agreement/ Receipts/ Written notes as a landlord for the rental fees payable to you for the last 12 months
- d Latest Central Depository Account Statement (for any types of financial products bought by with cash)
- e Details relating to your household members and family members who you are supporting (e.g. NRIC no., Email address or Mobile no.). We will contact your household members and/or family members who are above 18 years old to obtain their consent to retrieve their income information.

To note: Online Means Test is currently not compulsory.  
Please complete your Online Means Test **within 3 working days** from the date of registration.



## Online Statement

1. After clicking "Give Statement", a chatbot will appear (as seen below). Please click on "Yes, I'd like to make my statement and am willing to accept legal advice" in order to proceed to submit your Online Statement.

The screenshot shows a chatbot interface titled "Make Statement". On the left is a sidebar with navigation links: Home, Documents, Payments, Tools, Appointment, Profile, Support, and Logout. The main chat area contains the following text and options:

Hi! I'm about to take a statement regarding your case. This statement will be submitted to the court and will be used in the legal process.

Do you want to make a statement? (Only submit the statement if you are willing to accept legal advice.)

Answer the following questions to start your statement:

- What is your name? (I am submitting this statement on my own behalf.)
- What is your address? (This statement must be filed in the court of your residence.)
- What is your date of birth? (When you are 18 years old, you can make a statement.)
- Do you want to make a statement? (Yes/No)
- What is your date of birth? (When you are 18 years old, you can make a statement.)

Click the button below to start making your statement. You will have 10 minutes to complete your statement.

Yes, I'd like to make my statement and am willing to accept legal advice.

A large red arrow points from the right side of the screen to the "Yes, I'd like to make my statement and am willing to accept legal advice" button.

## IMPORTANT!

Please note that you should still ensure that you are available on your scheduled appointment date as our Legal Executive may call you if more information is required.





# IMPORTANT

**With effect from 9 January 2023, online statement taking will be compulsory for all LAB applicants** for the following subject matters:

- Divorce - Plaintiff
- Enforcement/Variation of Court Order - **Party enforcing or initiating the variation of divorce court orders only**
- Letters of Administration/Probate - Plaintiff (specifically for applications for Letters of Administration and Grant of Probate, not for other estate matters)
- Syariah Court - matters with court hearing date more than 3 weeks away and the hearing type is Pre-Trial Conference ("PTC") or mediation (regardless of whether Plaintiff or Defendant)\*

**As an Applicant, you may be exempted, regardless of age, if you:**

- Are not tech savvy;
- Cannot read English; or
- Cannot write/type in English.

You will need to submit your online statement **within 4 working days** from the date you pass your means test. You will receive an SMS or Email (depending on choice of correspondence) informing you that you can proceed to make and submit your statement online (see sample screenshot below). If you have been exempted from doing the means test, you will also be informed in the same manner.

**Important: You should fill in as much details as possible and answer each question carefully because you can only submit your online statement once.**

\*Please note that for Syariah Court matters, LAB generally assists after a PTC date is given, unless in exceptional circumstances.

Dear Mom,

You have passed the Means Test on 16 Feb 2023. You can save a trip to LAB by giving your statement online by 22 Feb 2023 11:59 PM. Thank you.

[This is a computer-generated email. No signature is required.]

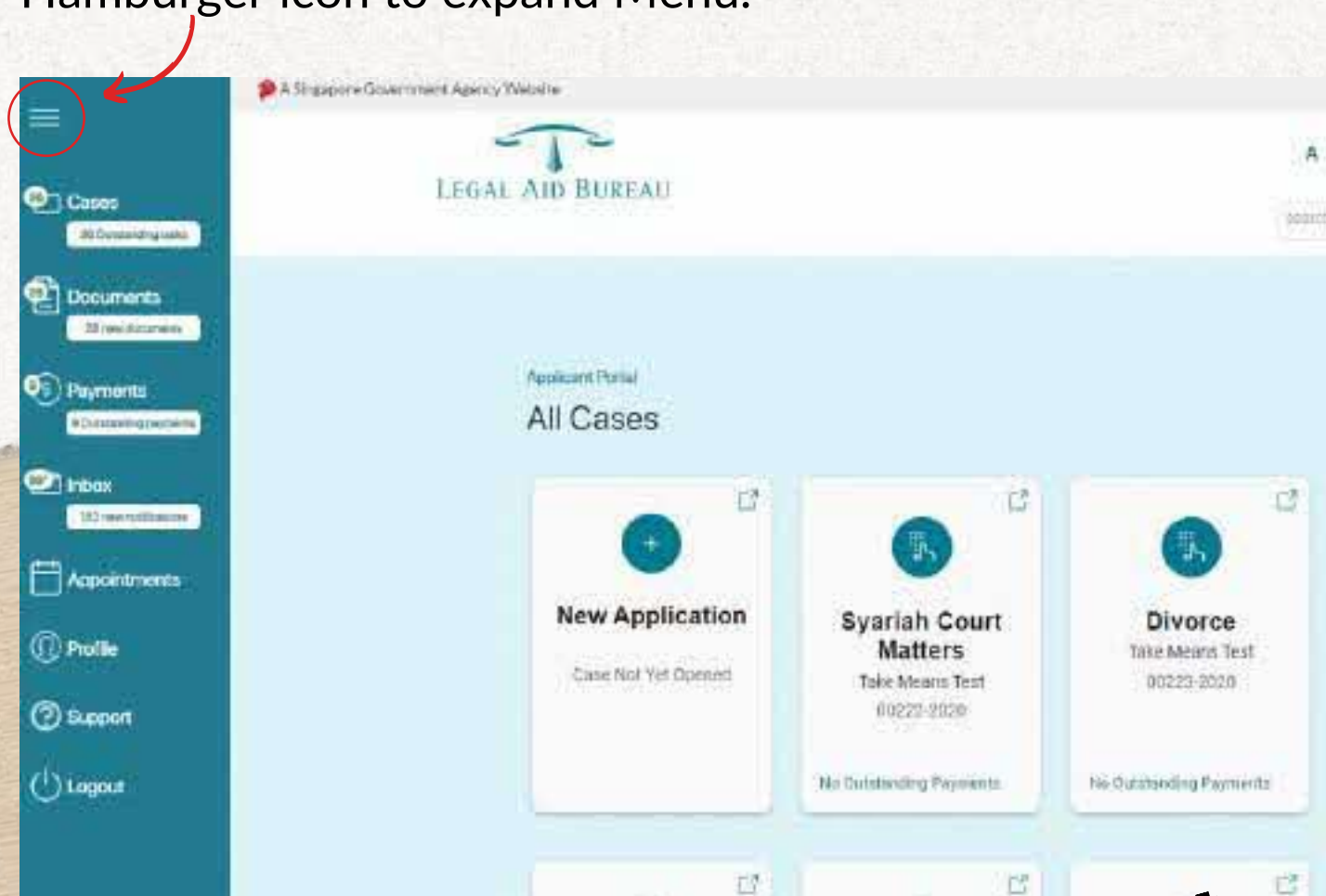
Please do not reply to this email. This mailbox is not monitored and you will not receive a response.

Privileged or confidential information may be contained in this email. If you are not the intended addressee, you must not copy or distribute the mail or take any action in reliance thereon. Communication of any information in this mail to any unauthorised person may be an offence under the [Official Secrets Act \(Cap 213\)](#). If you have received this mail in error, please delete it and notify the sender immediately. Thank you.

# GUIDE TO

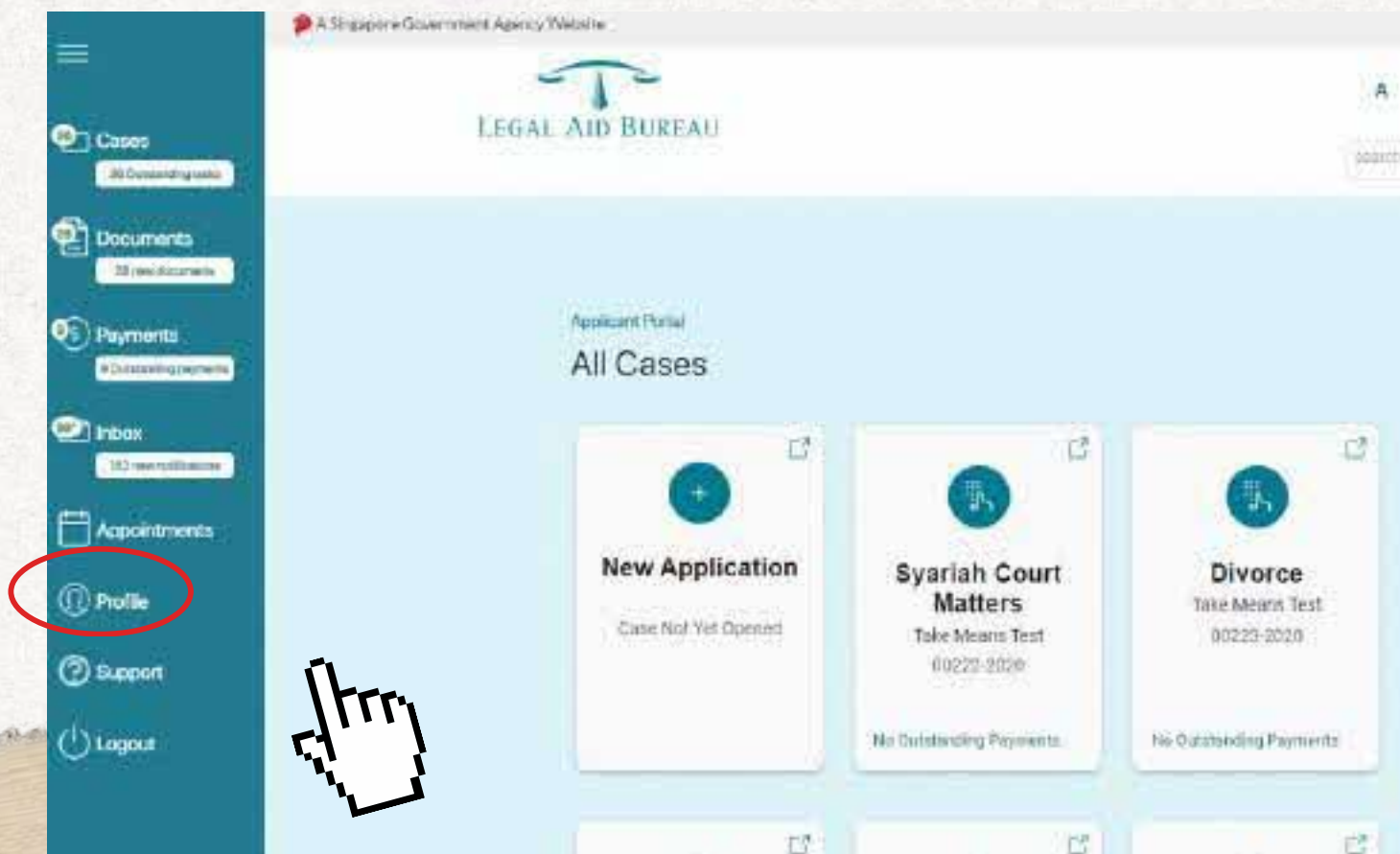
# UPDATING PROFILE

1. Log in to Applicant Portal via Singpass. Click on the Hamburger icon to expand Menu.





2. Click on "Profile" under Menu tab.



3. You will be prompted to allow the pulling of information from Singpass. If you click “I agree”, information will be autopopulated from Singpass. If you wish to manually fill in the information, you should click “Cancel”.

**singpass**

Singpass retrieves personal data from relevant government agencies to pre-fill the relevant fields, making digital transactions faster and more convenient.

**This digital service is requesting the following information from Singpass, for the purpose of Applicant Details**

- Name
- Sex
- Race
- Dialect
- Nationality/Citizenship
- Date of Birth
- Email
- Mobile Number
- Registered Address
- HDB Type
- Marital Status
- Last Marriage Date
- Marriage Certificate Number
- Last Divorce Date
- Country of Marriage
- IRAS Assessable Income (Latest Year)
- Children Birth Records - Birth Cert Number
- Children Birth Records - Name
- Children Birth Records - Sex
- Children Birth Records - Race
- Children Birth Records - Secondary Race
- Children Birth Records - Date of Birth
- Children Birth Records - Dialect
- Children Birth Records - Life Status
- Occupation
- Residential Status
- Passport Number
- Ownership of Private Property Status
- CPF Contribution History (up to 15 months)

Clicking the “I Agree” button permits this digital service to retrieve your data based on the Terms of Use (<https://www.singpass.gov.sg/home/ui/terms-of-use>).

Cancel

I Agree





4. Please scroll down to "Contact Details and Preferences" to update your particulars. You should click on radio button to indicate that "The details above are correct" for every section or else you will not be able to proceed. The radio button will change from grey to teal green once you do so.

**2 Contact Details and Preferences**

When we need to reach you, we will rely on the contact information below

Home

Office

Mobile  
96491930

Email  
tan\_jun\_ragib@gov.sg

How would you like to be contacted?

☒ SMS

☒ Email

I am helping the applicant to apply

☐ Yes

☒ No

☒ The details above are correct



5. After you complete the required fields on the page, tick the checkbox (as seen below) and click on “Submit Now”. Profile update is completed.

Wonderful! You have verified all the information.

Declaration of Understanding

☒ I understand that it is an offence to provide false information.

Submit Now →

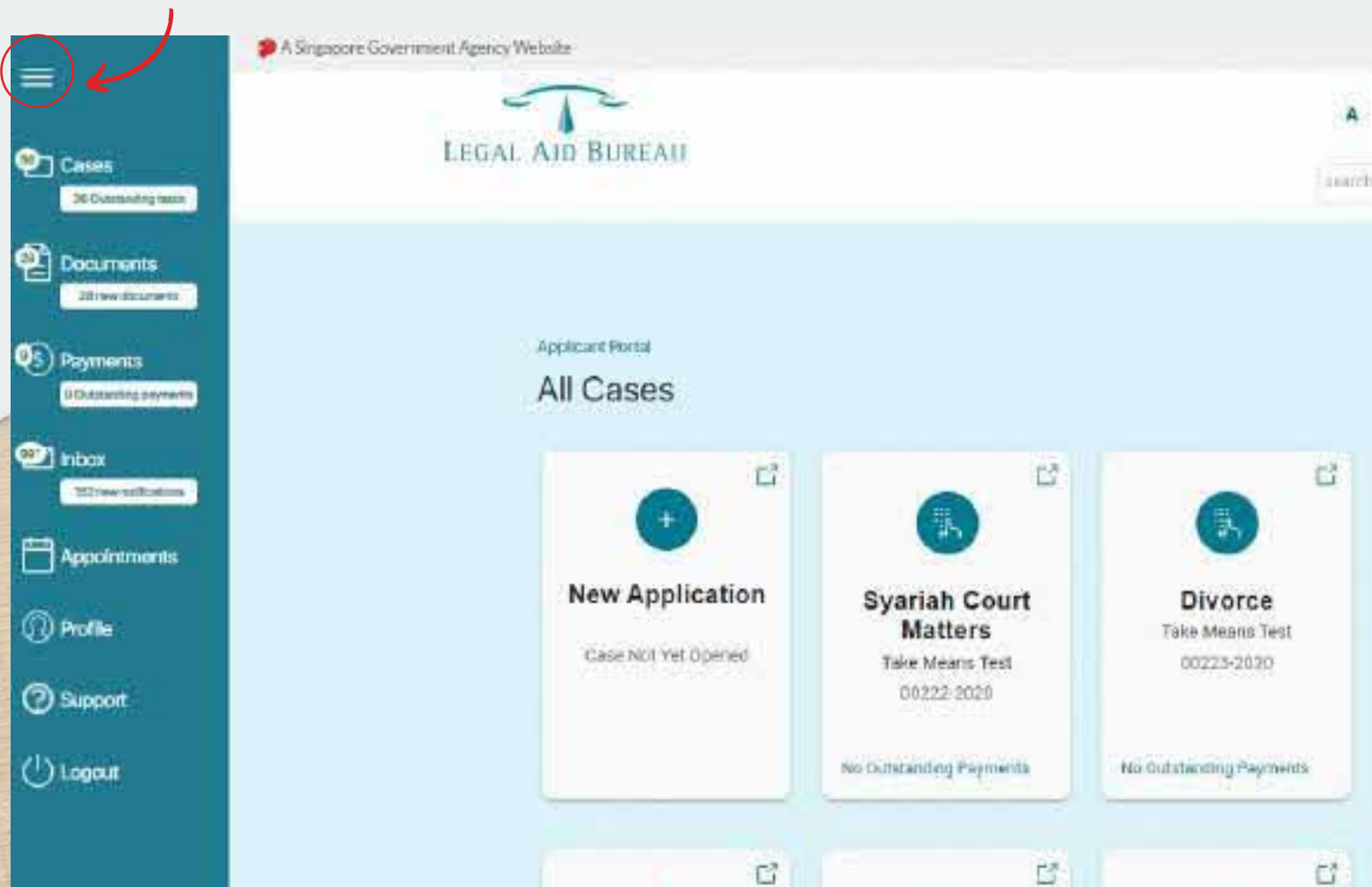




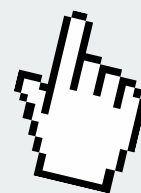
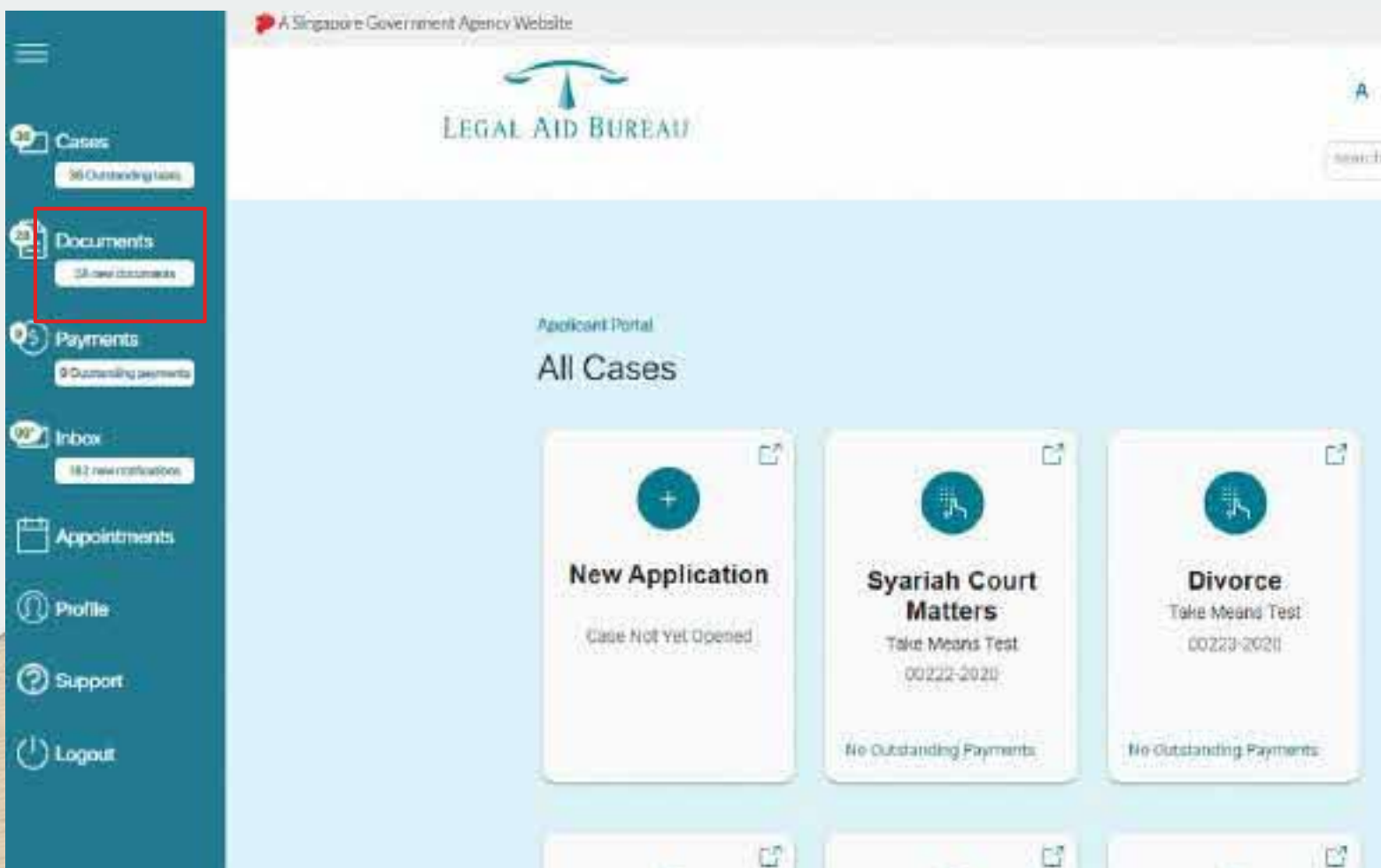
# GUIDE TO

# UPLOADING DOCUMENTS

1. Log in to Applicant Portal via Singpass. Click on the Hamburger icon to expand Menu.



2. Click on “Documents” under Menu Tab. A list of your cases will be shown.





3. You can click on the relevant case file by clicking on the arrow or the case reference number (as circled in red in the screenshot below).



4. You may click on "Submit documents to Legal Aid Bureau" (as seen in the screenshot below).



5. Boxes prompting you to upload your files will appear.

The image shows three side-by-side file upload boxes. Each box has a dashed border and a cloud icon with the text 'Drop files here to upload'. Below each box is a 'Browse' button. The first box is labeled 'Case documents' and has an 'Upload' button below the 'Browse' button. The second box is labeled 'Application for instalments'. The third box is labeled 'Application for bill waiver and supporting documents'.

6. You may upload documents according to the following categories (the document should be named accordingly for easy identification):

- If you wish to apply for instalments, you may upload instalment application form under “**Application for instalments**”.
- If you wish to apply for waiver, you may upload waiver/reduction application form and relevant supporting documents under “**Application for bill waiver and supporting documents**”.
- For all other documents, you may upload under “**Case documents**”.

If there are multiple pages in a document, please consolidate all pages of the document in one file before uploading, and rename the file to reflect the nature of the document. Please do not upload each page separately.

The maximum file size that can be uploaded is **24 MB**.

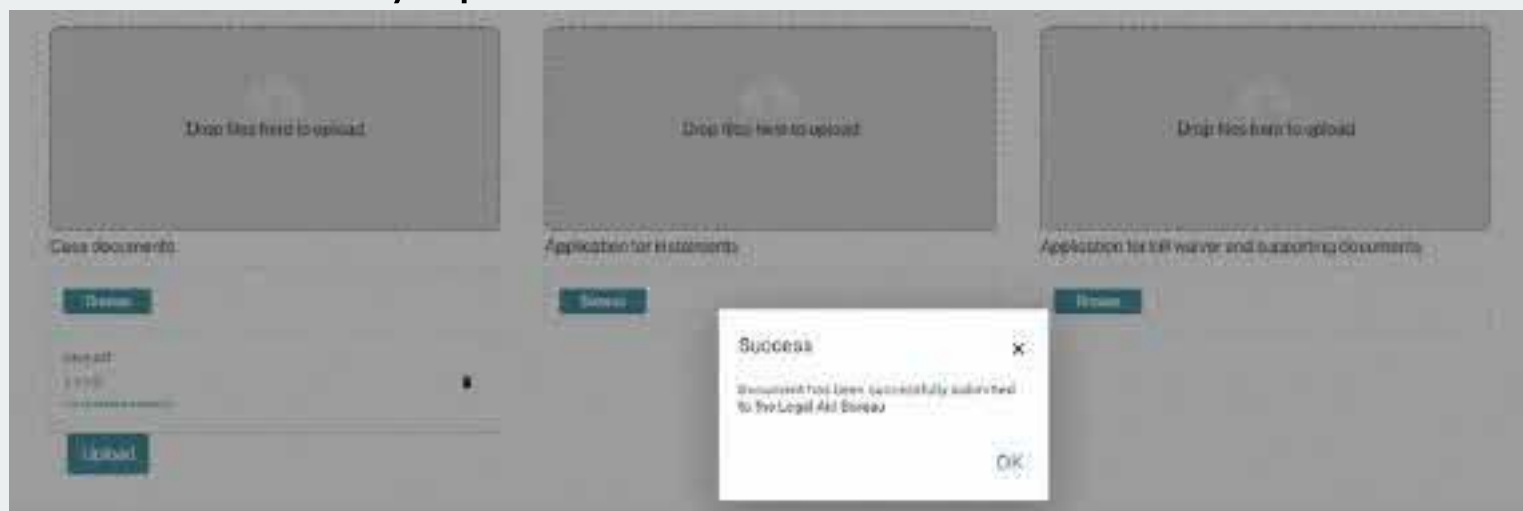
You may upload by either of the following methods:

- Drag and drop the relevant file into the box; or
- Selecting the document via “Browse”.

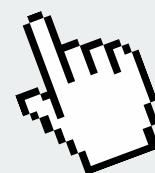




7. Click “Upload”. A pop up will appear to inform you when you have successfully uploaded the document.



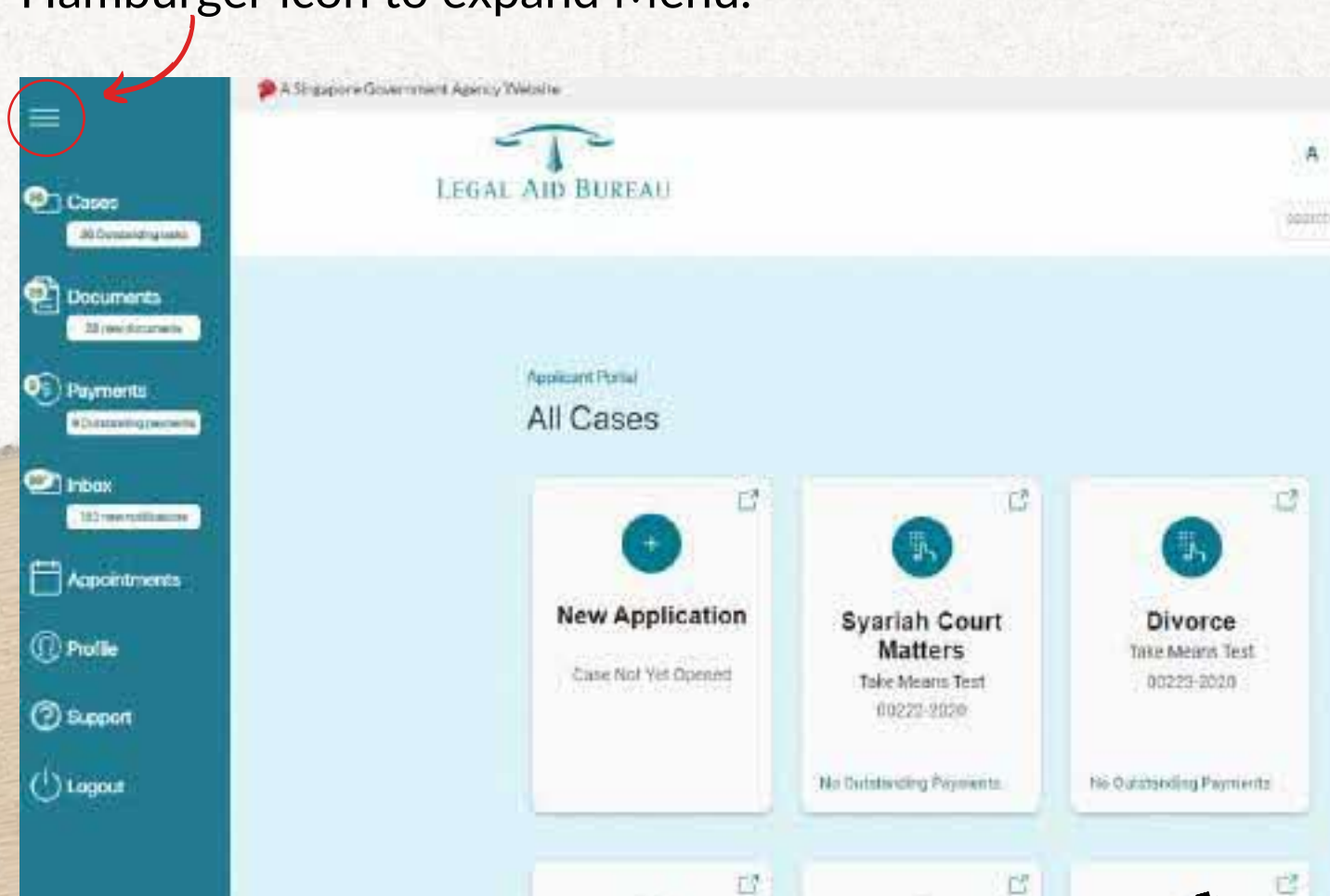
8. Documents that are successfully uploaded will appear in the Documents screen “Documents submitted to the Legal Aid Bureau”. If you do not see the relevant document, please try uploading again following the above steps.



# GUIDE TO

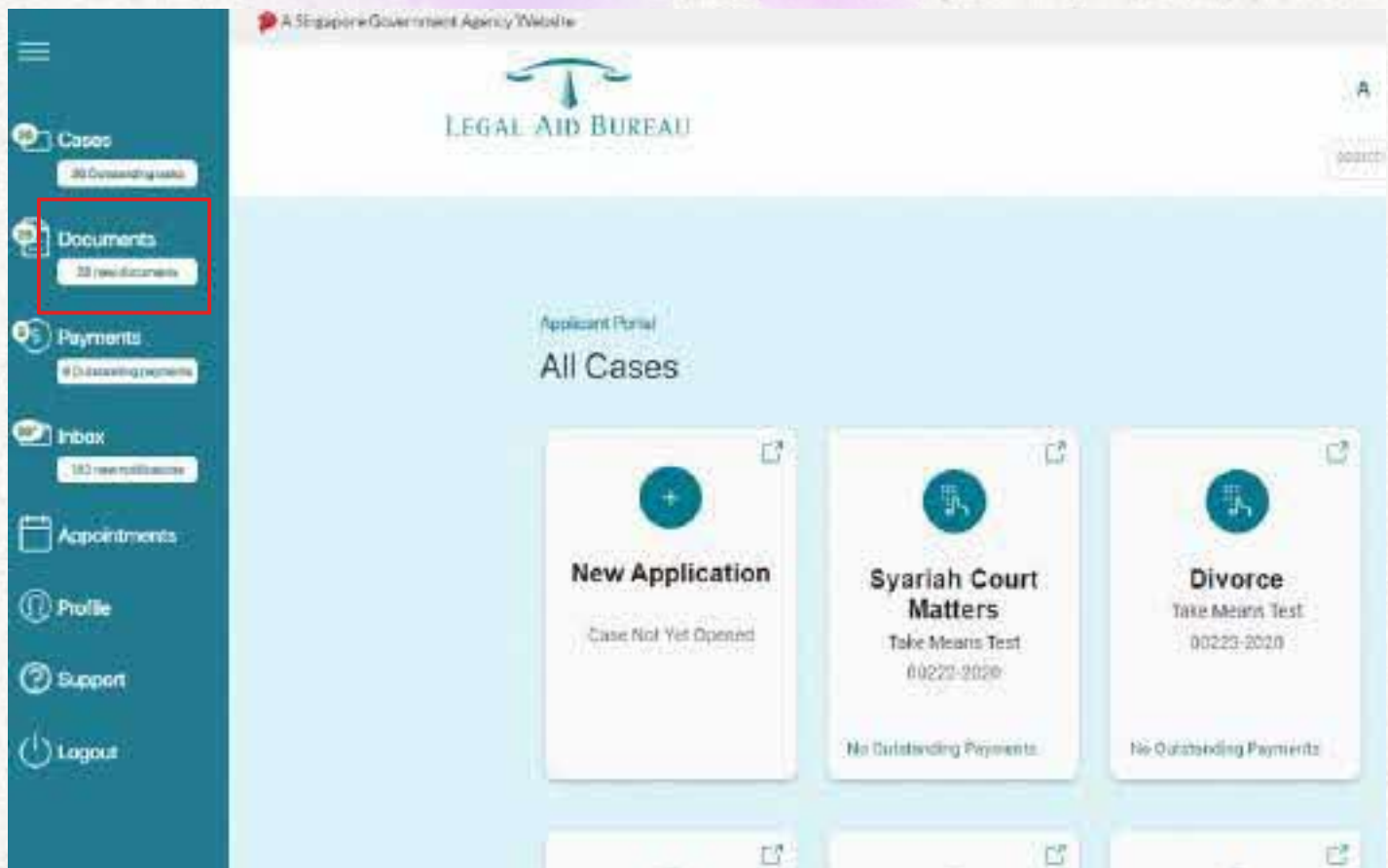
# DOWNLOADING DOCUMENTS

1. Log in to Applicant Portal via Singpass. Click on the Hamburger icon to expand Menu.





2. Click on “Documents” under Menu Tab. A list of your cases will be shown.



3. You can click on the relevant case file by clicking on the arrow or the case reference number (as circled in red in the screenshot below).



4. You will be able to see the documents that have been granted to you. Click on the document that you wish to download.

ENFORCEMENT/VARIATION OF COURT ORDER Case ID 00295-2020 2

Submit documents to Legal Aid Bureau [Please see our guide for the steps to do so](#)

**You may upload 5 documents with file size of maximum 24 MB in one time.** If there are multiple pages in a document, please consolidate all pages of the document as one file before uploading, and rename the file to reflect the nature of the document. Please do not upload each page separately. If you have a hardcopy document and do not have a scanner to scan and consolidate the pages, please download a scanner application on your mobile phone which will allow you to take pictures and consolidate all pages of a document into one file. Not sure how to do this? [See the guide here](#)

If you fail to do so, there will be a delay in reviewing your documents.

| Document/Document(s)                                                                         | Date Uploaded |
|----------------------------------------------------------------------------------------------|---------------|
| Documents to display                                                                         |               |
| Request/Document(s)                                                                          | Date Uploaded |
| Documents to display                                                                         |               |
| Document/Document(s)                                                                         | Date Uploaded |
|  LITHO M1 | 02-06-2020    |
|  LITHO M2 | 19-06-2020    |









## Report technical issues to us

**Please report your technical issues to us as follows:**

(1) By calling our hotline at 1800 2255 529 to describe your issue to our friendly customer service agent. We will get back to you within 3 to 14 working days, depending on the urgency of your issue.

**OR**

(2) By sending us an online enquiry form via <https://go.gov.sg/contactminlaw>.

