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

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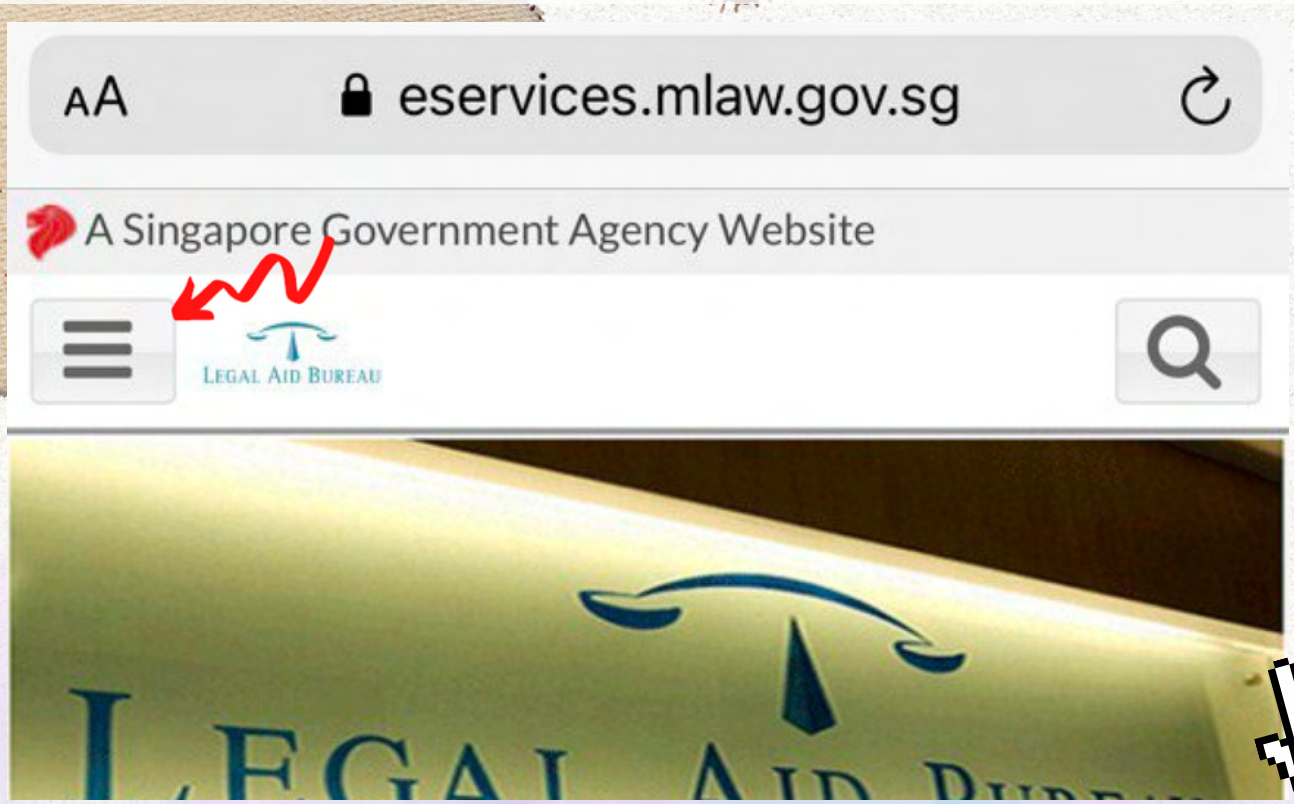
GUIDE TO REGISTERING AN APPLICATION ONLINE

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

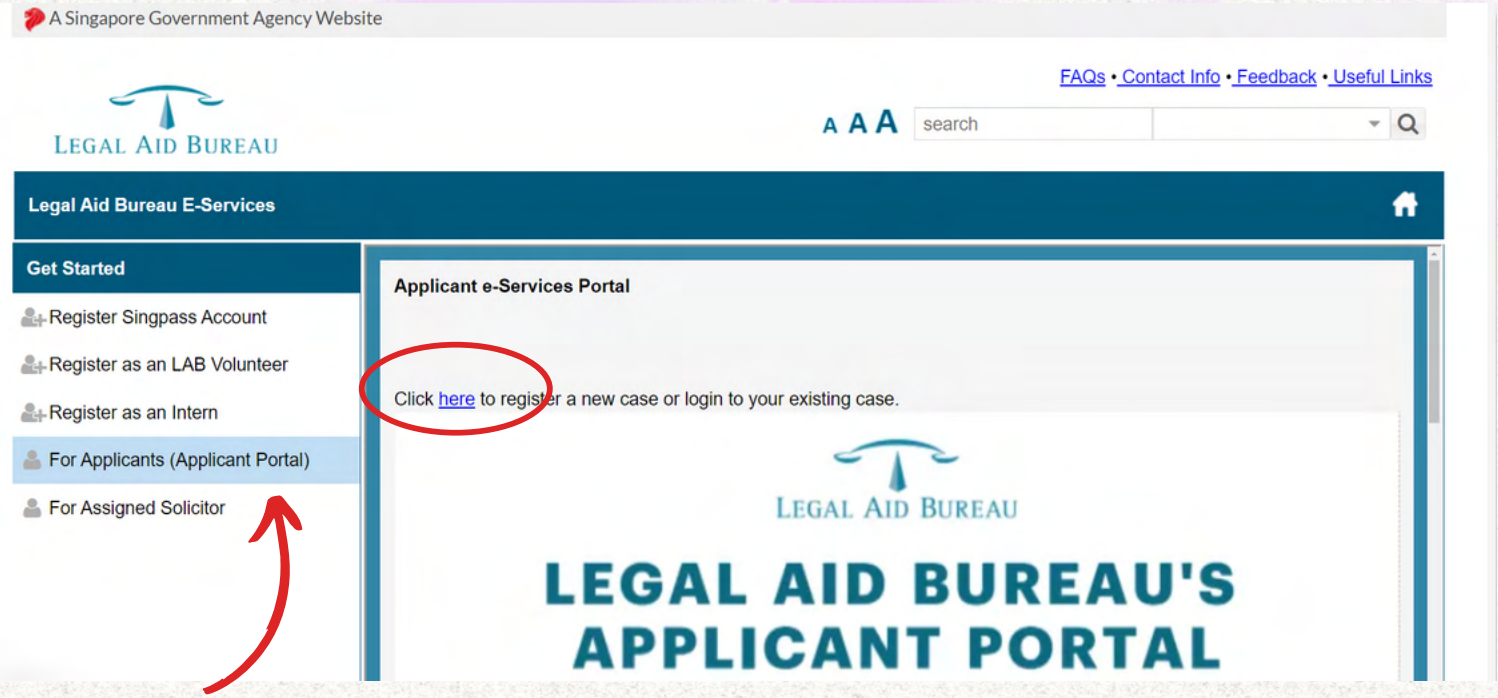
https://go.gov.sg/mlawlabesvc

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

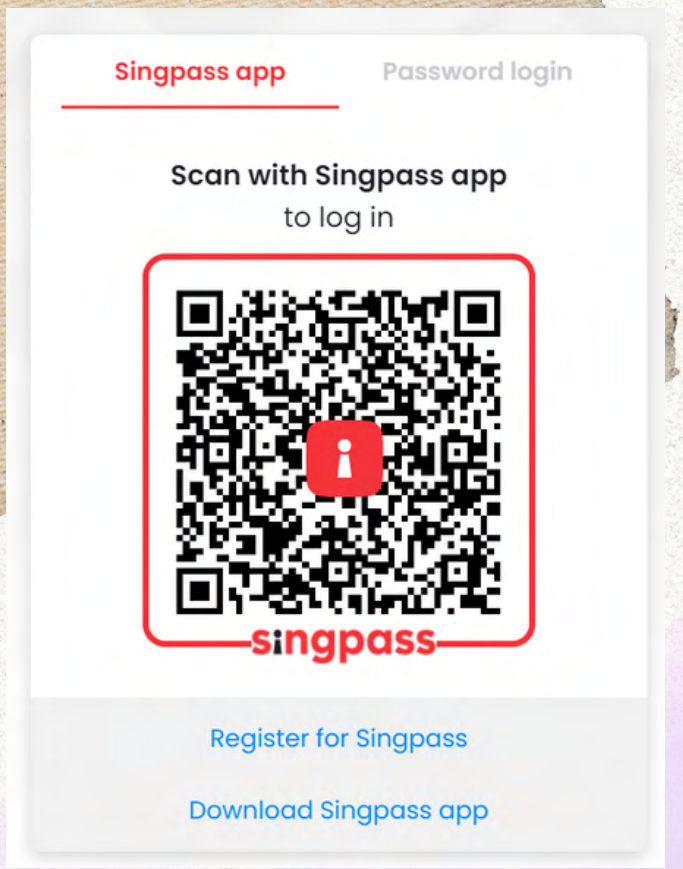
If you are on Desktop, skip to the next step.

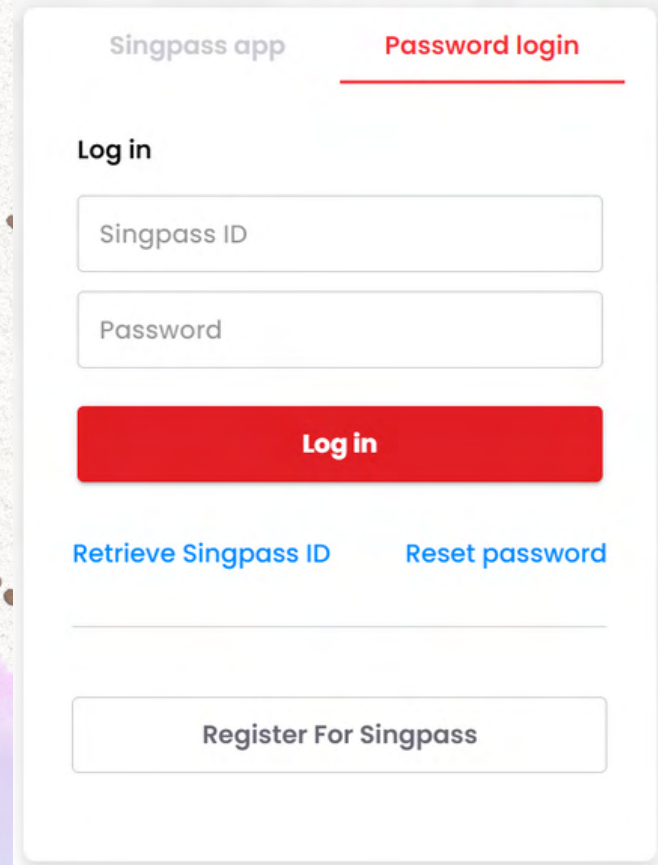


2. Click on “For Applicants (Applicant Portal)", then click "here" to login to Applicant Portal.

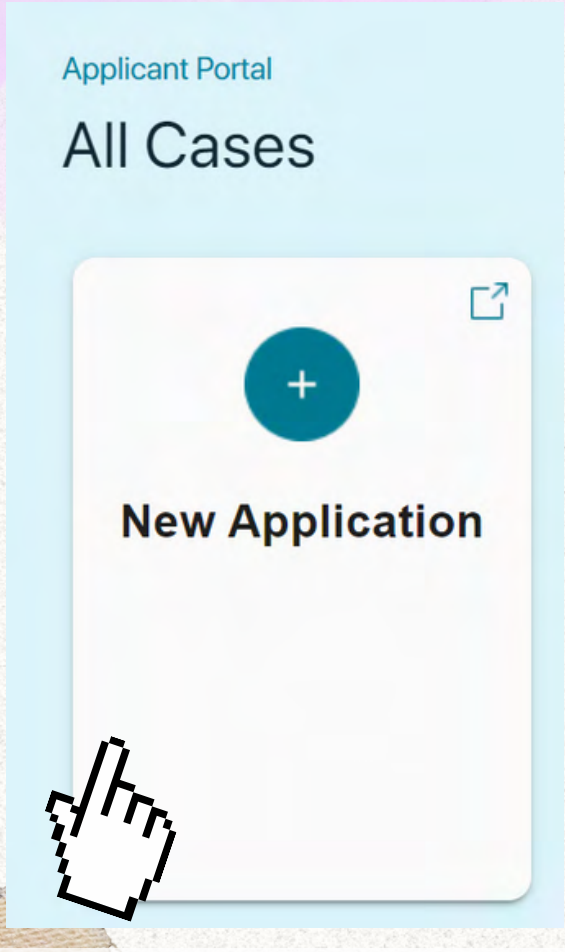


3. You will need a Singpass account to login. You can either login via the Singpass app or using your Singpass ID and password.

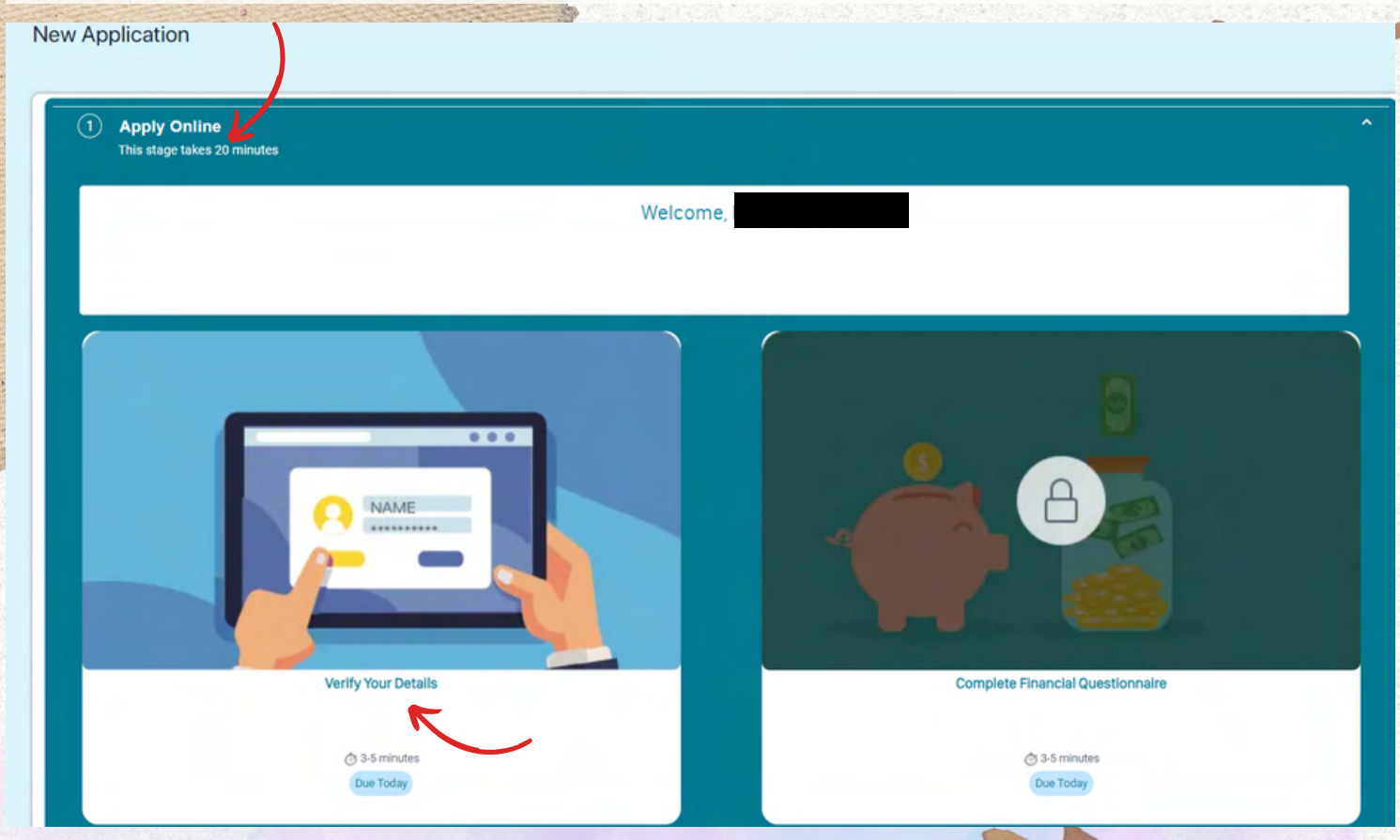




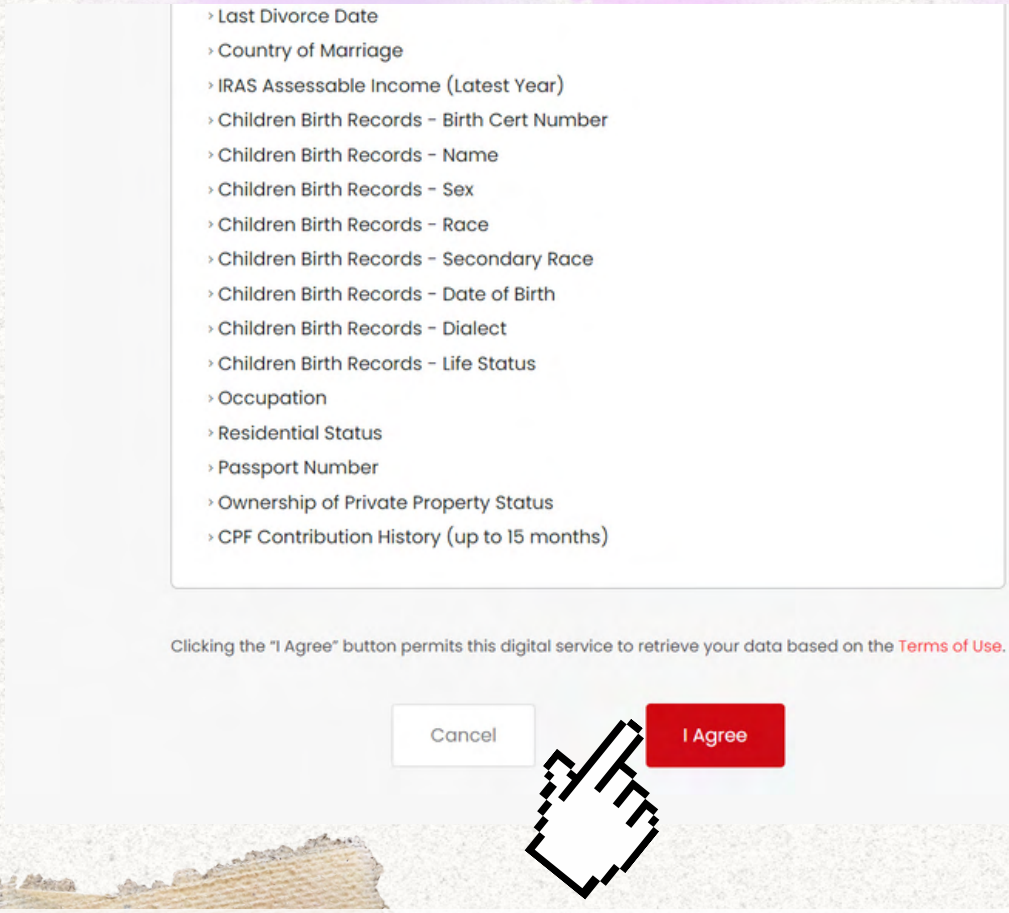
4. Create a New Application.



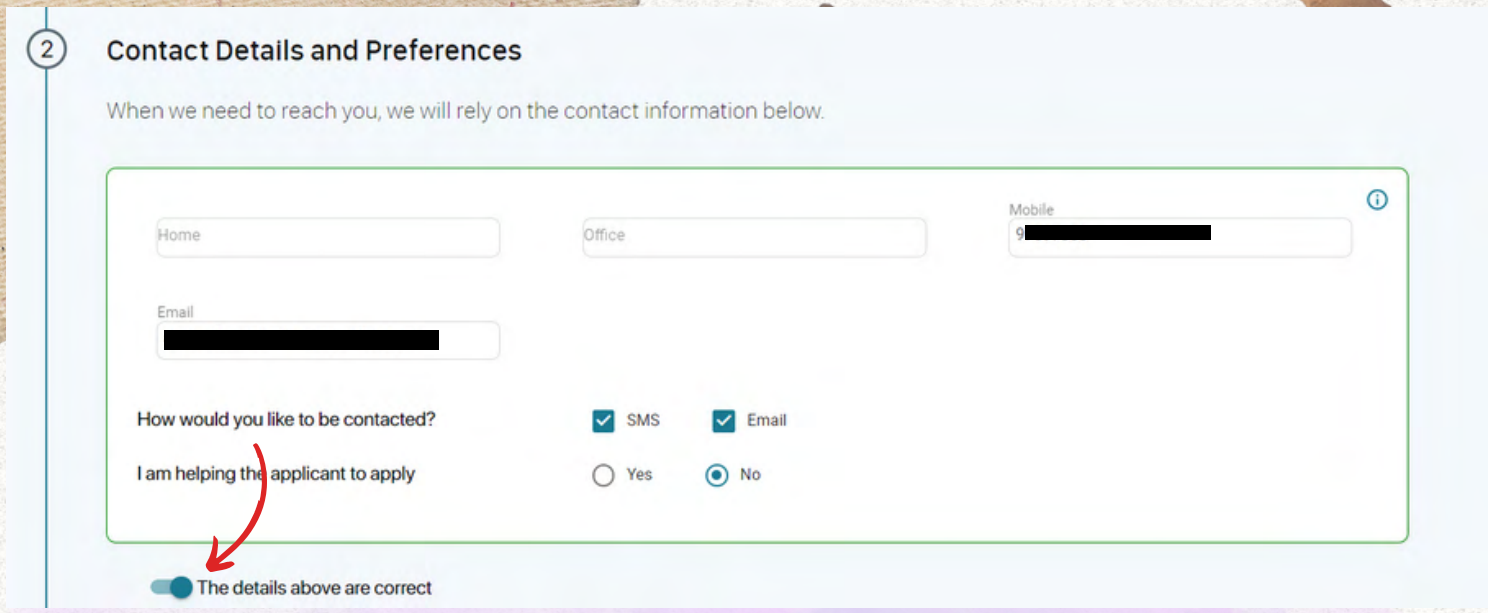
5. Select "Apply Online" and start by verifying your details.



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

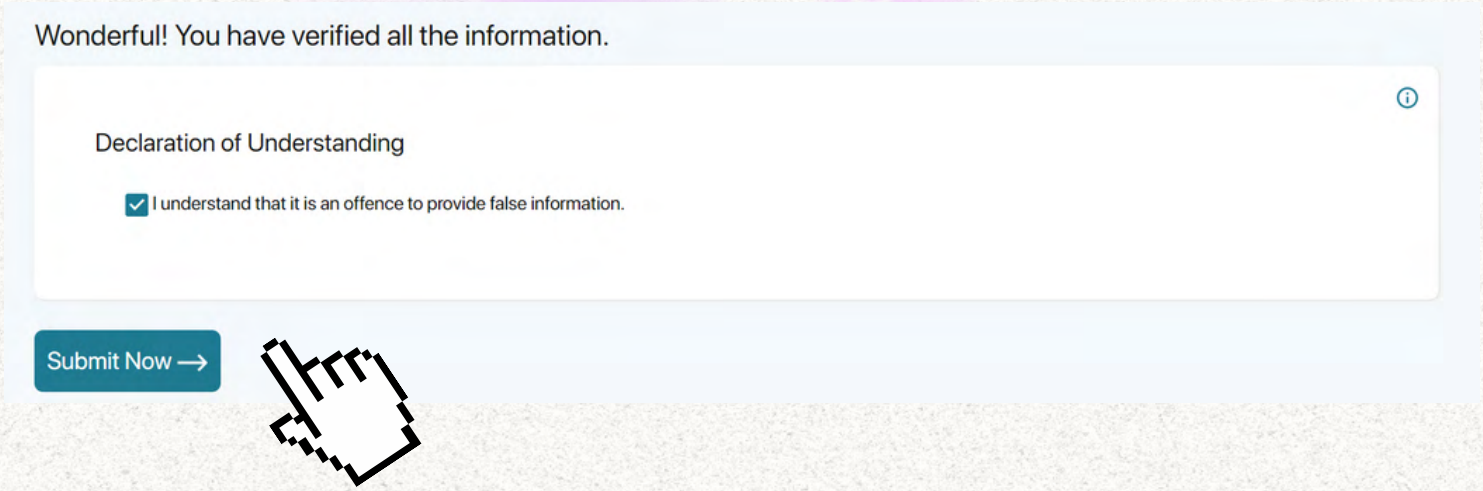


7. Confirm your details in the relevant sections by clicking on the slider shown in the screenshot below. **The box will turn teal green.** You cannot proceed until you have done so for all sections.



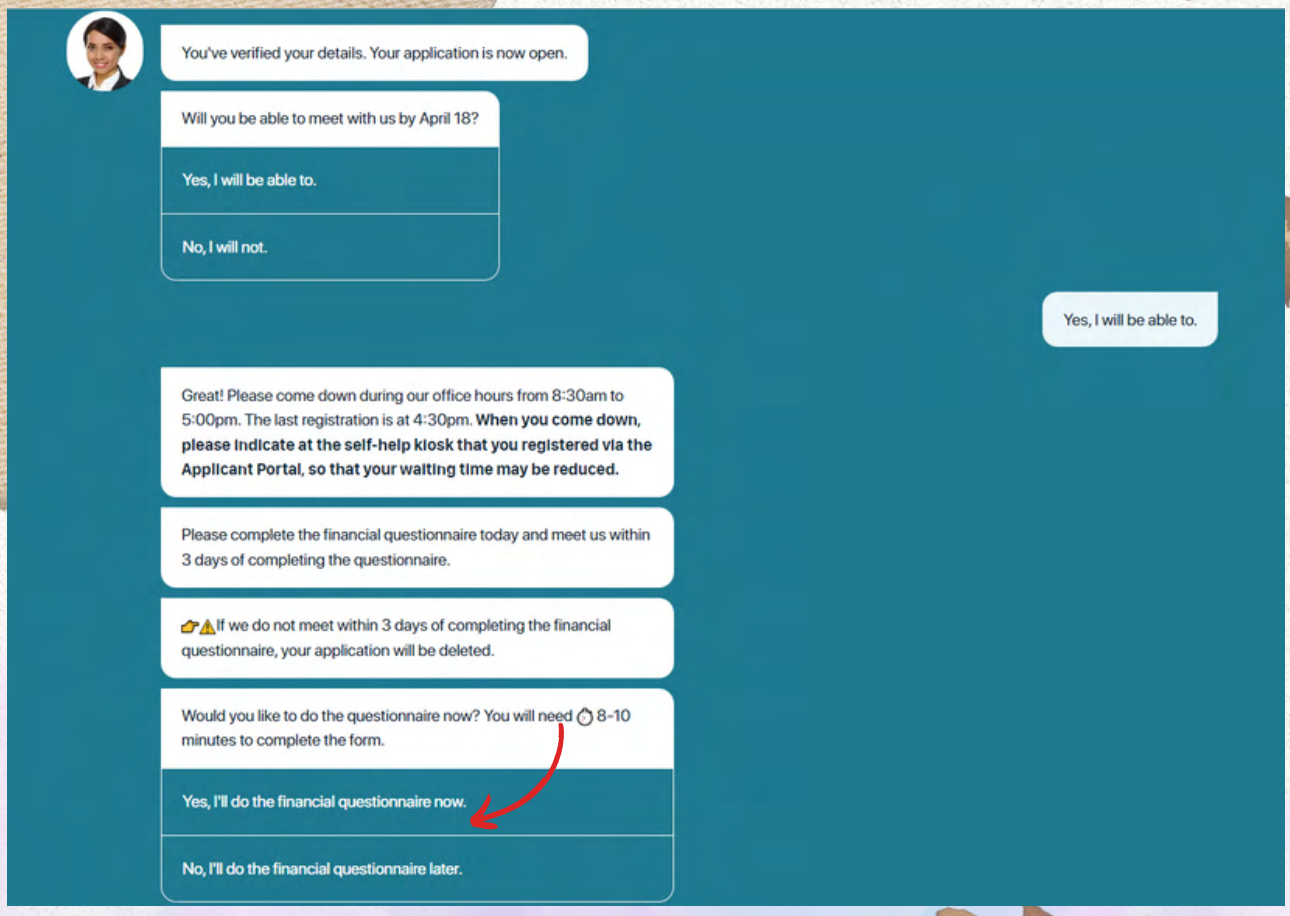
8. Click on the "Submit Now" button.

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

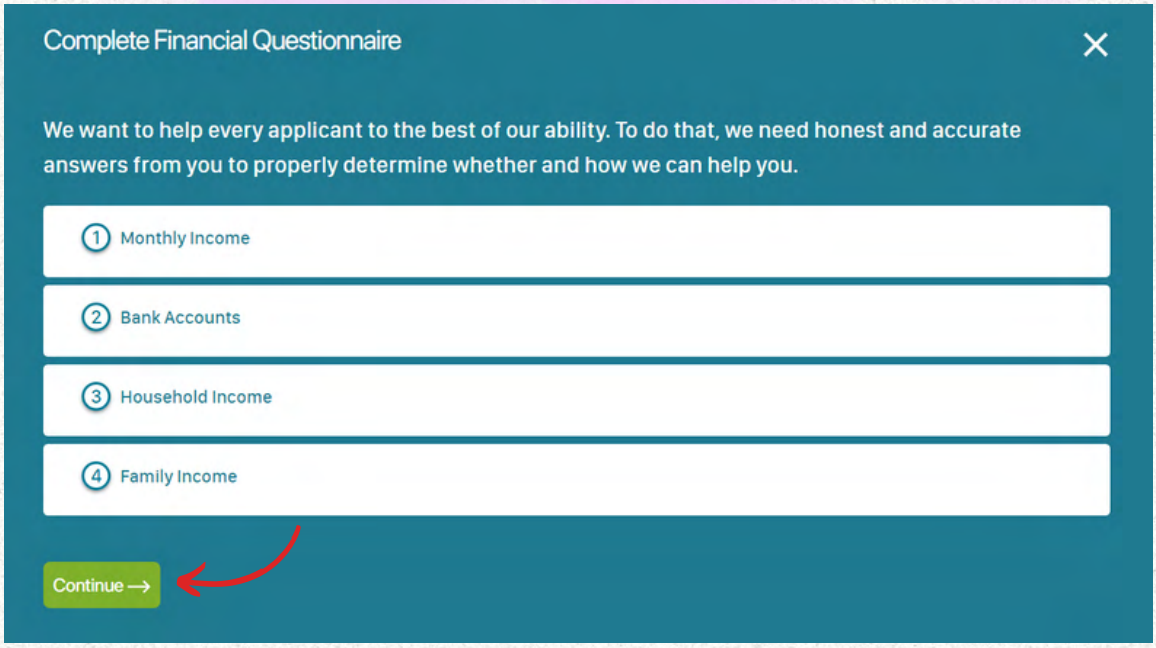


9. You will have to come to Legal Aid Bureau ("LAB") physically within 3 working days. If you are not able to, please continue your application at a later date.

You must complete a Financial Questionnaire before coming.

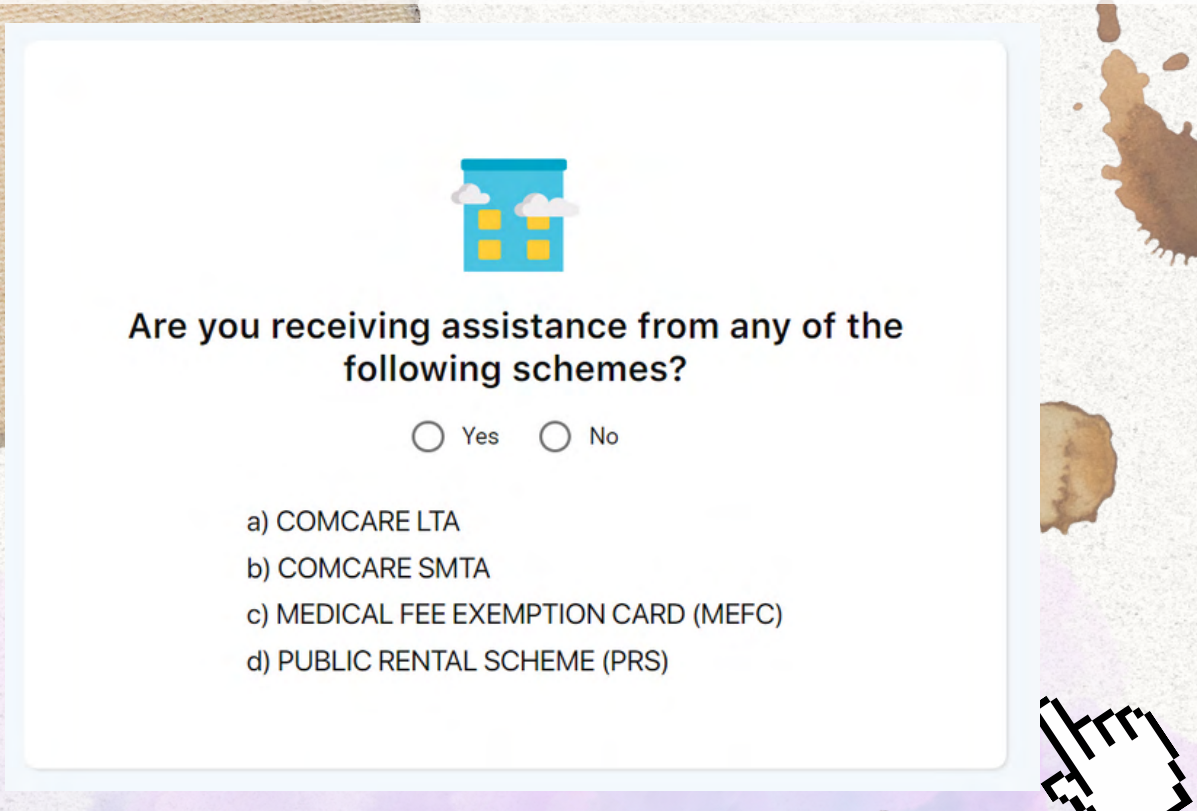


10. Once you are ready to complete the Financial Questionnaire, you may proceed.



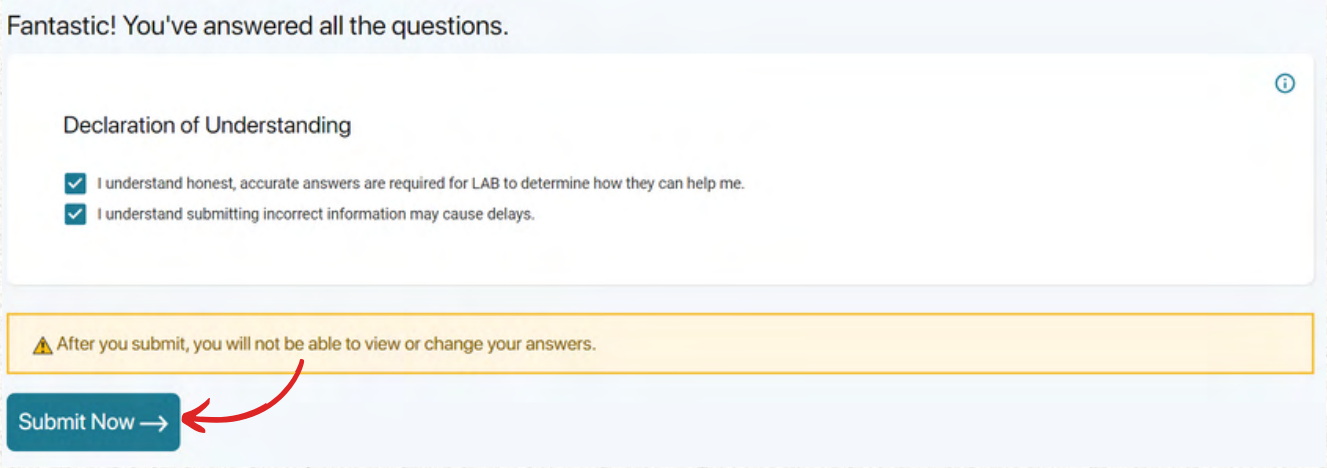
11. Please answer the questions accurately.

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.**



12. Click on the "Submit Now" button.

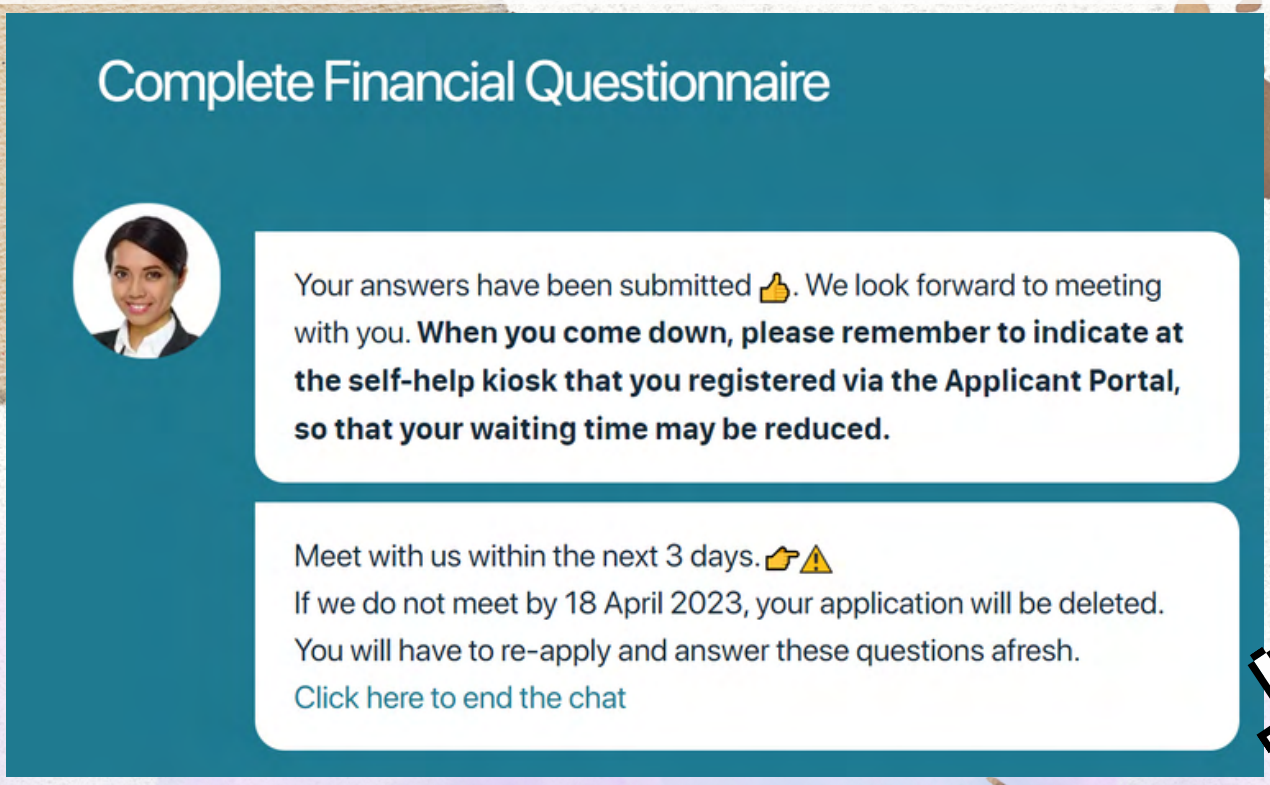
You have completed your Financial Questionnaire.
Please remember to come to LAB within 3 working days during our office hours (8.30am - 5.00pm). Do note that the last queue ticket will be issued at 4.30pm.



13. Congratulations! You have successfully registered online.

You may end the chat.

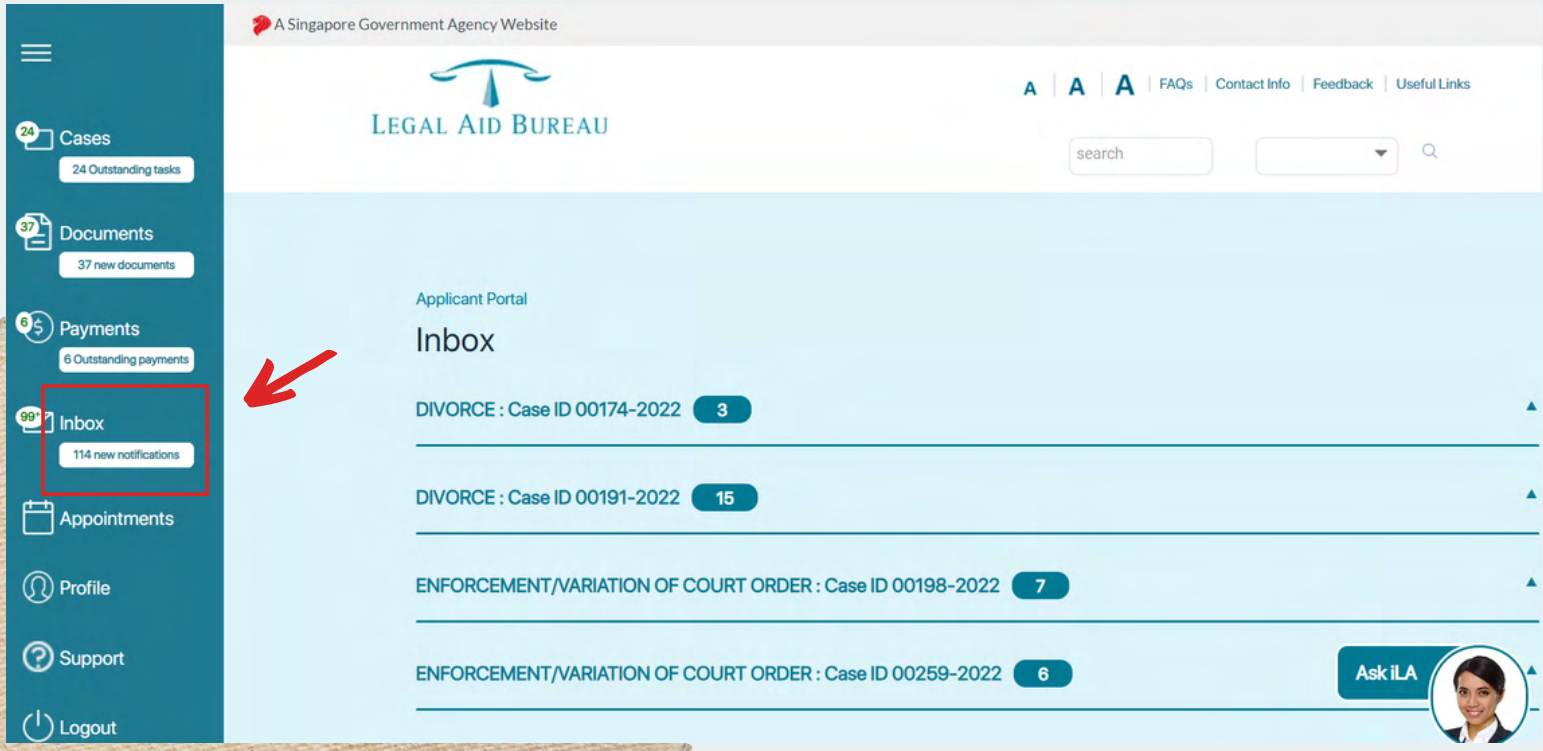
Please note that if you do not come to LAB within 3 days of completing the questionnaire, your application will be deleted and you will have to repeat the steps set out in this guide to register your application again.



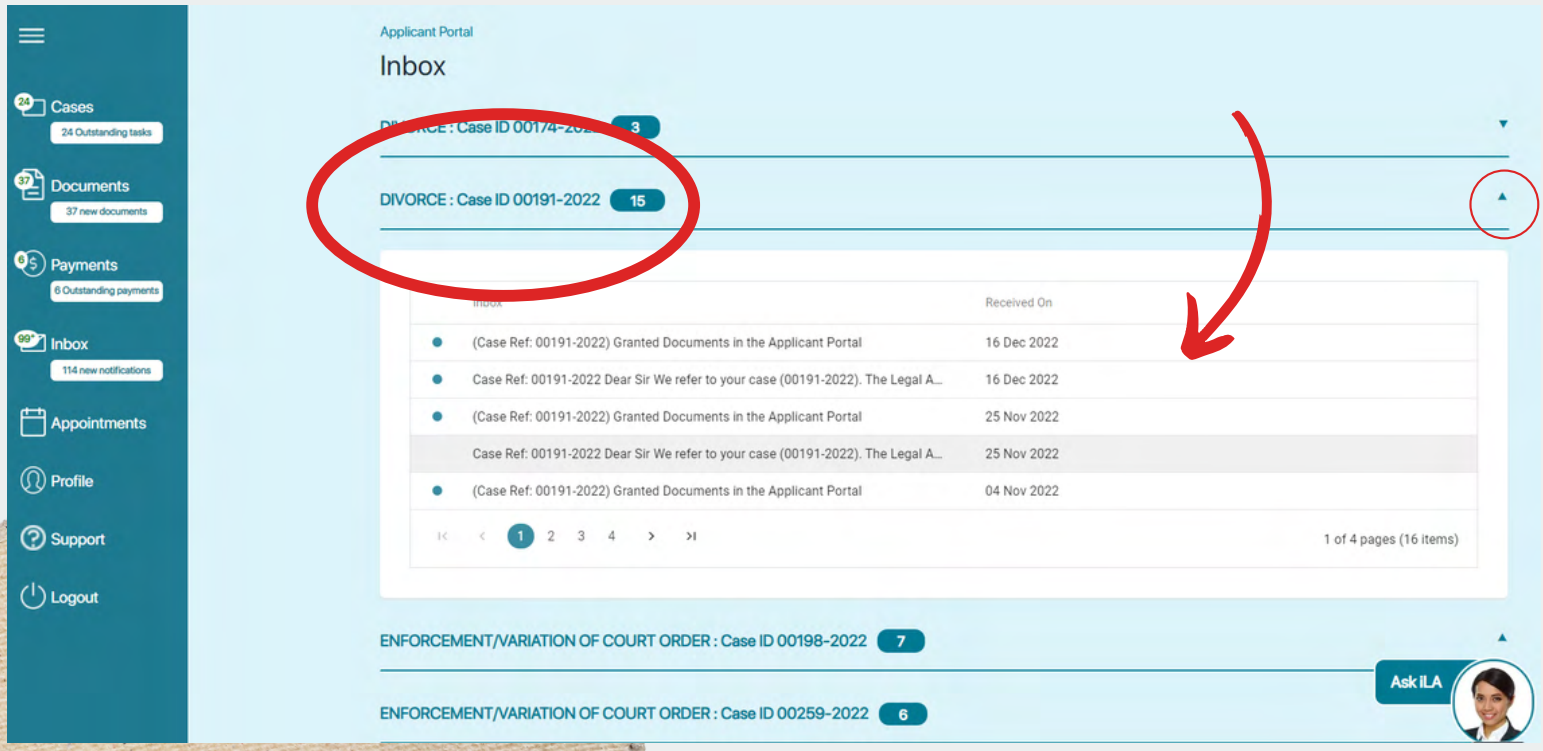
GUIDE TO KEY INTERFACES

Inbox - Viewing case-related notifications

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

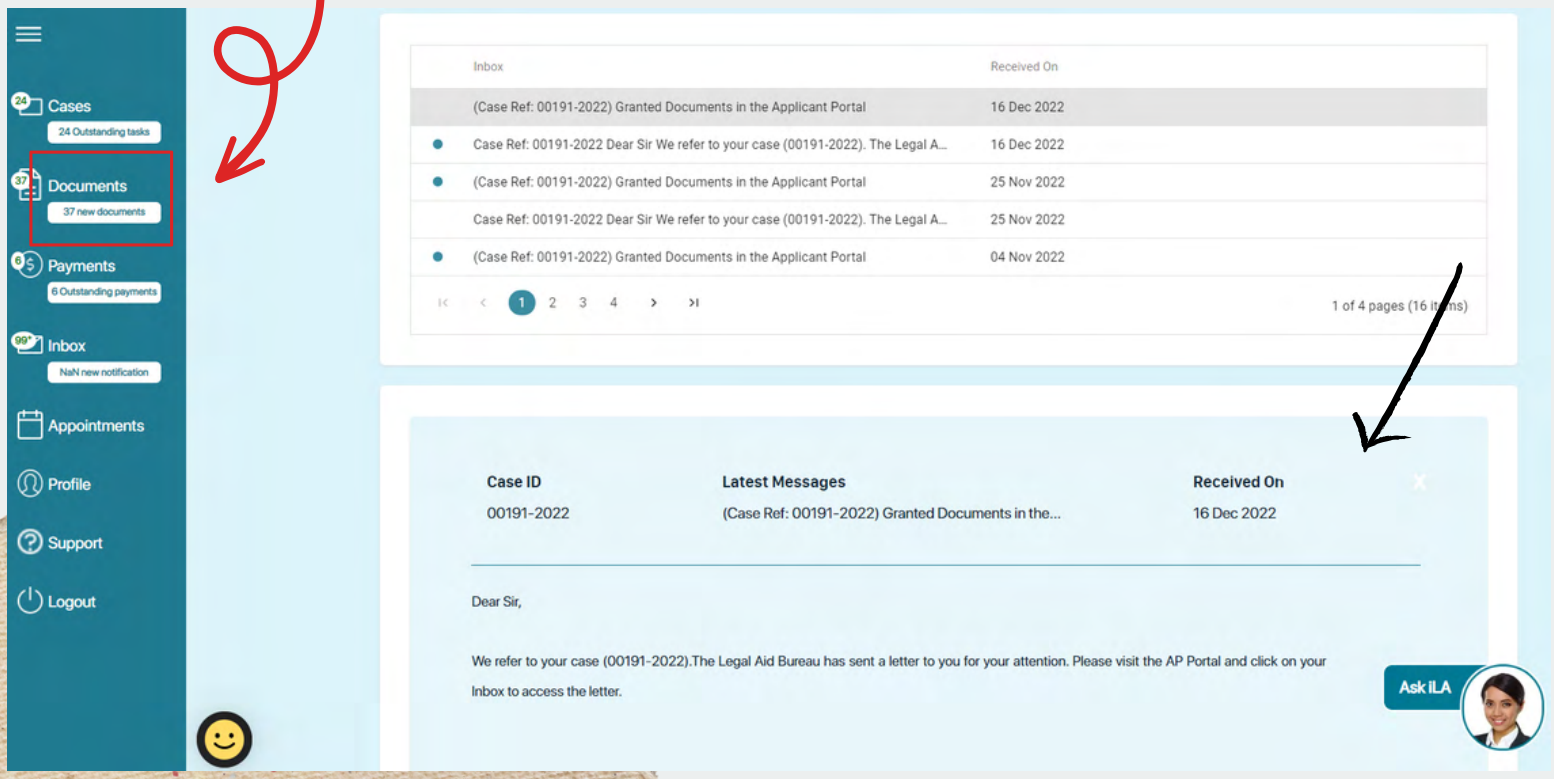


2. When you click the case number or the arrow (as circled in red below), you can view all online notifications that LAB has sent to you for the relevant case (as seen below).



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

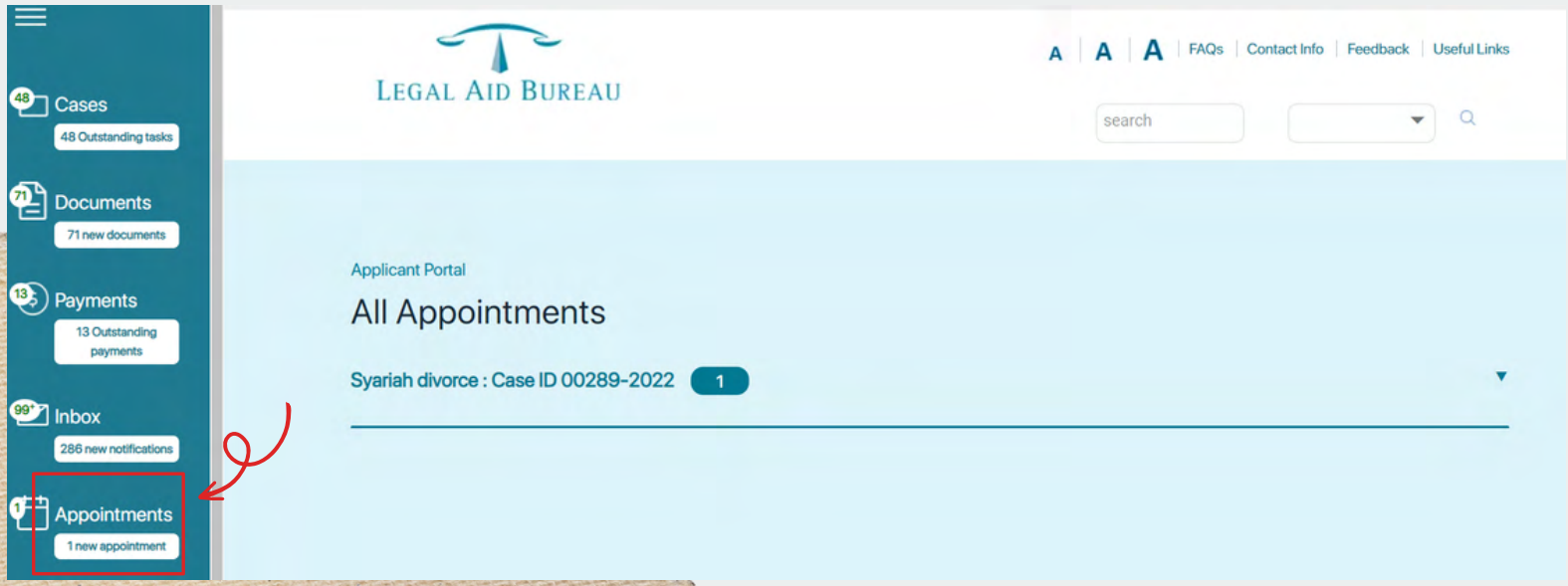
[To view the Court documents/documents that have been granted to you, please click on the "Documents" tab instead.]



GUIDE TO KEY INTERFACES

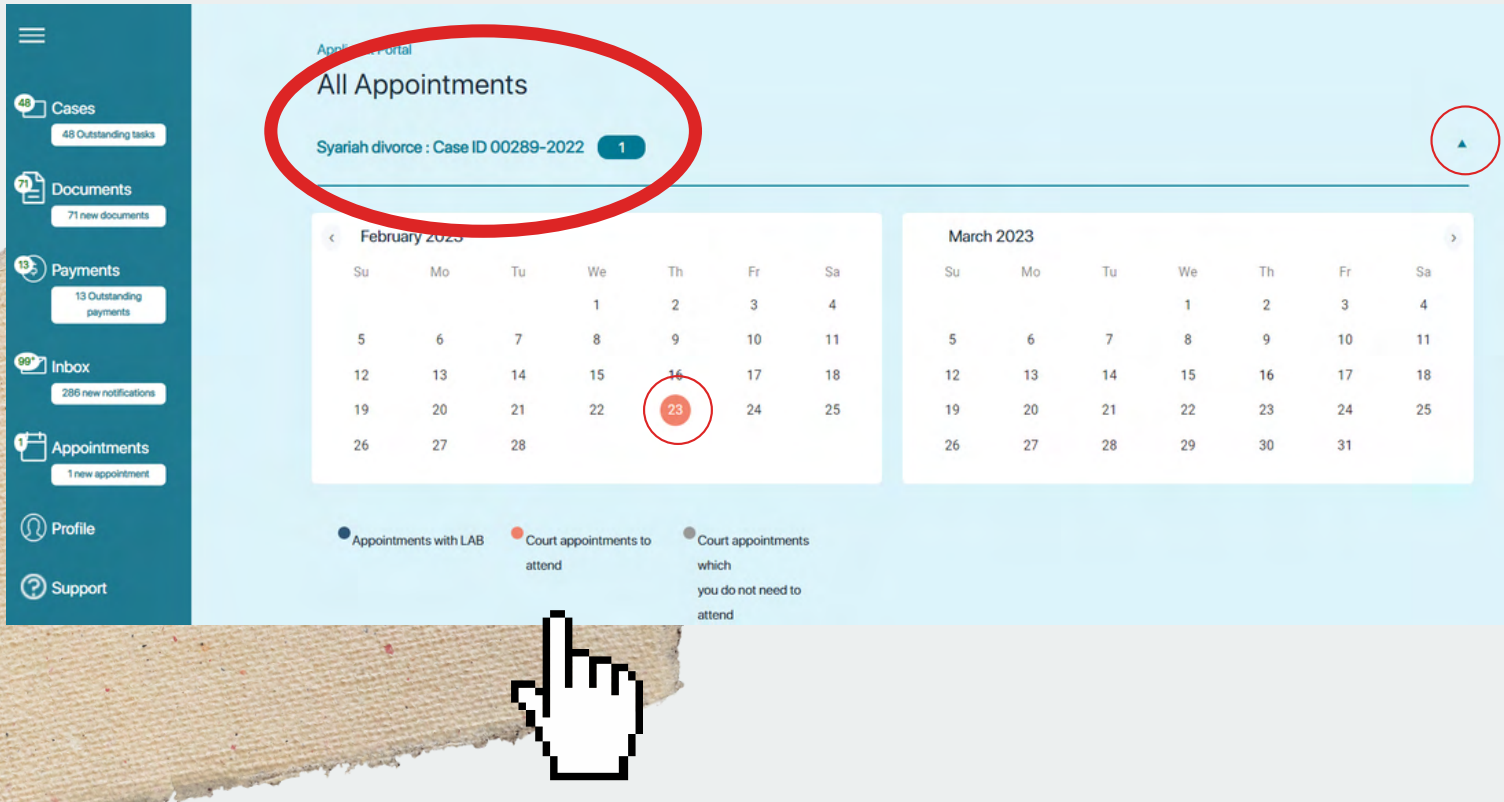
Appointments

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

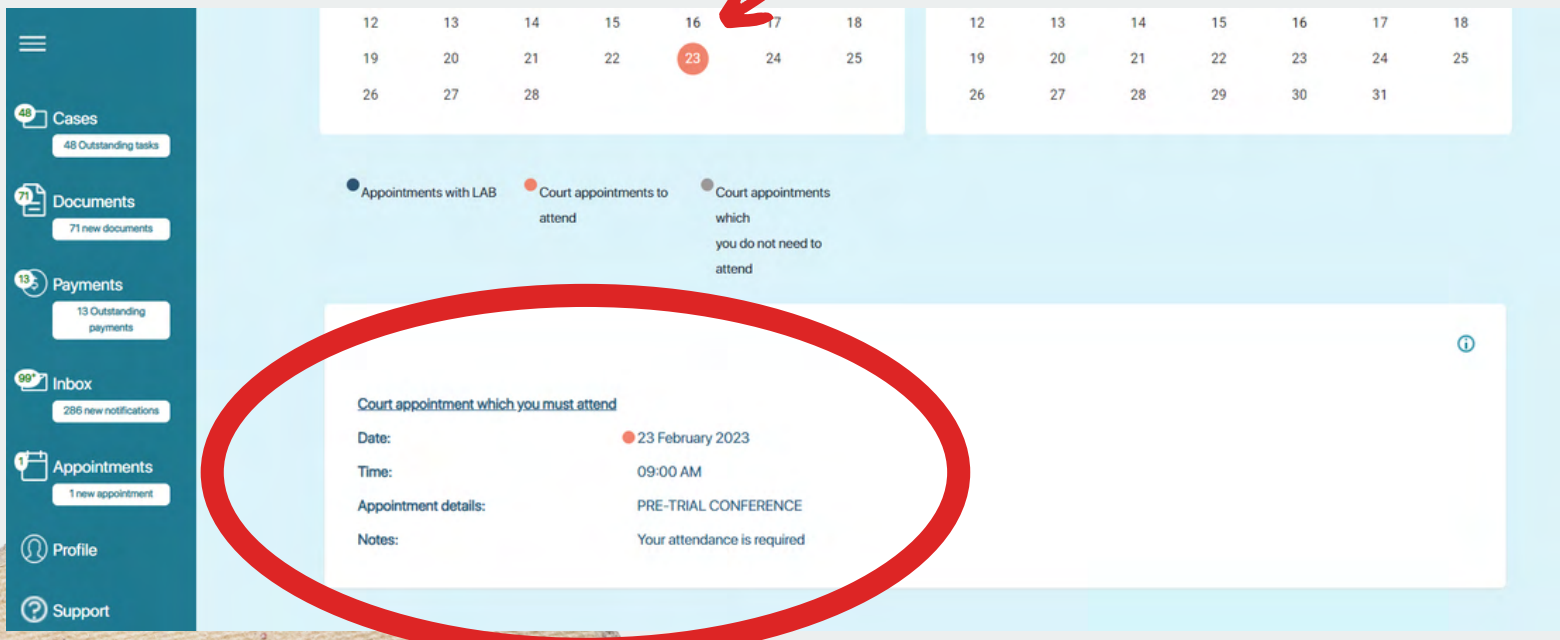


2. When you click the case number or the arrow (as circled in red below), an appointment calendar will appear (as seen below).

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**.



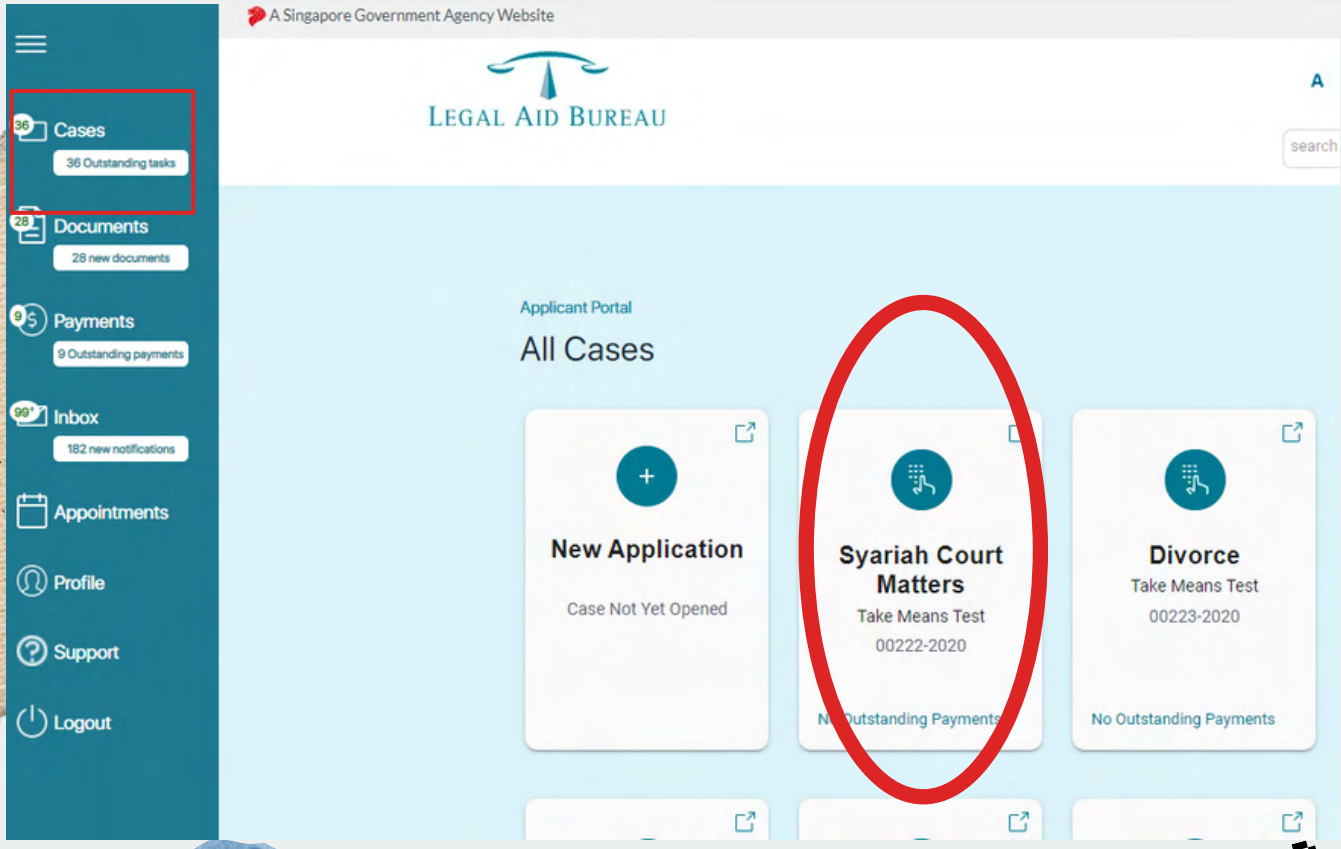
3. Click on the relevant date (as shaded in a circle) to see the details of the appointment.



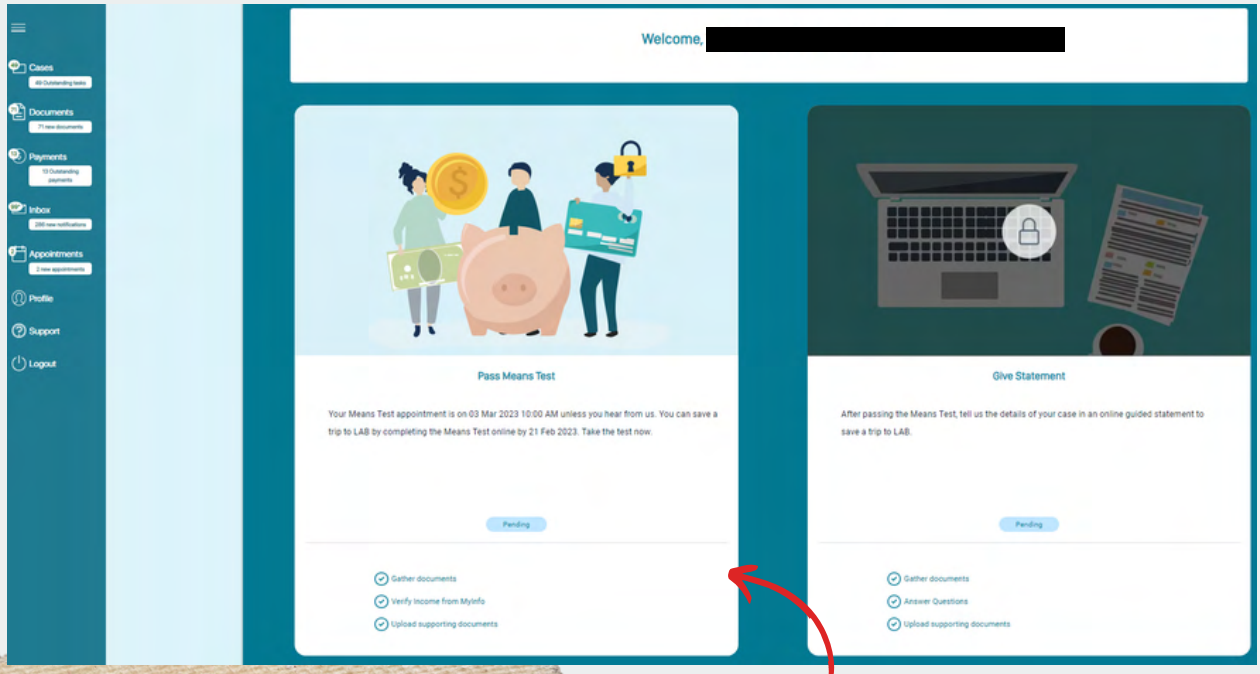
GUIDE TO KEY INTERFACES

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

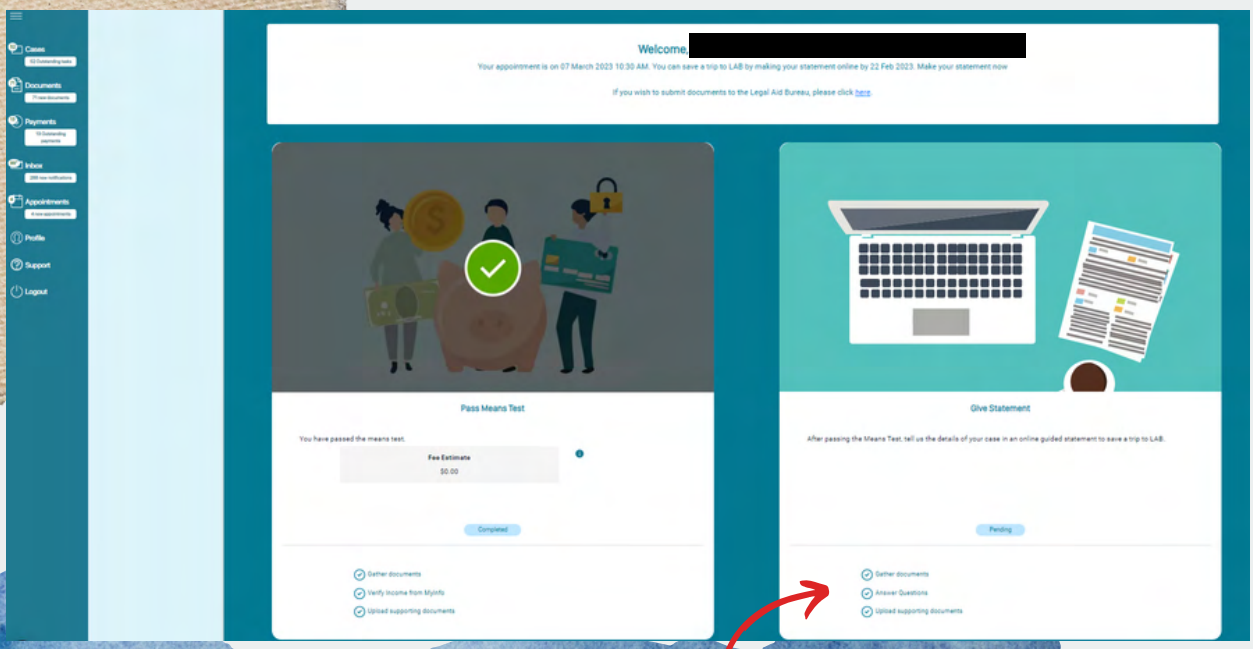
1. To do Online Means Test and/or submit your Online Statement for a particular case, click on “Cases”. Thereafter, select the relevant case. For example, if you wish to do your Online Means Test for your Syariah Court Matter, you should click on the relevant case (as circled in red below).



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



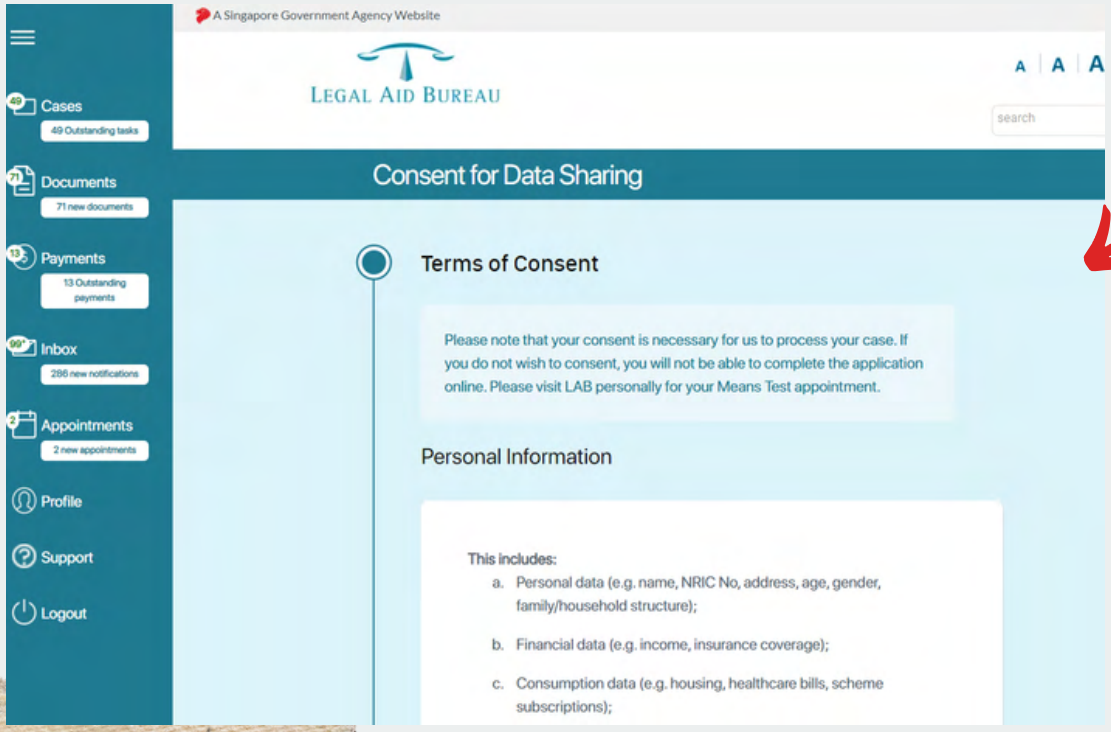
Online Means Test interface sample screenshot



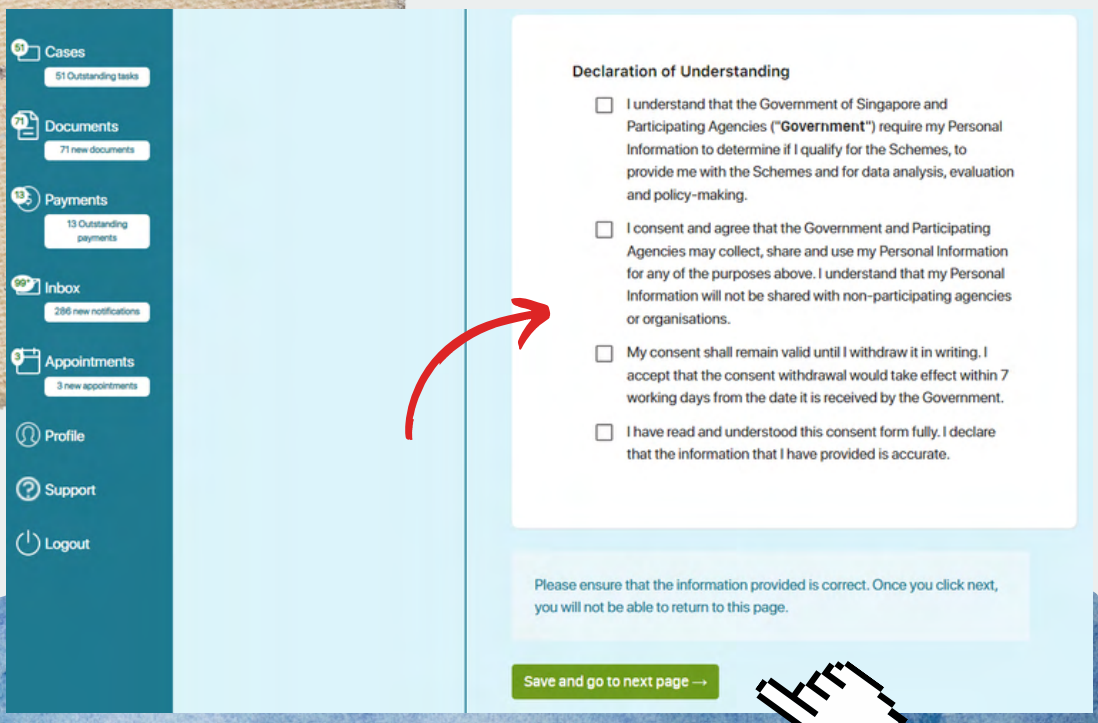
Online Statement interface sample screenshot

Online Means Test

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



Please tick the checkboxes accordingly and click “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

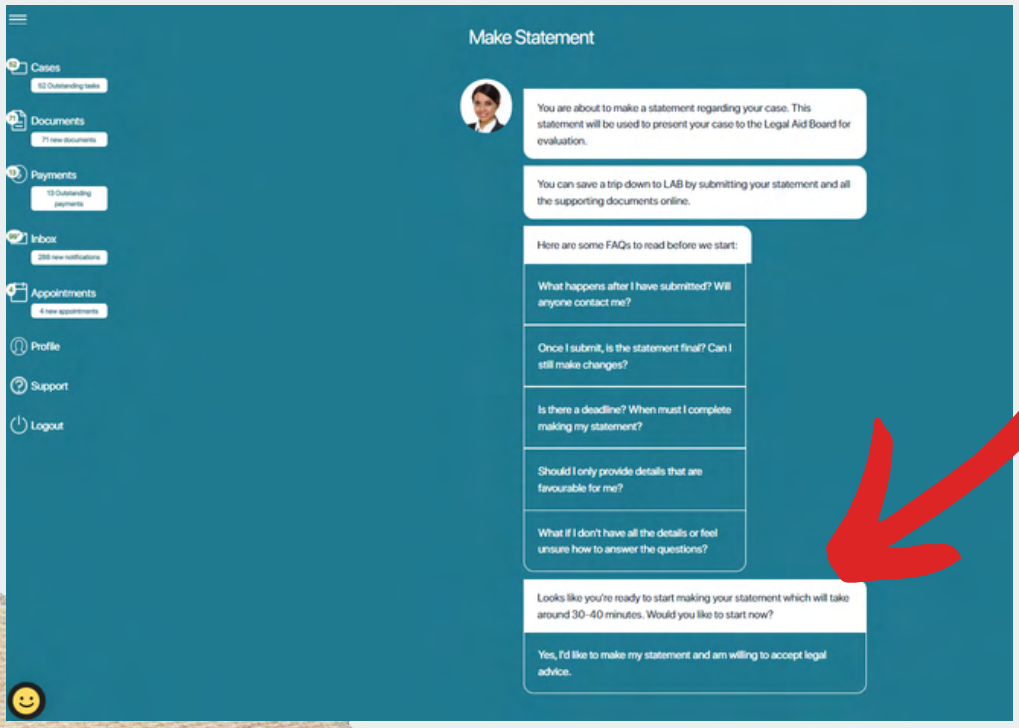
d. Latest Central Depository Account Statement (for any types of financial products bought by with cash)

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.



IMPORTANT!

Please note that you should still ensure that you are <u>available</u> 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;

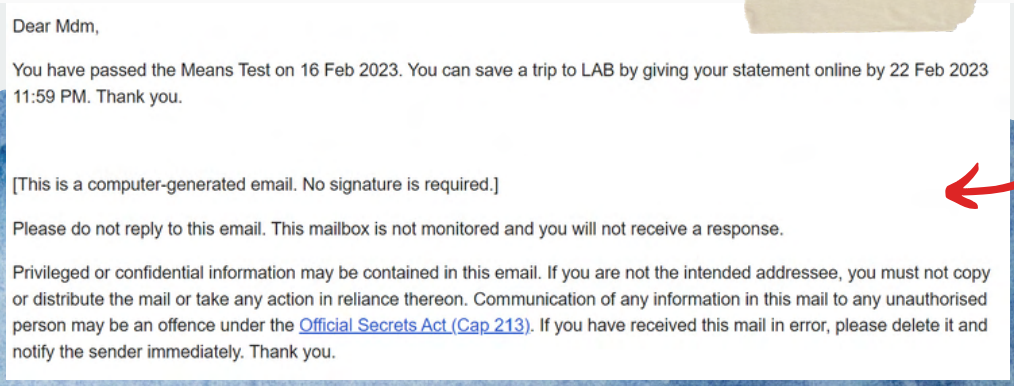
·Cannot read English; or

·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 Mdm,

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.

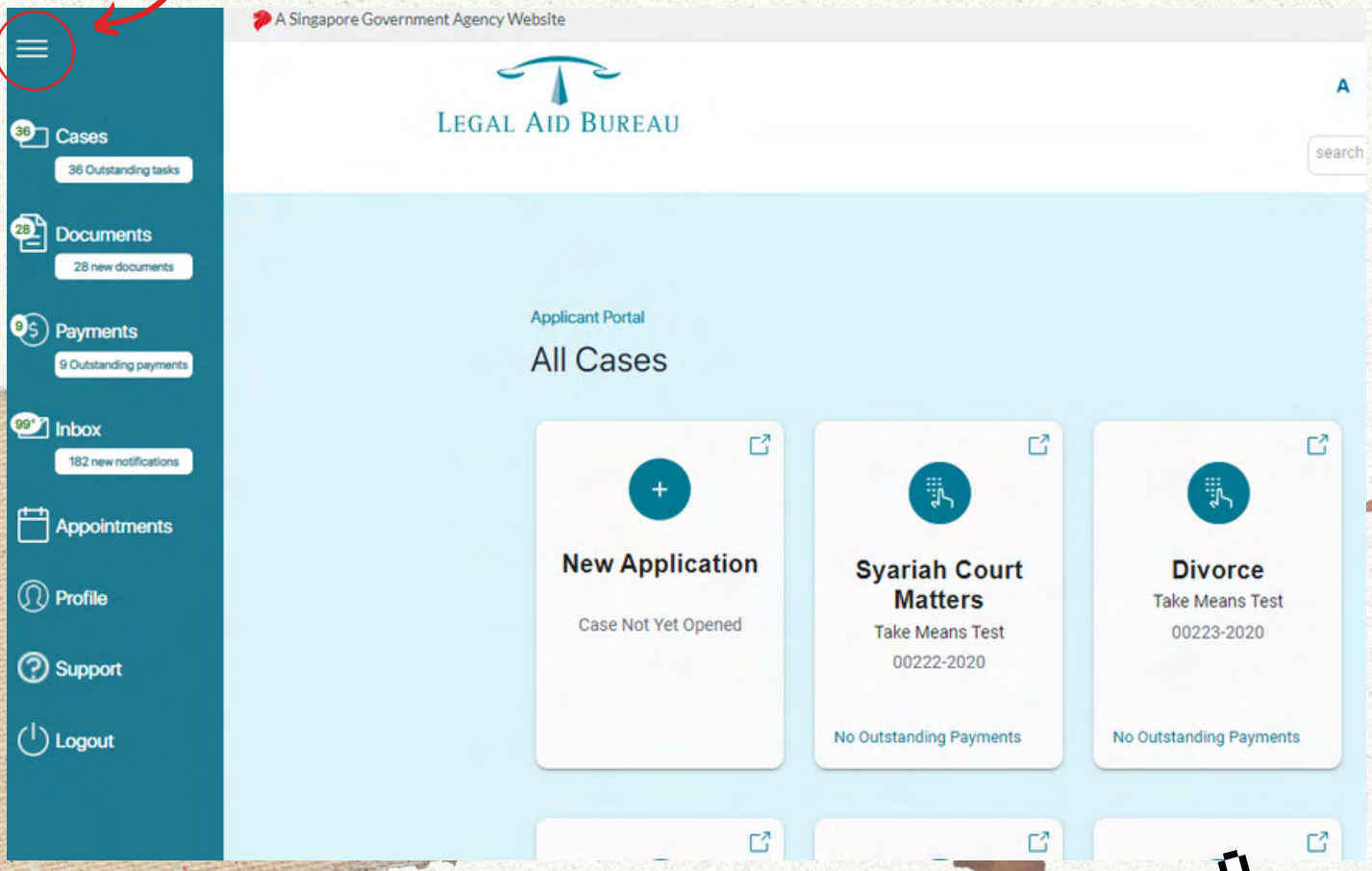
[This is a computer-generated email. No signature is required.]

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

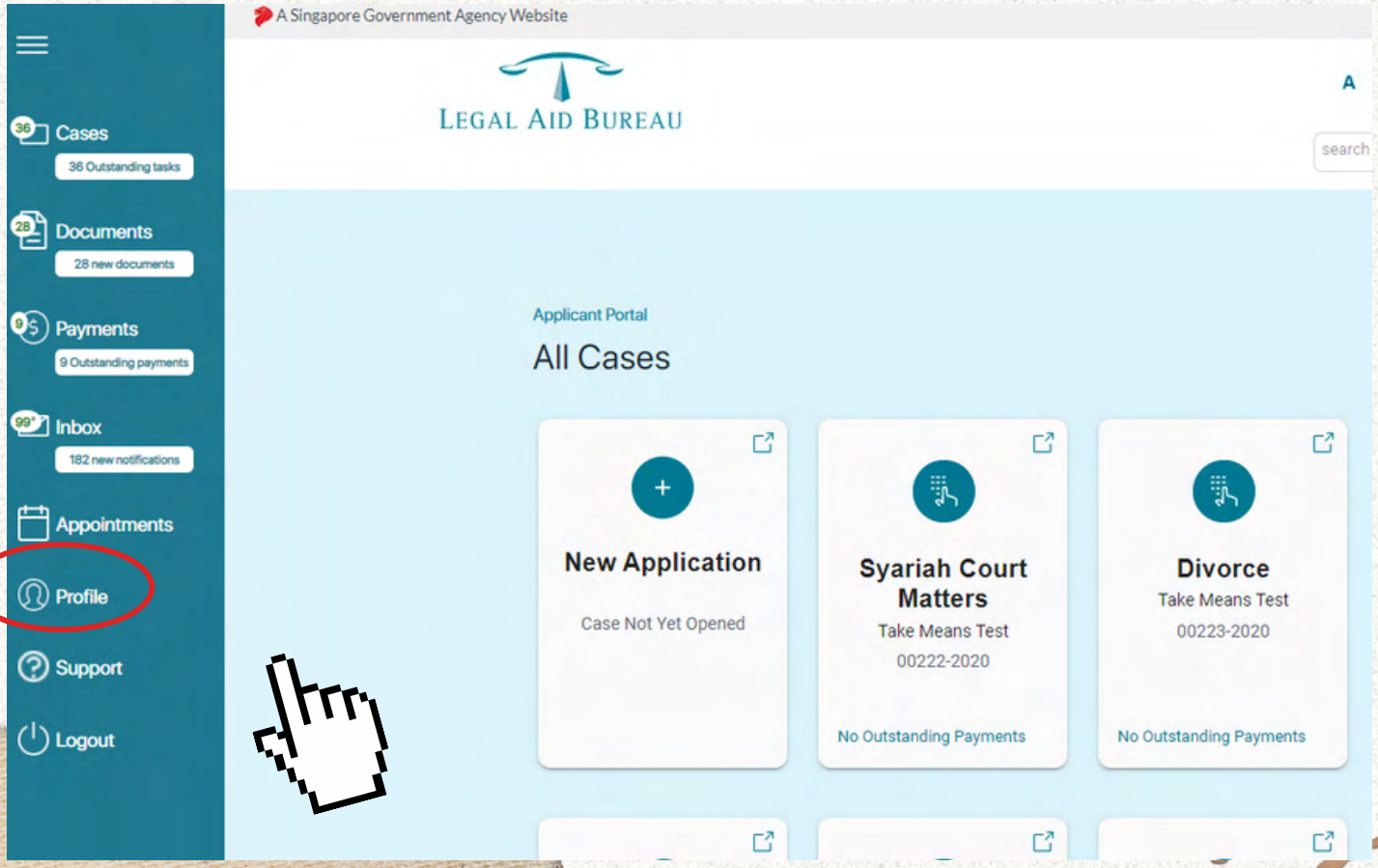
Privileged or confidential information may be contained in this email. If you are not the intended addressee, you must not copy or distribute the mail or take any action in reliance thereon. Communication of any information in this mail to any unauthorised person may be an offence under the Official 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

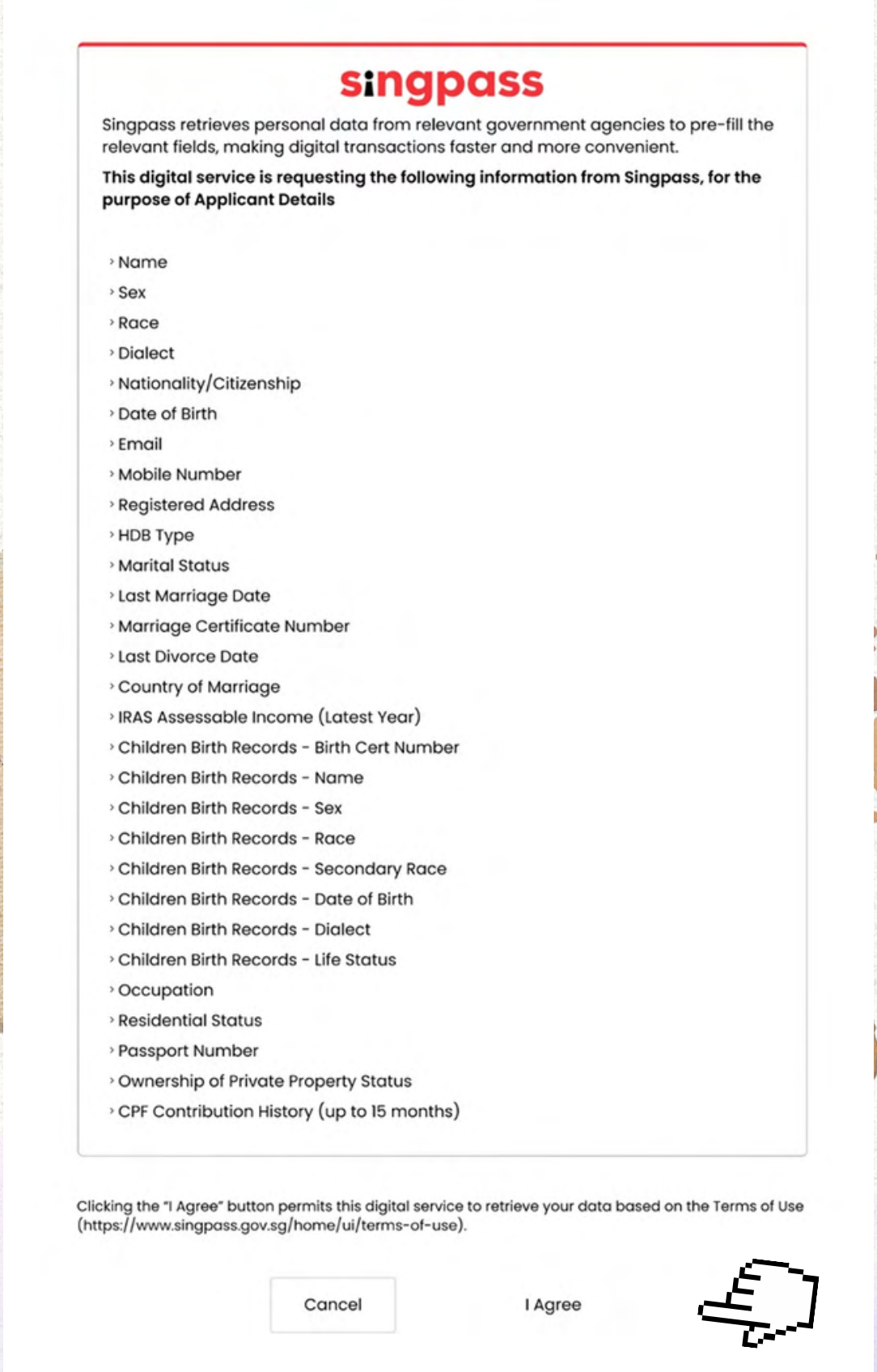
1. Log in to Applicant Portal via Singpass. Click on the Hamburger icon to expand Menu.



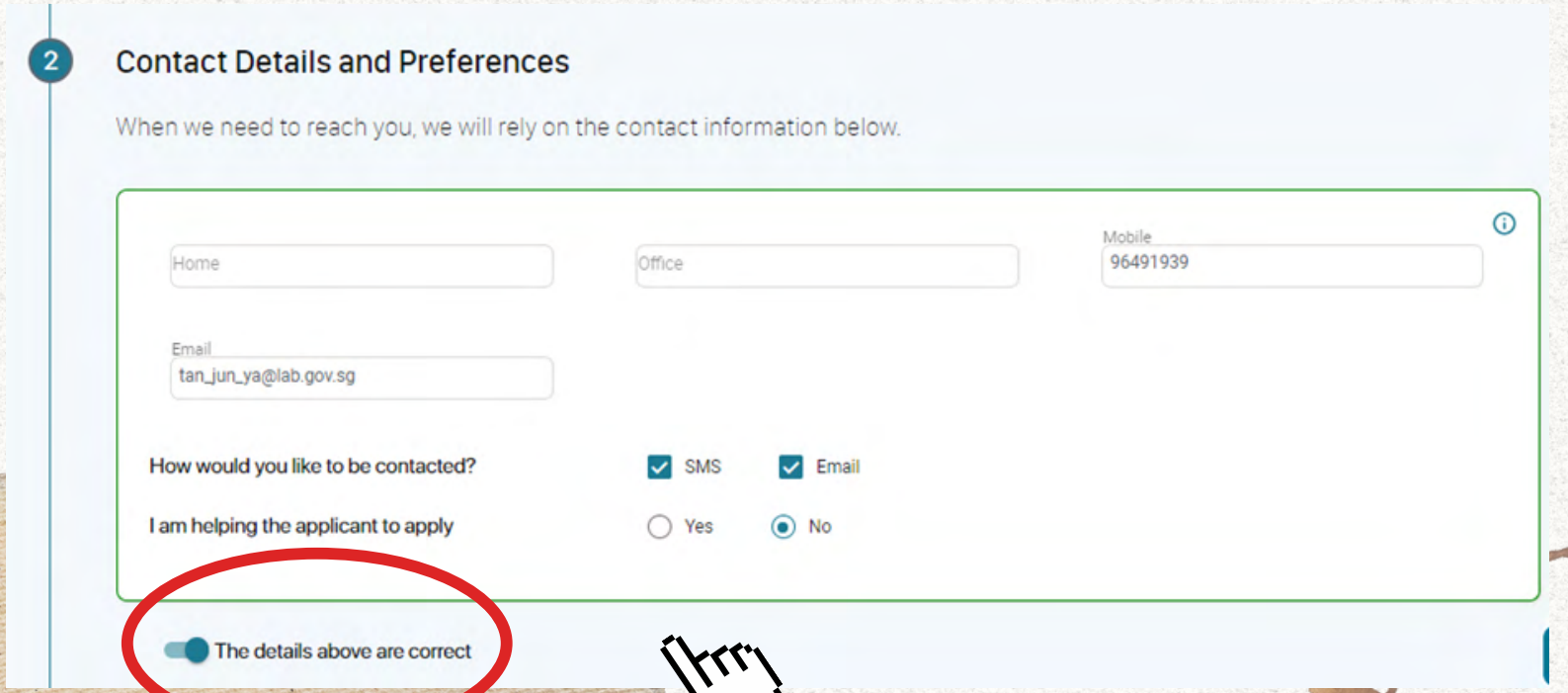
2. Click on “Profile” under Menu tab.



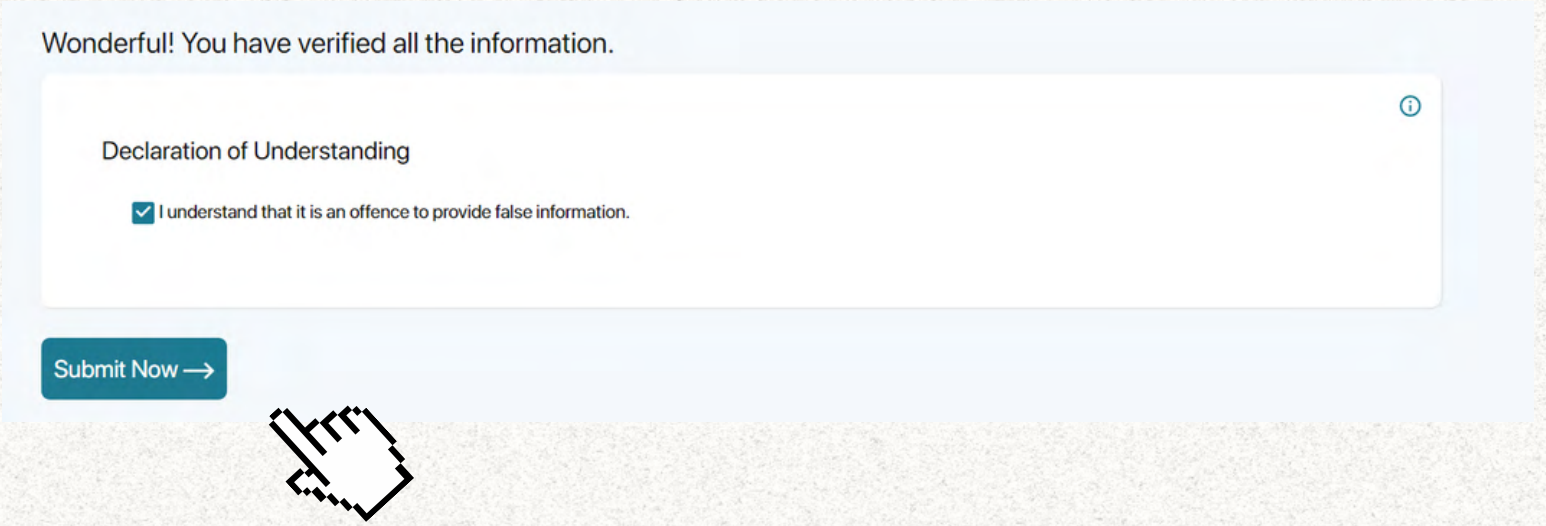
3. You will be prompted to allow the pulling of information from Singpass. If you click “I agree”, information will be autopopulated from Singpass. If you wish to manually fill in the information, you should click “Cancel”.



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.

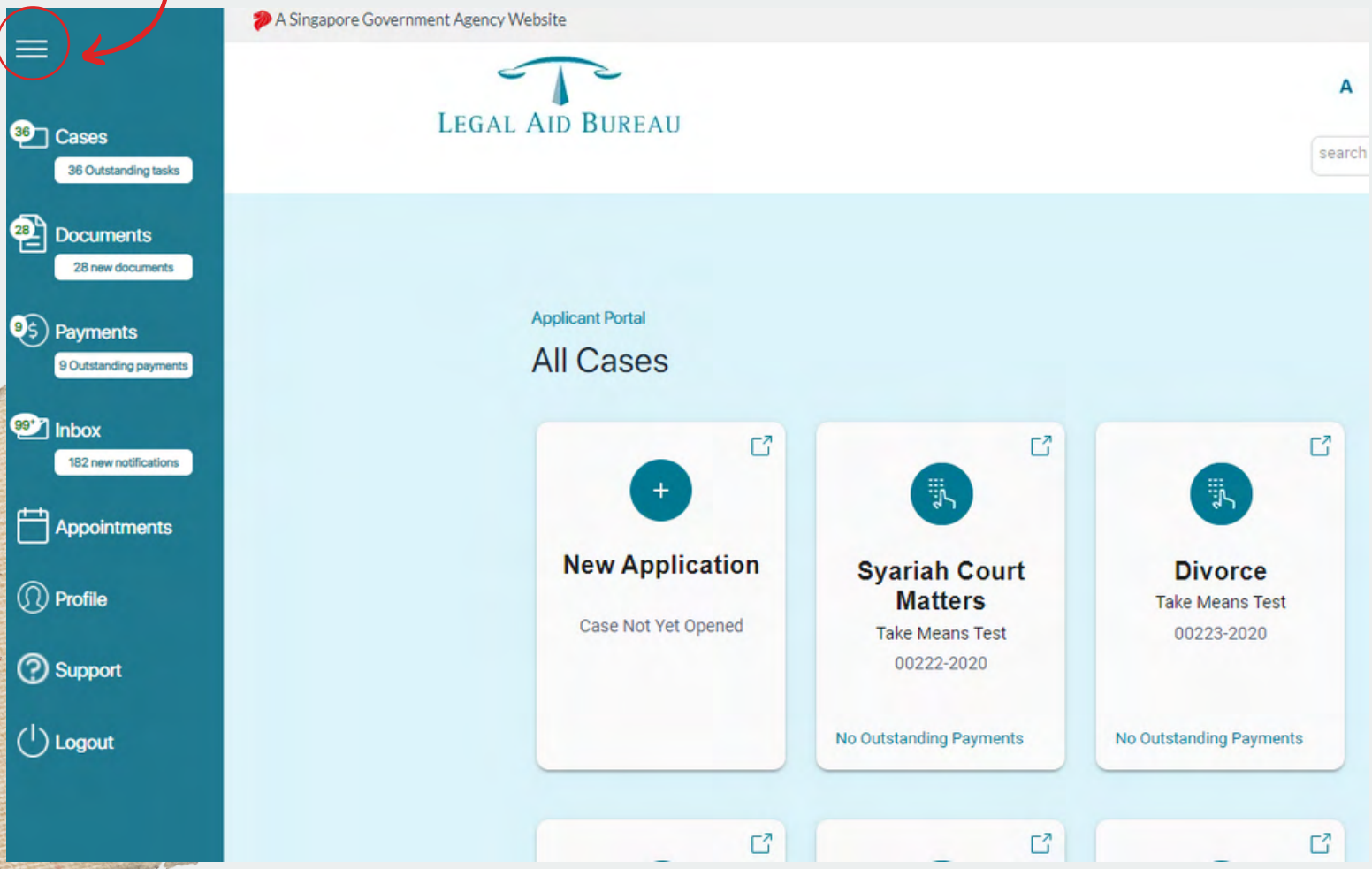


5. After you complete the required fields on the page, tick the checkbox (as seen below) and click on “Submit Now”. Profile update is completed.

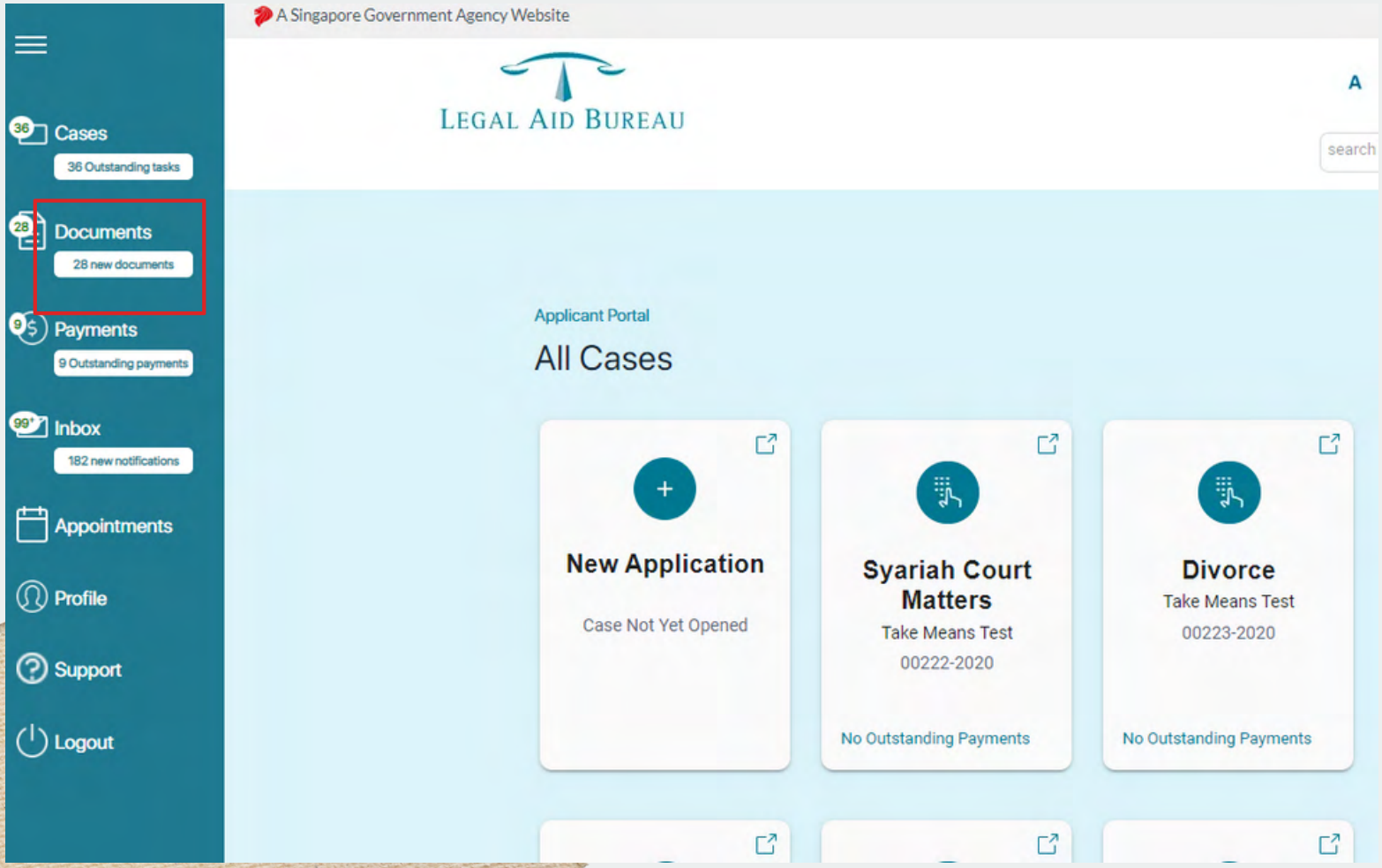


GUIDE TO UPLOADING DOCUMENTS

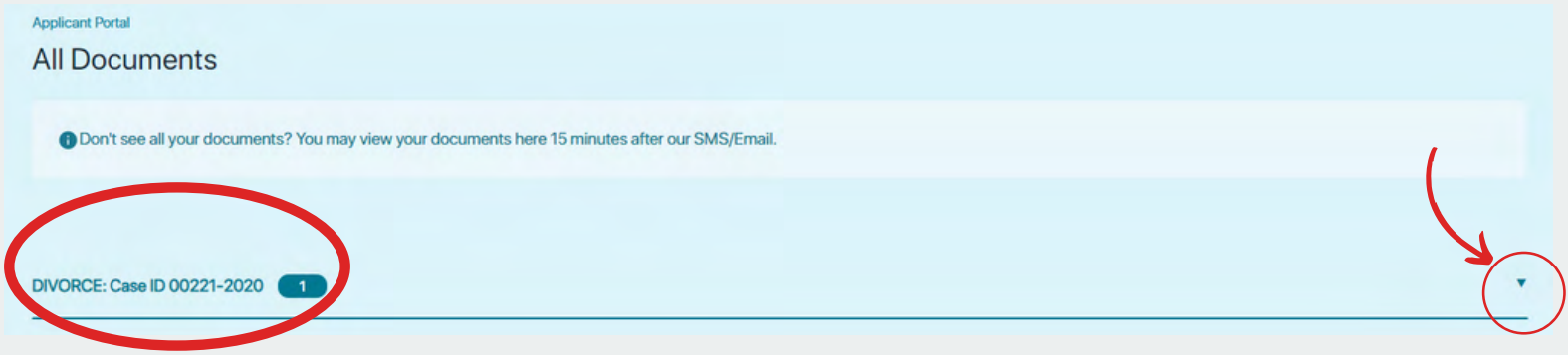
1. Log in to Applicant Portal via Singpass. Click on the Hamburger icon to expand Menu.



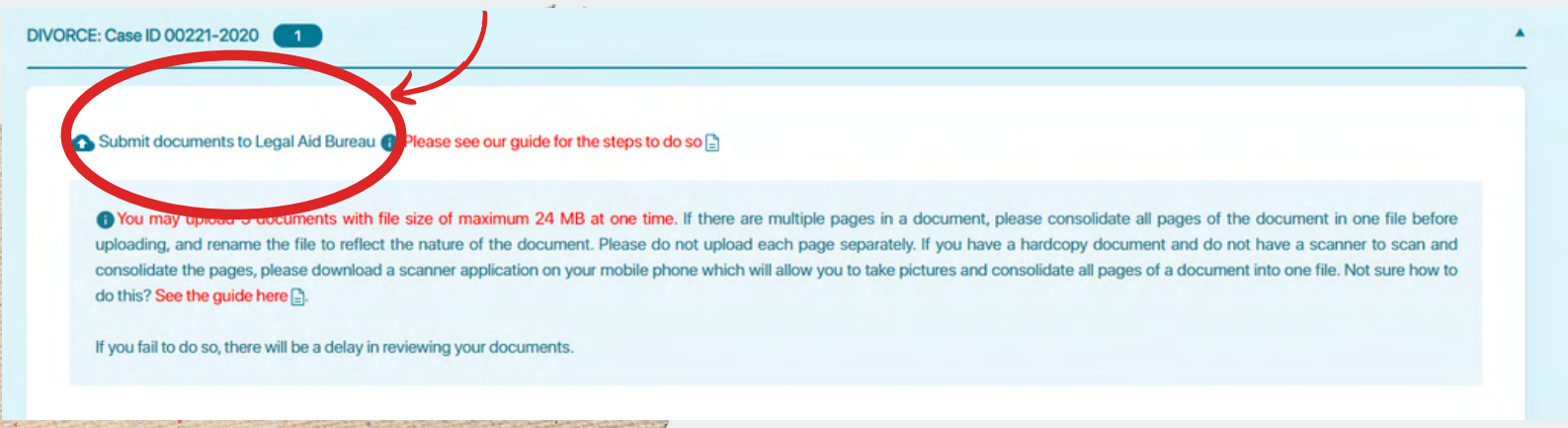
2. Click on “Documents” under Menu Tab. A list of your cases will be shown.



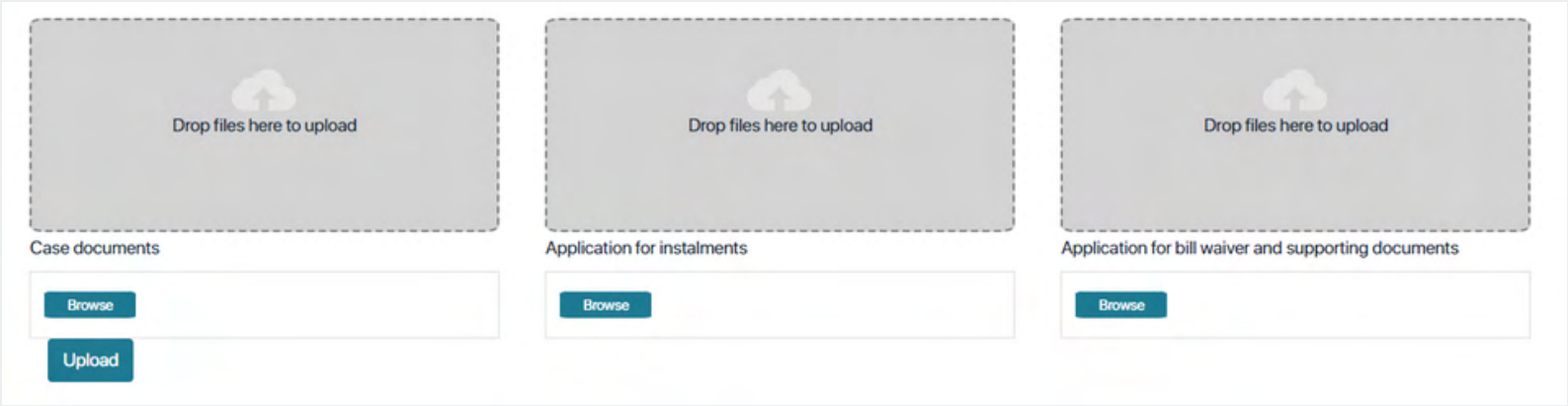
3. You can click on the relevant case file by clicking on the arrow or the case reference number (as circled in red in the screenshot below).



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.



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**".

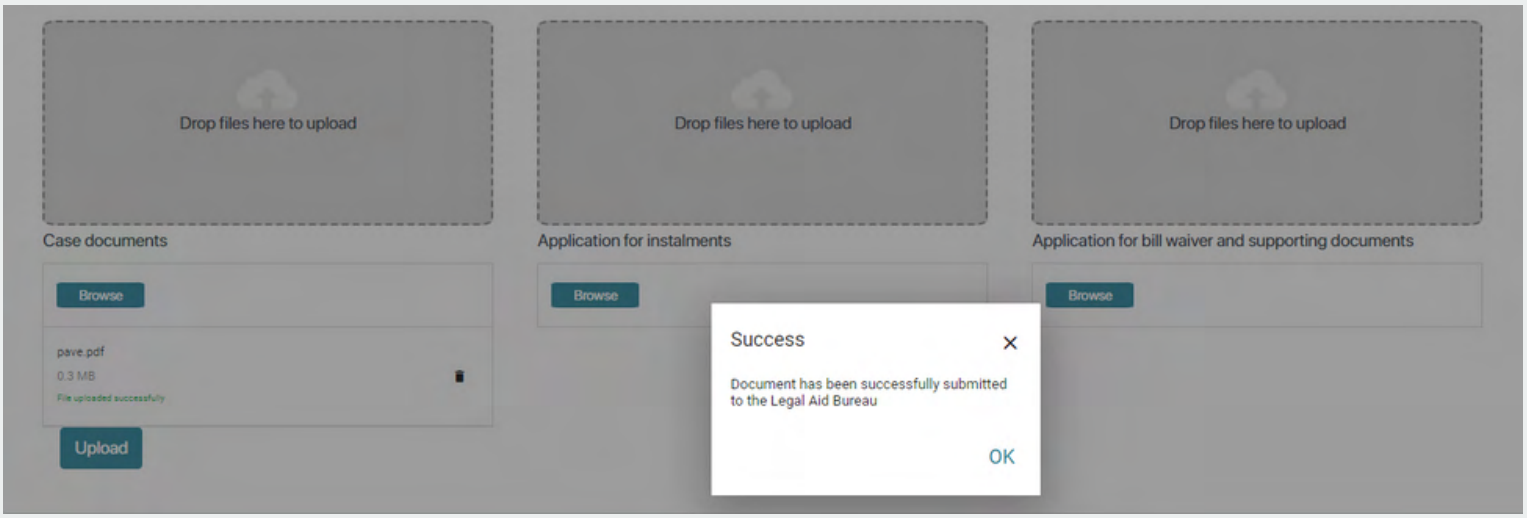
If there are multiple pages in a document, please consolidate all pages of the document in one file before uploading, and rename the file to reflect the nature of the document. Please do not upload each page separately.

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

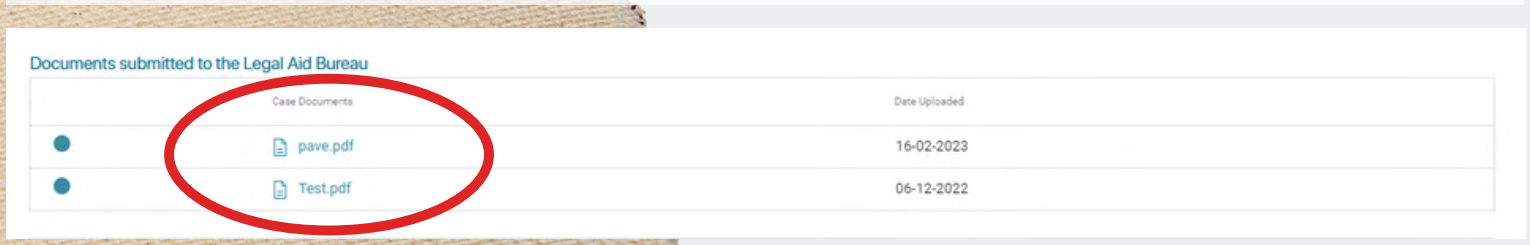
You may upload by either of the following methods:

- 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.

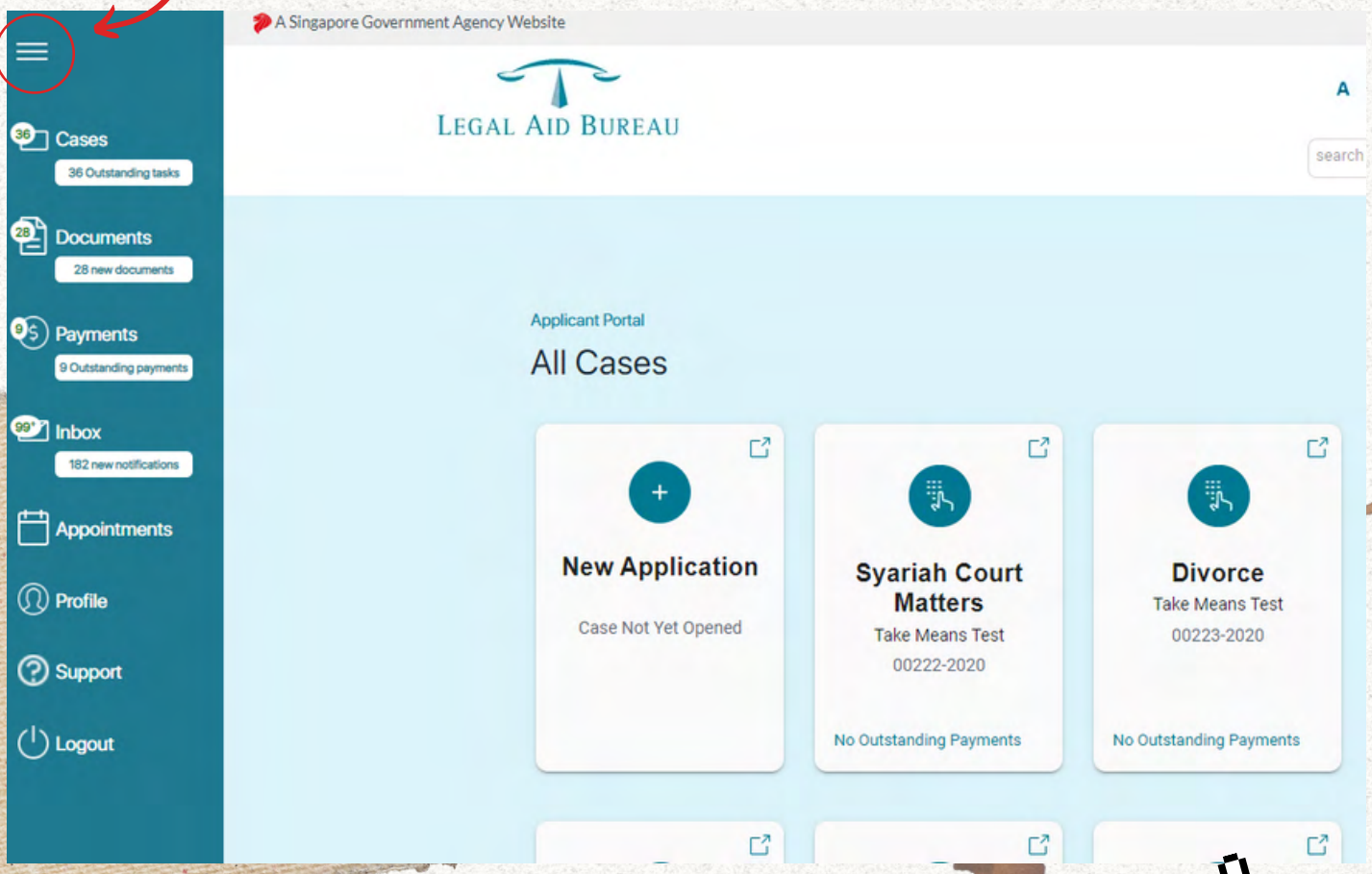


8. Documents that are successfully uploaded will appear in the Documents screen “Documents submitted to the Legal Aid Bureau”. If you do not see the relevant document, please try uploading again following the above steps.

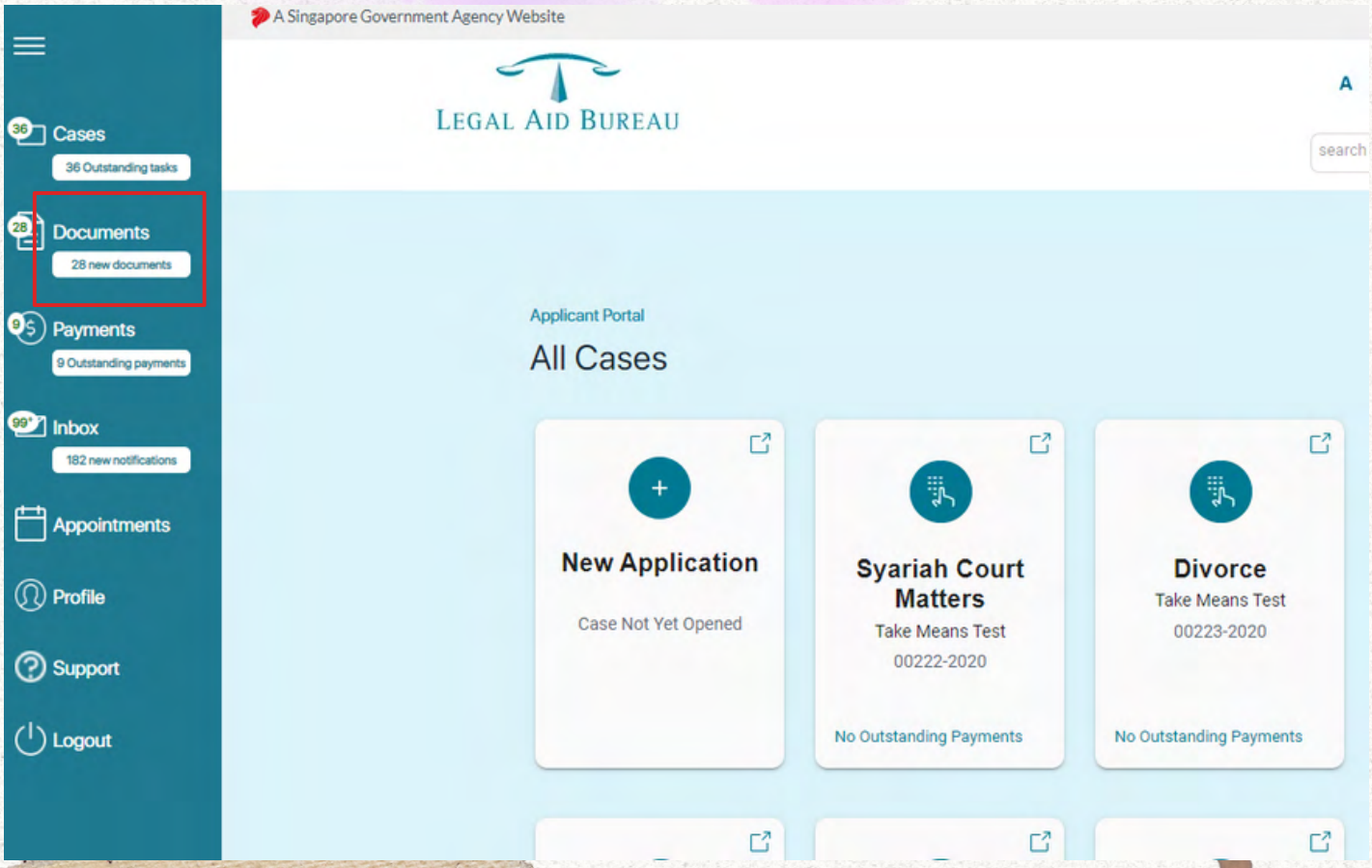


GUIDE TO DOWNLOADING DOCUMENTS

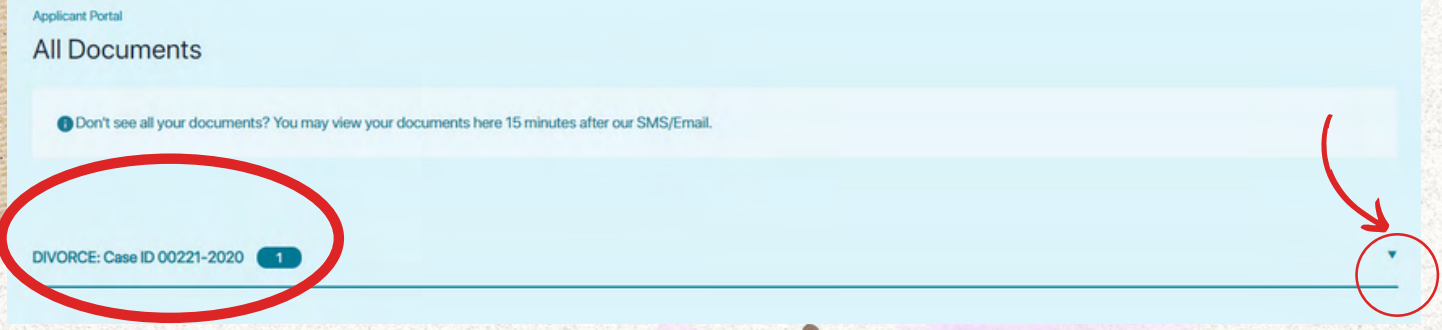
1. Log in to Applicant Portal via Singpass. Click on the Hamburger icon to expand Menu.



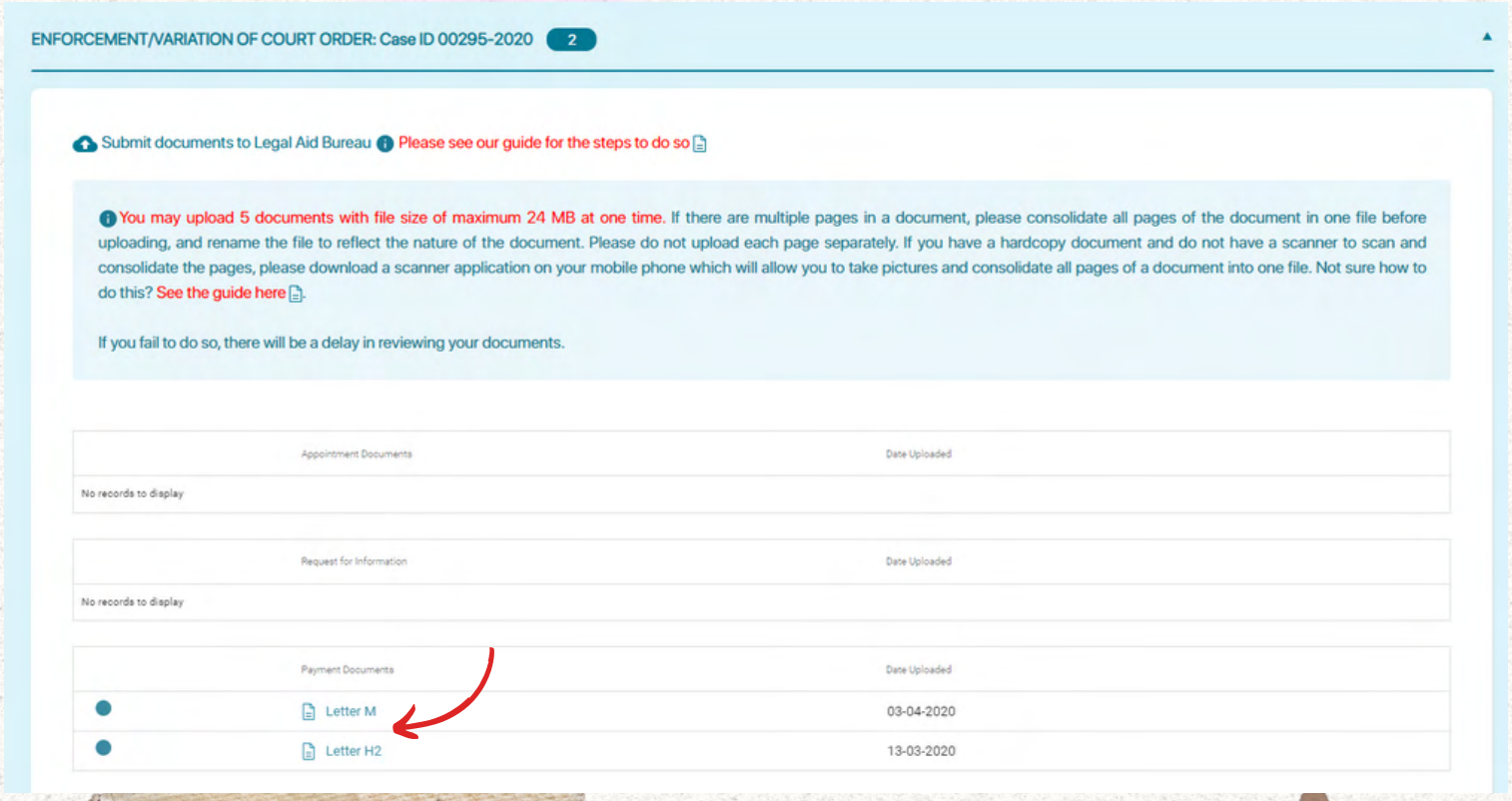
2. Click on “Documents” under Menu Tab. A list of your cases will be shown.



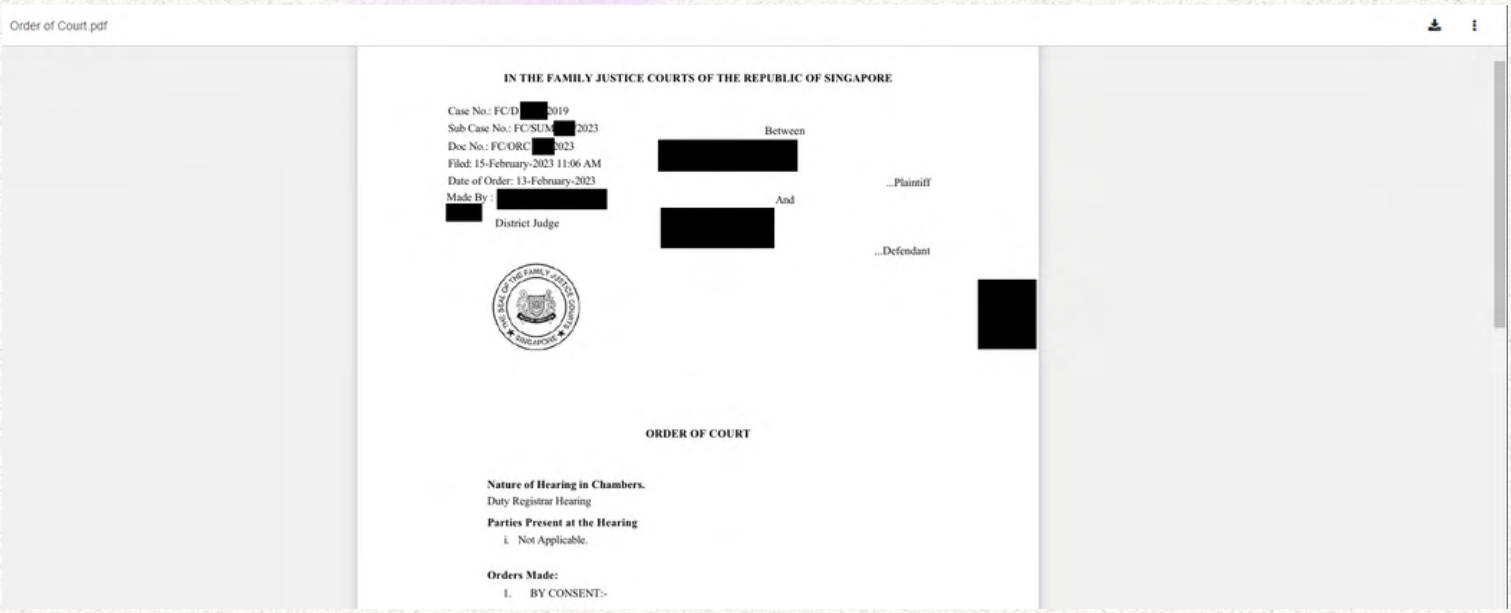
3. You can click on the relevant case file by clicking on the arrow or the case reference number (as circled in red in the screenshot below).



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



5. You will now be able to view the document(s). Please remember to save a copy or print them out for your own records.


Order of Court.pdf

IN THE FAMILY JUSTICE COURTS OF THE REPUBLIC OF SINGAPORE

Case No.: FC/D [redacted]2019
Sub Case No.: FC/SUM [redacted]2023
Doc No.: FC/ORC [redacted]2023
Filed: 15-February-2023 11:06 AM
Date of Order: 13-February-2023
Made By : [redacted]
District Judge

Between

[redacted]

...Plaintiff

And

[redacted]

...Defendant

[redacted]

ORDER OF COURT

Nature of Hearing in Chambers.
Duty Registrar Hearing

Parties Present at the Hearing
i. Not Applicable.

Orders Made:
1. BY CONSENT:-

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.