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Replace a Work Permit card for migrant domestic worker (MDW)

You must apply for a new Work Permit card for your **MDW** within 1 week if it is lost, damaged or stolen.

At a glance

When to replace	<p>If your helper's Work Permit card is lost, stolen or damaged, you must apply for a replacement within 1 week.</p> <p>Note:</p> <ul style="list-style-type: none"> For a stolen card, you must also file a police report. If your helper lost the card while overseas, you must inform us immediately. We will issue a letter for your helper to enter Singapore with.
Who can apply	Employer or appointed employment agent (EA).
How much it costs	<p>For a damaged card, the fee is \$60.</p> <p>For a lost card, the fee is \$100 for the first loss and \$300 for a subsequent loss.</p> <p>Fees are non-refundable.</p>
How long it takes	<p>Immediate for most cases.</p> <p>Card collection: 4 working days after approval.</p>

Note:


- We may call you for an interview before we issue a new card, or if you lose your card repeatedly. The request to replace the card is subject to approval.
- If the lost card is found, please return it to us immediately by post: Ministry of Manpower, 18 Havelock Road, Singapore 059764.

Apply for a replacement card

When: Within 1 week of damage or loss

Processing time: Immediate for most cases

To submit an application:

- Log in to  **WP Online** and apply.
- Pay the replacement fees using eNETS credit or debit.

- For a damaged card, the fee is \$60.
- For a lost card, the fee is \$100 for the first loss and \$300 for a subsequent loss.
- Once you submit the request, no refund is allowed.

3. If the application is approved, **print the card replacement letter**. It will have instructions on collecting the replacement card.

Collect the replacement card

When: 4 working days after approval

The replacement card will be ready for collection **4 working days** after your application is approved.

You or your helper can collect the card at  **MOM Services Centre - Hall C**. You don't need an appointment.

Bring along these documents for the visit:

- Helper's original passport
 - Card replacement letter
 - The damaged card (if applicable)
 - Completed declaration form (for lost or stolen cards)
 - Police report (for stolen cards)
- Note:** Overseas police reports should be translated into English.



For lost or stolen cards, your helper must collect the replacement card **in person**.

For replacement of damaged cards, you can authorise someone to collect the card on your behalf. Make sure the authorised person brings these along:

- An authorisation letter from you
- NRIC, pass card or passport for verification
- The damaged card
- Helper's original passport
- Card replacement letter

Note

Newly issued Work Permit cards for helpers will no longer state the name and address of employers.

You can download  **SGWorkPass** to scan QR code on the **new card**  to check the employer's name, address and other details.

