

Members of the public should continue to use ICA's e-Services available at [MyICA](#). Please refer to the ICA website for the list of [e-Services](#) available.

### Counter services available via an e-Appointment

Members of the public who need to visit the ICA Building for counter services must make an appointment through either ICA's [e-Appointment](#) service or the eAPPT@ICA mobile application.

For Citizens	For Permanent Residents	For Visitors
<ul style="list-style-type: none"> <li>• Citizenship Registration</li> <li>• Collection of IC</li> <li>• Collection of Passport</li> <li>• Registration of 15-year-old IC</li> <li>• Collection of Birth Certificate</li> </ul>	<ul style="list-style-type: none"> <li>• Completion of Formalities for Successful Applicants</li> <li>• Application for Re-Entry Permit (REP) – for REPs which have expired</li> <li>• Application for Certificate of Identity</li> <li>• Collection of IC (New/Existing Singapore Permanent Resident)</li> </ul>	<ul style="list-style-type: none"> <li>• Long- Term Visit Pass Completion of Formalities</li> <li>• Student's Pass Completion of Formalities</li> <li>• Report to VSC (as required by ICA)</li> <li>• Collection of Long-Term Pass Card</li> </ul>

Enrolment services for applicants of the enhanced-Immigration Automated Clearance System (eIACS) and Frequent Traveller Programme continue to be suspended until further notice.

### Counter services that are not available online or via e-Appointment

Members of public may visit ICA Building for the following services only

Citizen Services Centre	Permanent Resident Services Centre	Visitor Services Centre
<ul style="list-style-type: none"> <li>• Birth Registration Services</li> <li>• Citizenship Services</li> <li>• Death Registration Services</li> <li>• Replacement of IC</li> <li>• Change of particulars on IC</li> <li>• Late IC Registration</li> <li>• Lost/Damaged Passport Application for urgent travel</li> <li>• Oath of Renunciation, Allegiance and Loyalty (ORAL)</li> <li>• Passport Application-cum-Collection for urgent travel</li> </ul>	<ul style="list-style-type: none"> <li>• Verification of Permanent Residence Status</li> <li>• Renewal of Long-Term Special Pass</li> <li>• Renunciation of Permanent Residence</li> </ul>	<ul style="list-style-type: none"> <li>• Cancellation of Long-Term Visit Pass/Student's Pass</li> <li>• Short-Term Visit Pass Extension (if unable to apply online)</li> <li>• Lost Passport (for foreign visitors)</li> <li>• Application for special pass for foreign child born in Singapore</li> <li>• Cancellation of Frequent Traveller Programme Facility (to extend stay)</li> </ul>