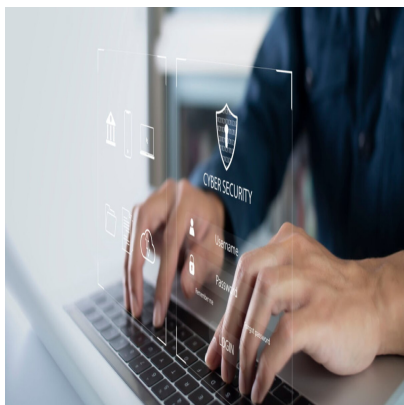




Lost NRIC: Replace It and Contain Identity Risk

Description

Report a lost NRIC to ICA immediately and apply for replacement within 14 days of that report. A police report is not normally required for ICA's process, but suspected theft, fraud or impersonation should be documented with the relevant police or ScamShield route.

This guide is for a Singapore citizen or permanent resident who cannot find an identity card. It resolves one practical task: complete the official replacement process while reducing the risk of misuse. Start with the branch that matches the real facts, then retain the cited record that controls the outcome.

Find the branch that matches

Situation	Practical next step
Card misplaced, no crime suspected	Report the loss through ICA and begin the replacement process
Theft or fraudulent use suspected	Complete ICA reporting and preserve evidence for Police or ScamShield action
Card found before replacement application	Contact ICA through its enquiry form with front and back copies for assistance
Card found after replacement submitted	Do not assume it is valid; follow ICA's instruction and no refund is provided

What the evidence can and cannot decide

[ICA lost identity-card guide](#) controls the core rule used here: immediate report, 14-day application, fees, documents, processing and recovered-card procedure. [ICA e-services directory](#) supplies the second check: official lost-card reporting and replacement routes and expected form time. Read both against the current facts rather than lifting one number or sentence out of its conditions.

For a Singapore citizen or permanent resident who cannot find an identity card, those sources can organise the decision and show which evidence is missing. They cannot approve an application, interpret an individual contract, guarantee availability, diagnose a condition, value an asset or replace an authority's issued result. The useful outcome is a dated file that makes complete the official replacement process while reducing the risk of misuse and records why the selected branch applies.

Start the ICA clock now

ICA says the loss should be reported immediately and the replacement application completed within 14 days from the report. Log in with Singpass to the e-service. A person unable to report for medical reasons may use the stated assisted route. Save the submission reference and exact report date. [ICA lost identity-card guide](#).

Budget the official fee and collection

The replacement fee is S\$100 for a first loss and S\$300 for a second or subsequent loss. ICA states normal processing is within seven working days, subject to peaks and acceptable photograph or documents. After approval, make an appointment and collect within three months. [ICA lost identity-card guide](#).

Contain identity misuse without oversharing

List accounts where the physical card may have been used for verification, then monitor bank, telco, credit and government notifications. Contact institutions only through official channels. Do not send an image of another identity document to a caller claiming to help; verify the organisation independently. [ScamShield official service](#).

Preserve evidence of suspicious events

Record time, sender, phone number, website, transaction reference and screenshots that do not expose passwords or one-time codes. ScamShield can help check suspicious messages and its helpline route; Police reporting may be appropriate where crime or loss through crime is suspected. ICA reporting remains required. [ScamShield official service](#).

Handle recovery correctly

If the card is found before the replacement application, ICA asks the holder to use its enquiry form and submit front and back copies for assistance. Once the replacement application is submitted, a new card will be issued and the fee is not refunded. Follow ICA rather than continuing to use the recovered card. [ICA lost identity-card guide](#).

Worked example or route

A holder reports the loss on 30 July. The personal deadline log marks 13 August as the 14-day planning boundary, but the holder submits immediately rather than rely on manual counting. A suspicious telco message arrives later; its details are preserved and the telco is contacted through its official app, not the message link.

Build the action file

1. Report the loss through ICA immediately
2. Record the reference and date
3. Apply for replacement within 14 days
4. Monitor financial and telco alerts
5. Preserve suspicious-message evidence
6. Use official fraud-reporting channels
7. Follow ICA if the card is recovered

The two reusable decision tools are a **report-to-collection timeline** and an **identity-misuse evidence and contact checklist**. Both are editorial working methods; an issued notice, contract, live timetable, clinical instruction or authority decision prevails.

Limits and costly missteps

- Waiting 14 days before reporting
- Assuming a police report replaces ICA reporting
- Sending replacement documents to an unsolicited caller
- Using a recovered card after replacement submission
- Missing the three-month collection window

Pause when the controlling date, eligibility fact, payment destination, safety condition, product term or live availability is unclear. Open the linked source again and save the acknowledgement or result that applies to the actual case.

Continue with the adjacent check

After this task, it may help to [verify a government message before acting](#). A second useful step is to [prepare for an official public warning](#). These links move to different reader tasks rather than repeating this page.

Common questions

Is a police report required for ICA replacement?

ICA says it is not required for the loss and replacement process. [ICA lost identity-card guide](#).

What are the lost-card fees?

S\$100 for the first loss and S\$300 for later losses. [ICA e-services directory](#).

How long does processing take?

ICA states within seven working days normally, with possible delays. [ICA lost identity-card guide](#).

Checked against the cited sources for this publication run. Rules, schedules and service details can change; verify the live official page before acting on a consequential decision.

Date Created

30/07/2026

Author

claratan

default watermark