

How do I replace my MSIC?

Question

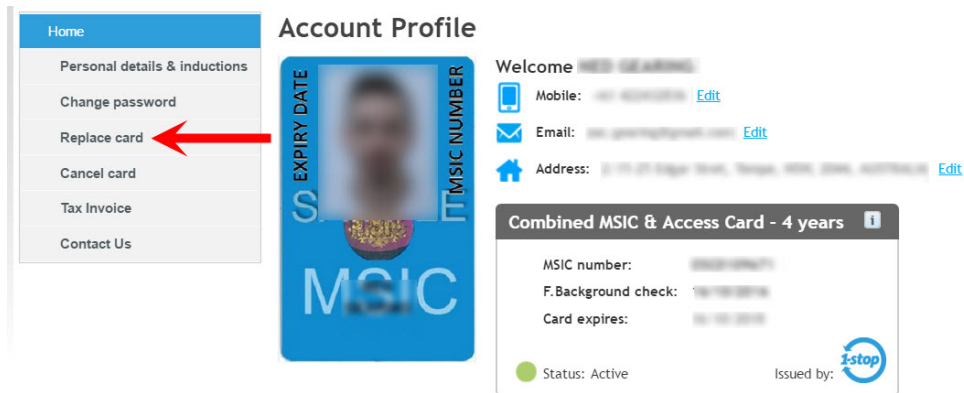
There are a few reasons you may need to replace your MSIC. What are these and how do I do it?

Answer

You will need to arrange a replacement MSIC if:

- You have misplaced / lost your card
- Your card has been stolen
- You have renewed your Visa and your initial card was issued til the expiry of your old Visa instead of the full 2/4 years'
- You have changed your name

To start the replacement process, you will need to login to your online profile (here: <https://msic.1-stop.biz/>). Once you have logged in, click 'Replace Card' in the menu on the left, this will display the instructions on what to do. Next, click the 'Apply Now' button and fill out the request form, then click the 'Submit Request' button.



The screenshot displays the 'Account Profile' page. On the left, a navigation menu lists several options: 'Home', 'Personal details & inductions', 'Change password', 'Replace card', 'Cancel card', 'Tax Invoice', and 'Contact Us'. A red arrow points to the 'Replace card' option. The main content area shows a 'Welcome' message, contact information (Mobile, Email, Address) with 'Edit' links, and a summary box for the 'Combined MSIC & Access Card - 4 years'. This summary box includes the MSIC number, F. Background check status, card expiry date, and status (Active), along with the 'Issued by' logo for 1-stop.

Once you have done this, you will receive an email detailing what to do next and what documents are required to process your request.