



LTA - Customer Briefing Friday 20th March at 12:00 Noon

Public Transport in the greater Lautoka Cordon Area which is defined as:

*From King's Road at Nacilau Junction past Matawalu Village, to the feeder road at Vakabuli Junction, to the Queen's Road at Natalau Junction are disrupted as vehicles cannot enter or leave this area until further notice. This includes all Public Service Vehicles such as buses, minibuses, taxis, licenced carriers etc.*

**LTA Offices Lautoka** - both offices in Lautoka are open normally. The Authority has had to move some staff around to accommodate the travel restrictions. This may mean:

- Extended waiting times at some offices
- Some offices could be busier than normal

We ask that customers do not leave their LTA transactions to the last minute, please give yourself adequate time for your LTA business to be completed efficiently.

**All other LTA Branch Offices are open normally Monday to Friday. Branch Offices that previously opened on Saturday will no longer open on this day.**

All Defensive Driver Training Courses are postponed until further notice.

Driving tests and Vehicle Inspections are being conducted normally and you should ensure that you report punctually for your booked appointments.

Guidance to people living outside the cordon who have Vehicle Tests, Driving Licence tests, and licence renewal and have made appointments at Lautoka Office they should report to nearest LTA office. Do not travel to Lautoka Cordon area.

Our Branch Office Staff will do their level best to provide you with an efficient service at all times. Some element of “social distancing” will be in operation at counters.

We are in a fast-moving dynamic situation and you are asked to keep looking at the LTA website and social media for periodic announcements about LTA Customer Service.

You are also encouraged to make use of our “Award Winning” webchat service which is accessible on [www.lta.com.fj](http://www.lta.com.fj)—this will save you a personal visit to our Branch Offices.

#### **Visa/Mastercard payments**

You can also do the bookings and payments through our e-services. The e-services website can be accessed from: <https://eservices.lta.com.fj/>

To access online services, customers must do the following:

- Submit a completed e-services online registration form to any LTA office nationwide (forms can be collected at any LTA office nationwide or downloaded from [www.lta.com.fj](http://www.lta.com.fj) )
- LTA customer service officers will create online account; and
- Once online account is created an activation e-mail address to activate the account.

The following cards are supported on our platform for payments:



Samuel Simpson  
Chief Executive Officer