Call Appointment in 5 simple steps



СГГВОа

Dear SXXXX524A.

Your call appointment is confirmed on 01 Jan 2022 at 8:30 AM.

You will receive a SMS reminder at the appointment time.

For personalised service, we will verify your identity using Singpass before connecting your call to our officer. You need to enable your SingPass app notifications through your phone settings.

Find out more: cpf.gov.sg/callapptdemo

To cancel or reschedule the appointment, please visit cpf.gov.sg/appt

Confirmation message after booking a Call Appointment

2

Reminder message sent 1 day before Call Appointment



CPF Board

You have a call appointment on 01 Jan 2022 at 8:30 AM.

Dear SXXXX524A,

You will receive a SMS reminder at the appointment time.

For personalised service, we will verify your identity using Singpass before connecting your call to our officer. You need to enable your SingPass app notifications through your phone settings.

Find out more: cpf.gov.sg/callapptdemo

To cancel or reschedule the appointment, please visit cpf.gov.sg/appt.



CPF Board

Dear <Masked NRIC>

You have a call appointment on 01 Jan 2022 at 08:30 AM.

Please call 18002271188 (for local calls) or +6562271188 (from overseas) by 08:35 AM, using the mobile number ending with 1234. There is no need to queue. For personalised service, we will verify your identity using Singpass before connecting your call to our officer.

If you missed calling at your appointment time, please make another appointment at cpf.gov.sg/appt.

5

Reminder message sent at the appointment time and click the link to call in

4

After clicking the link, CPF Hotline number will appear in your dial pad



/e would

"We would like to verify your identity using Singpass. Please get ready the information. Your call may be recorded for quality purposes."

Authenticate using Singpass app in 4 simple steps



You can download the Singpass app from the App Store or Play Store. You can log in to your Singpass app using your fingerprint, face recognition or a 6-digit passcode.

For more details on the set-up, please refer to the instructional guides (iOS users and Android users) at singpass.gov.sq.

*Please ensure that you have enabled Notifications on your mobile phone settings if you are using the Singpass app. Please visit cpf.gov.sg/enablenotification for details.

Authenticate using One-Time Password (OTP) via SMS in 2 Simple Steps

