

[1] English [2] Chinese [3] Malay [4] Tamil

[2] Reporting of scam or fraudulent transactions

[1]
Self-help for Statement Request, Nomination, Dependants'
Protection & Account Closure when Member Passes Away

[1]
Statement
Request

[2]
Nomination

[3]
Dependants'
Protection

[4]
Account Closure
when Member
Passes Away

[NRIC NO]
Followed by [#]

[1]
If NRIC starts with "S"
[2]
If NRIC starts with "T"

[1]
Latest Yearly Statement of
Account
[2]
15-month Contribution
Statement
[3]
15-month Transaction
Statement

[1]
Authentication via Singpass app
[2]
Authentication using One-Time
Password (OTP) received via SMS

[0]
Customer Service
Officer's assistance

[1]
Education & Investment

[2]
Withdrawal, Retirement
& Topping-up

[3]
Silver Support & Matched
Retirement Savings

[4]
Closure of CPF account by
non-Singaporeans and
non-Permanent Residents

[5]
Housing & Home Protection

[6]
Workfare & Self-Employed

[7]
MediSave, MediShield Life
& ElderShield

[NRIC NO]
Followed by [#]

If you are a foreigner, press []*

[1]
If NRIC starts with "S"
[2]
If NRIC starts with "T"

[1]
Authentication via Singpass app
[2]
Authentication using One-Time Password (OTP)
received via SMS



CPF INTERACTIVE CALL FLOW

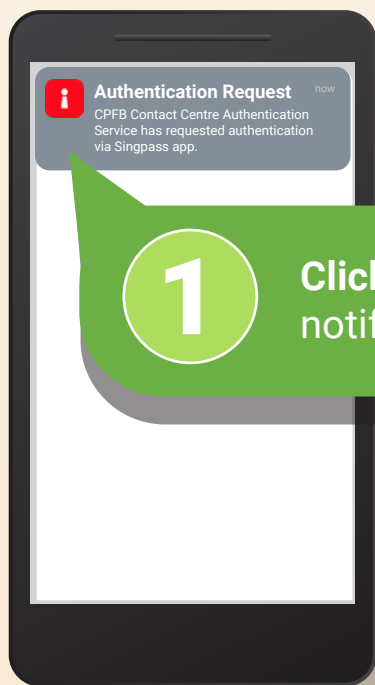
CPF Hotline:
1800-227-1188

Calling from overseas:
+65-6227-1188

Mondays to Fridays
8:30am to 5:30pm

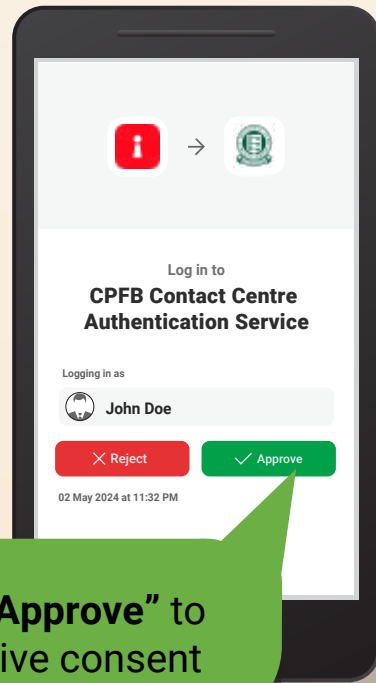
Eves of Christmas,
New Year and
Chinese New Year
8:30am to 1:00pm

Authenticate using Singpass app in 4 simple steps



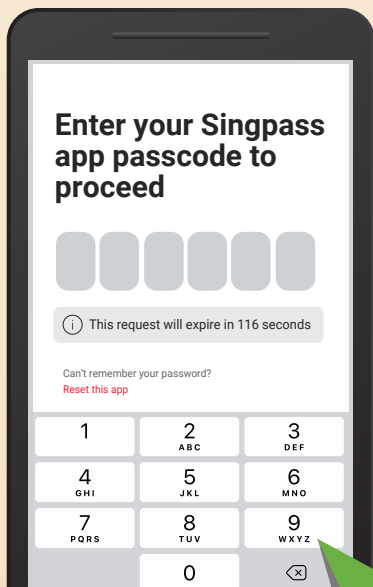
1

Click on the push notification*



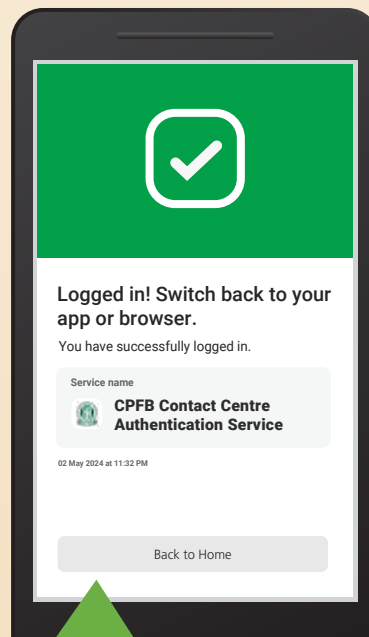
2

"Approve" to give consent



3

Verify your identity using your fingerprint, face recognition or 6-digit passcode



4

You have **successfully authorised** the authentication

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.sg.

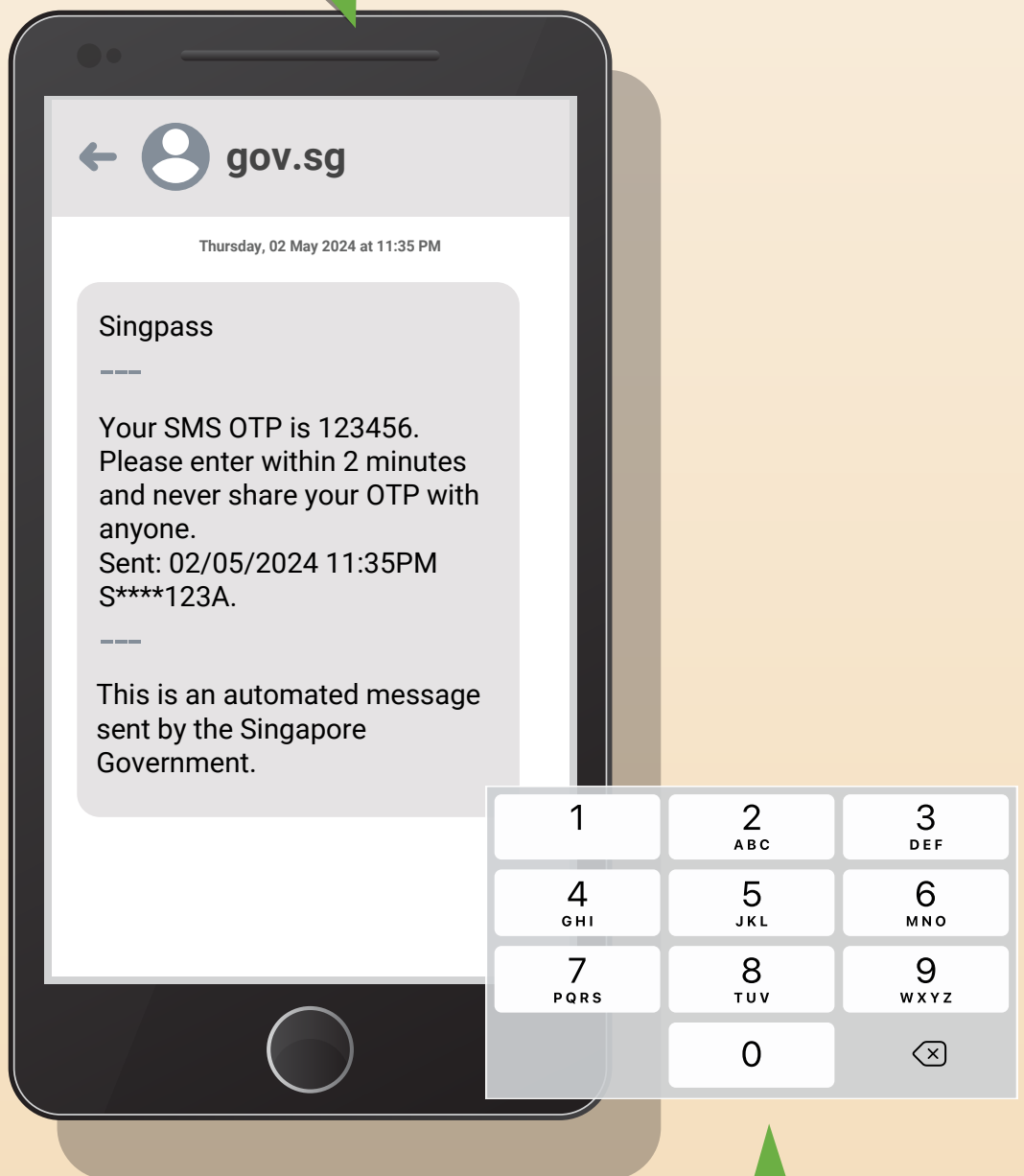
*Please ensure that you have enabled Notifications on your mobile phone settings if you are using the Singpass app. Please visit cpf.gov.sg/enablenotification for details.

If you require personalised guidance,
you will be prompted to do one of the following:

Authenticate using One-Time Password (OTP) received via SMS

1

Check the SMS on your
registered mobile phone
for the 6-digit OTP



2

Key in the 6-digit OTP
using the dial pad of
your phone