

# Guide to using CAYE digital services

A step-by-step guide for Corporate Service Buyers (CSBs) on how to access and navigate CAYE digital services

Information accurate as at 20 April 2023



# Background

- As part of Contribute-As-You-Earn (CAYE) pilot, CSBs are required to make CAYE contributions for self-employed vendors by deducting from their service fee payment.
- This is a step-by-step guide to accessing and navigating CAYE digital services.



# Content Page

1. Logging in to CAYE digital services
2. Applying for CAYE CPF Submission Number (CSN)
3. Viewing drafts and pending transactions upon log in
  - a) Shortcuts to navigate to other functions
4. Updating Company Information
5. Making CAYE Contributions
  - a) Payment via DDA
  - b) View CAYE transactions (pending deduction)
  - c) Viewing drafts
6. Viewing Transaction History
7. Request Refund/Reversal
  - a) Via bank account registered with a DDA
  - b) Via ad-hoc arrangement (No DDA)
8. Additional information



# 1. Logging in to CAYE digital services

Step 1



Step 2



Step 3

3

Scroll  
down

The screenshot shows the website's navigation bar with the following elements:

- Logo: Central Provident Fund Board
- Menu items: Who we are, Tools and services, Infohub, Employer (with a dropdown arrow), Login (with a lock icon), and a search icon.
- Secondary menu items: Employer obligations, Making CPF contributions, Making Voluntary Contributions, Compliance and rectifications, and Corporate service buyers (highlighted with a red box).
- Main content area: A section titled "Corporate service buyers" with a sub-section "Paying CPF for self-employed vendors" (highlighted with a red box).
- Bottom navigation bar: Overview, Eligibility, How it works, Payment modes, Resources (highlighted with a red box), and a right-pointing arrow.

Annotations and steps:

- Step 1: A red box labeled "1" highlights the "Employer" dropdown menu in the navigation bar.
- Step 2: A red box labeled "2" highlights the "Paying CPF for self-employed vendors" link in the main content area. A callout box next to it says "Click on 'Paying CPF for self-employed vendors'".
- Step 3: A red box labeled "3" highlights the "Resources" link in the bottom navigation bar. A callout box next to it says "Click to expand menu".

# 1. Logging in to CAYE digital services

Step 1



Step 2



Step 3

Overview

Benefits

Onboarding

Payment

Resources

FAQs

## RESOURCES

### Need more information?



[CAYE digital services](#) >

Apply for a CAYE CSN, make CAYE contributions, view your transaction history, request refunds, and more.



[Guide to using CAYE digital services](#) >

A step-by-step guide on how to access and navigate the CAYE digital services.

(PDF, 1.6MB)



[Corppass website](#) 

Use the Corppass website to apply for access to CAYE digital services.

1

Click on the hyperlink to launch CAYE digital services



# 1. Logging in to CAYE digital services

Step 1

Step 2

Step 3

A Singapore Government Agency Website

**singpass** Services ▾

Upcoming Maintenance on 4 Jul 2021, 12am to 6am ▾

**Welcome to Singpass**  
Your trusted digital identity


- Have questions? >
- Locate a counter >
- Read how-to guides >
- Contact us >

**1**

Log in using your *Singpass* *app* and you will be routed to the CAYE digital services

Singpass app Password login

Scan with Singpass app to log in



Don't have Singpass app? [Download now](#)

Need help? Click here to talk to me

# 1. Logging in to CAYE digital services

Step 1

Step 2

Step 3

The screenshot shows the Singpass website interface. At the top, it says "A Singapore Government Agency Website" and "singpass Services". There is a navigation menu with "F | T | F" and a search icon. A banner for "Upcoming Maintenance on 4 Jul 2021, 12am to 6am" is visible. The main heading is "Welcome to Singpass" with the tagline "Your trusted digital identity". Below this are links for "Have questions?", "Locate a counter", "Read how-to guides", and "Contact us". On the right, there is a login form with two tabs: "Singpass app" and "Password login". The "Password login" tab is active. The form includes fields for "Singpass ID" and "Password", a red "Log in" button, and links for "Forgot Singpass ID" and "Reset password". At the bottom of the form is a "Register for Singpass" button. A red callout box with the number "1" in a circle points to the "Log in" button. The text inside the callout box reads: "Alternatively, log in using your **Singpass ID** and you will be routed to the CAYE digital services".

1

Alternatively, log in using your **Singpass ID** and you will be routed to the CAYE digital services

Singpass app

Password login

Log in

Singpass ID

Password

Log in

[Forgot Singpass ID](#)

[Reset password](#)

Register for Singpass

Need help? Click here to talk to me

# 2. Applying for CAYE CPF Submission Number (CSN)

Step 1

Step 2

Step 3

Step 4

End

Central Provident Fund Board

Who we are Tools and services Infohub Employer Logout

CAYE digital services

Contribute-As-You-Earn

Company Name and UEN will be displayed here

### Contribute-As-You-Earn (CAYE)

UEN will be displayed here

Your Last Login using CorpPass was on Tuesday, 02 November 2021 at 9:19:49 PM (Singapore Standard Time)

Your company has not registered any CPF Submission Number (CSN) for CAYE. To apply for a CAYE CSN, please click on the hyperlink below.

Related Links

> [Apply for CAYE CPF Submission Number](#)

1

Click on the **hyperlink** to begin application



This message will be displayed until a CSN has been assigned to your company



# 2. Applying for CAYE CPF Submission Number (CSN)

Step 1

Step 2

Step 3

Step 4

End

Central Provident Fund Board

Who we are Tools and services Infohub Employer Logout

CAYE digital services

Contribute-As-You-Earn

Company Name and UEN will be displayed here

## Apply for CAYE CPF Submission Number (CSN)

CAYE CSN

This form is only applicable if you wish to apply a new Contribute-As-You-Earn (CAYE) CSN to make CAYE contributions to the Self-Employed Persons (SEPs) you have engaged for a job.

**Important Notes**

- This form may take you 5 minutes to complete.
- Your request will be processed within 2 working days.
- Companies are required to apply for a CAYE CSN before CAYE contributions can be made to SEPs.
- All fields marked with \* are mandatory.

If you encounter any problems with this digital service, please [contact us](#). For more information on CAYE, please visit our [website](#).

Start



Read through the important notes

1

Click on "***Start***" to begin application

# 2. Applying for CAYE CPF Submission Number (CSN)

Step 1



Step 2



Step 3



Step 4



End

Central Provident Fund Board

Who we are Tools and services Infohub Employer Logout

CAYE digital services

Contribute-As-You-Earn

Company Name and UEN will be displayed here

### Apply for CAYE CPF Submission Number (CSN)

CAYECSN

Step 1 Step 2

**Part 1: Requestor's Particulars**

NRIC / FIN  
S1234567D

Name

Designation\*

Select

**Part 2: Company Information**

Unique Entity Number  
20211102A

Company Name\*

CAYE: \_\_\_\_\_

CSN Name \*

Contact Details\* (Please provide at least one contact number)

Telephone (Office) Mobile

Email Address\*

Business Address\* (Please provide at least one address)

Local Singapore Address Overseas Address

SG Postal Code\*

Street Name\*

Block / House No.\* Level / Unit No.

Back to Main Next

1

Complete the fields in **Part 1** and **Part 2**

2

Click "**Next**"



# Additional info regarding Business Address

## For Local Addresses

**Business Address\*** (Please provide at least one address)

Local Singapore Address  Overseas Address

**SG Postal Code\***

Please key here

Eg. 123202

**Street Name\***

**Block / House No.\***

**Level / Unit No.**

#

Key in your company's **Postal Code**. Street Name and Block Number will be auto-populated

Add details on level/unit number

## For Overseas Addresses

**Business Address\*** (Please provide at least one address)

Local Singapore Address  Overseas Address

**Overseas Address\***

Please key here

[Add line](#)

Select "**Overseas Address**"

Key in "**Overseas Address**" in text field



## 2. Applying for CAYE CPF Submission Number (CSN)

Step 1



Step 2



Step 3



Step 4



End

Central Provident Fund Board

Who we are Tools and services Infohub Employer Logout

CAYE digital services

Contribute-As-You-Earn

Company Name and UEN will be displayed here

### Apply for CAYE CPF Submission Number (CSN)

CAYECSN

Step 1 Step 2

Please confirm the following details before submitting this form:

Part 1: Requestor's Particulars

Part 2: Company Information

Back Submit

1

Click "Submit" to confirm

The information that you have provided will be displayed in this **confirmation page**

# 2. Applying for CAYE CPF Submission Number (CSN)

Upon successful submission of application

Step 1



Step 2



Step 3



Step 4



End

The screenshot shows the CPF website interface. At the top, there is a navigation bar with the Central Provident Fund Board logo and links for 'Who we are', 'Tools and services', 'Infohub', 'Employer', 'Logout', and a search icon. On the left, a sidebar menu lists 'CAYE digital services' and 'Contribute-As-You-Earn'. The main content area displays a confirmation message: 'Submission Successful: You have successfully submitted your transaction.' Below this is a table with application details:

Service Name	Transaction Number	Transaction Date
Apply for CAYE CPF Submission Number	CYE0012100000672	02/11/2021, 9:51:37 PM

Below the table, there is a link to check the status of the request and a note to contact CPF if an additional submission number is needed. At the bottom, there is a link to 'View Transaction History' and a 'Back to Main' link.

Company Name and UEN will be displayed here

## Acknowledgement

Submission Successful: You have successfully submitted your transaction.

Service Name	Transaction Number	Transaction Date
Apply for CAYE CPF Submission Number	CYE0012100000672	02/11/2021, 9:51:37 PM

Application details will be displayed here

You may check the [status](#) of your request.

Please contact CPF if you require an additional CAYE CPF Submission Number.

If you have any questions about CAYE or the Self-Employed Scheme, please visit [cpf.gov.sg](http://cpf.gov.sg) or call us at 1800-227-1188 from Mondays to Fridays (8am to 5.30pm).

[Back to Main](#)



You may check on your past transaction in the **[View Transaction History](#)** page

## 2. Applying for CAYE CPF Submission Number (CSN)

Landing Page: Upon successful submission of application

Central Provident Fund Board

Who we are Tools and services Infohub Employer Logout

CAYE digital services

Contribute-As-You-Earn

Company Name and UEN will be displayed here

### Contribute-As-You-Earn (CAYE)

#### CAYE CSN Application

Company Name  
CAYE-NANYANG CURRY NOODLE HOUSE @ WG

Requestor's NRIC / FIN  
S1234567D

Unique Entity Number	Transaction Number	Transaction Date	Status
20211102A	CYE0012100000672	02/11/2021, 09:51:37 PM	Submitted

Please contact CPF Board if you require an additional CAYE CPF Submission Number.

If you have any questions about CAYE or the Self-Employed Scheme, please visit [cpf.gov.sg](http://cpf.gov.sg) or call us at 1800-227-1188 from Mondays to Fridays (8am to 5.30pm).



You may view your past transactions in the Transaction History page

Application details will be displayed here

# 3. Viewing of GIRO arrangement, pending or in draft upon log in

Central Provident Fund Board

Who we are Tools and services Infohub Employer Logout

CAYE digital services

- Contribute-As-You-Earn
  - Update Company Information
  - Make CAYE Contributions
  - View Transaction History
  - Request Refund/Reversal

Company Name and UEN will be displayed here

Your Last Login using CorpPass was on Sunday, 07 November 2021 at 11:11:44 AM (Singapore Standard Time).

## Contribute-As-You-Earn (CAYE)

Quick links

- Make CAYE Contributions
- View Transaction History
- Request Refund

CAYE contribution draft(s) Pending CAYE transaction(s)

You have [XX](#) draft(s) You have [XX](#) pending transaction(s)

**GIRO arrangement for CAYE**

CSN	Bank Name	Bank Account Number
T15ZZ0061KMSE60	UNITED OVERSEAS BANK LTD	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX1234
T15ZZ0061KMSE02	UNITED OVERSEAS BANK LTD	XXXXXX0006

GIRO arrangement(s) for CAYE will be displayed here (if any)

Pending drafts and transactions will be displayed here (if any)

# 3. Shortcuts to navigate to other functions

Central Provident Fund Board

Who we are Tools and services Infohub Employer Logout

CAYE digital services

- Contribute-As-You-Earn
  - Update Company Information
  - Make CAYE Contributions
  - View Transaction History
  - Request Refund/Reversal

Company Name and UEN will be displayed here

Your Last Login using CorpPass was on Sunday, 07 November 2021 at 1:12:23 PM (Singapore Standard Time).

## Contribute-As-You-Earn (CAYE)

Quick links

- Make CAYE Contributions
- View Transaction History
- Request Refund

GIRO arrangement for CAYE

CSN	Bank Name	Bank Account Number
00060003B MSE02	DBS BANK LTD	XXXXXX0079

Successful Payments for last 3 months (Sep 2021 - Nov 2021)

CSN Name	Gross Amount (\$)	Net Amount (\$)	MediSave Amount (\$)
<a href="#">CAYE COMPANY J LTD</a>	5,000.00	4,475.00	525.00
Total CAYE Payments	5,000.00	4,475.00	525.00

Please contact CPFB if you require an additional CAYE CPF Submission Number.

Use the **Menu side-bar** to navigate to other features

**Quick links** to commonly-used functions

Click on the **hyperlink** to view more details on transaction records





# 4. Updating Company Information - Navigation

Step 1

Step 2

Step 3

End

1

Navigate from the menu and select "**Update Company Information**"

The screenshot shows the CPF website interface. At the top, there is a navigation bar with the CPF logo and the text 'Central Provident Fund Board'. The main navigation menu includes 'Who we are', 'Tools and services', 'Infohub', 'Employer', 'Logout', and a search icon. On the left side, there is a 'CAYE digital services' menu with a dropdown arrow. The dropdown menu is open, showing options: 'Contribute-As-You-Earn', 'Update Company Information', 'Make CAYE Contributions', 'View Transaction History', and 'Request Refund/Reversal'. The 'Update Company Information' option is highlighted with a red box. A red line connects this box to a callout box on the left. The main content area displays the user's login information, including the company name and UEN, and the last login time. Below this, there is a section for 'Contribute-As-You-Earn (CAYE)' with quick links for 'Make CAYE Contributions', 'View Transaction History', and 'Request Refund'. There is also a table for 'GIRO arrangement for CAYE' and a table for 'Successful Payments for last 3 months (Sep 2021 - Nov 2021)'. The bottom of the page contains a footer with the CPF logo and a note: 'Please contact CPFB if you require an additional CAYE CPF Submission Number.'

Central Provident Fund Board

Who we are Tools and services Infohub Employer Logout

CAYE digital services

▼ Contribute-As-You-Earn

Update Company Information

Make CAYE Contributions

View Transaction History

Request Refund/Reversal

Company Name and UEN will be displayed here

Your Last Login using CorpPass was on Sunday, 07 November 2021 at 1:12:23 PM (Singapore Standard Time).

### Contribute-As-You-Earn (CAYE)

Quick links

Make CAYE Contributions View Transaction History Request Refund

#### GIRO arrangement for CAYE

CSN	Bank Name	Bank Account Number
00060003B MSE02	DBS BANK LTD	XXXXXX0079

#### Successful Payments for last 3 months (Sep 2021 - Nov 2021)

CSN Name	Gross Amount (\$)	Net Amount (\$)	MediSave Amount (\$)
<a href="#">CAYE COMPANY J LT D</a>	5,000.00	4,475.00	525.00
<b>Total CAYE Payments</b>	<b>5,000.00</b>	<b>4,475.00</b>	<b>525.00</b>

Please contact CPFB if you require an additional CAYE CPF Submission Number.

# 4. Updating Company Information

Step 1



Step 2



Step 3



End

CAYE digital services

▼ Contribute-As-You-Earn

Update Company Information

Make CAYE Contributions

View Transaction History

Request Refund/Reversal

Company Name and UEN will be displayed here

## Update Company Information

Step

1

Step

2

### Company Information

Unique Entity Number

00060003B

Company Name

CAYE-COMPANY Y PTE LTD MINISTRY OF FINANCE AND P INNO A

CSN Name

CAYE COMPANY J LTD

Contact Details\* (Please provide at least one contact number)

Telephone (Office)

61234567

Eg. 61234567

Mobile

81234456

Eg. 91234567

Email Address\*

HEHE@GMAIL.COM

CAYE@CPF.GOV.SG

Remove

[Add email address](#)

Business Address\* (Please provide at least one address)

Local Singapore Address  Overseas Address

SG Postal Code\*

238823

Eg. 123200

Street Name\*

ORCHARD ROAD

Block / House No.\*

0

Level / Unit No.

#

-

Back

Next

1

Complete the ***fields*** as shown here

2

Click "***Next***"



# 4. Updating Company Information

Step 1



Step 2



Step 3



End

CAYE digital services

Contribute-As-You-Earn

Update Company Information

Make CAYE Contributions

View Transaction History

Request Refund/Reversal

Company Name and UEN will be displayed here

### Update Company Information

Step 1 Step 2

Please confirm the following details before submitting this form:

Company Information

The information that you have provided will be displayed in this confirmation page

Back Submit

1 Click "Submit"



# 4. Updating Company Information

Upon successful submission of application

Step 1



Step 2



Step 3



End

The screenshot shows the CPF website interface. At the top, there is a navigation bar with the CPF logo and the text 'Central Provident Fund Board'. The navigation menu includes 'Who we are', 'Tools and services', 'Infohub', 'Employer' (with a dropdown arrow), 'Logout' (with an external link icon), and a search icon. On the left side, there is a sidebar menu titled 'CAYE digital services' with a dropdown arrow. The menu items are 'Contribute-As-You-Earn', 'Update Company Information' (highlighted with a dark background), 'Make CAYE Contributions', 'View Transaction History', and 'Request Refund/Reversal'. The main content area features a dark blue box with the text 'Company Name and UEN will be displayed here'. Below this is the heading 'Acknowledgement' in green. A green success message states: 'Submission Successful: You have successfully submitted your transaction.' Below the message is a table with three columns: 'Service Name', 'Transaction Number', and 'Transaction Date'. The table contains one row of data: 'Update Company Information', 'CYE0022100007665', and '07/11/2021, 2:07:03 PM'. Below the table, there is a paragraph of text: 'If you have any questions about CAYE or the Self-Employed Scheme, please visit [cpf.gov.sg](http://cpf.gov.sg) or call us at 1800-227-1188 from Mondays to Fridays (8am to 5.30pm).' At the bottom of the main content area, there is a blue link labeled 'Back to Main'.

Service Name	Transaction Number	Transaction Date
Update Company Information	CYE0022100007665	07/11/2021, 2:07:03 PM

Application details will be displayed here

# 5. Making CAYE Contributions - Navigation

Step 1

Step 2

Step 3

Step 4

End

1

Select from the Menu at the side bar or from Quick links

The screenshot shows the CPF website interface. At the top, there is a navigation bar with the CPF logo, 'Central Provident Fund Board', and links for 'Who we are', 'Tools and services', 'Infohub', 'Employer', 'Logout', and a search icon. The main content area is titled 'CAYE digital services' and includes a dropdown menu for 'Contribute-As-You-Earn' with options: 'Update Company Information', 'Make CAYE Contributions', 'View Transaction History', and 'Request Refund/Reversal'. The 'Make CAYE Contributions' option is highlighted with a red box. Below the menu, there are 'Quick links' for 'Make CAYE Contributions', 'View Transaction History', and 'Request Refund', each with a corresponding icon and a red box around the 'Make CAYE Contributions' link. The page also displays the user's company name and UEN, their last login time, and a table for 'GIRO arrangement for CAYE' with columns for CSN, Bank Name, and Bank Account Number. Below that is a table for 'Successful Payments for last 3 months (Sep 2021 - Nov 2021)' with columns for CSN Name, Gross Amount (\$), Net Amount (\$), and MediSave Amount (\$). The bottom of the page includes a footer with the CPF logo and a note: 'Please contact CPFB if you require an additional CAYE CPF Submission Number.'

Central Provident Fund Board

Who we are Tools and services Infohub Employer Logout

CAYE digital services

Contribute-As-You-Earn

Update Company Information

Make CAYE Contributions

View Transaction History

Request Refund/Reversal

Company Name and UEN will be displayed here

Your Last Login using CorpPass was on Sunday, 07 November 2021 at 1:12:23 PM (Singapore Standard Time).

### Contribute-As-You-Earn (CAYE)

Quick links

Make CAYE Contributions View Transaction History Request Refund

#### GIRO arrangement for CAYE

CSN	Bank Name	Bank Account Number
00060003B MSE02	DBS BANK LTD	XXXXXX0079

Successful Payments for last 3 months (Sep 2021 - Nov 2021)

CSN Name	Gross Amount (\$)	Net Amount (\$)	MediSave Amount (\$)
<a href="#">CAYE COMPANY J LT D</a>	5,000.00	4,475.00	525.00
<b>Total CAYE Payments</b>	<b>5,000.00</b>	<b>4,475.00</b>	<b>525.00</b>

Please contact CPFB if you require an additional CAYE CPF Submission Number.

# 5. Making CAYE Contributions

Step 1

Step 2

Step 3

Step 4

End

Central Provident Fund Board

Who we are Tools and services Infohub Employer Logout

CAYE digital services

- Contribute-As-You-Earn
- Update Company Information
- Make CAYE Contributions**
- View Transaction History
- Request Refund/Reversal

Company Name and UEN will be displayed here

## Make CAYE Contributions

**CAYECON**

This form allows your company to make CAYE contributions to those Self-Employed Persons (SEPs) that have been engaged.

**Important Notes**

- This form may take you 10 minutes to complete.
- Your request will be processed within 2 working days from date of deduction.
- Payment can only be made via Direct Debit.
- All fields marked with \* are mandatory.

If you encounter any problems with this digital service, please [contact us](#).

**Start** View Drafts (0) Amend Transaction (1)

1

Click on "**Start**" to begin application

# 5. Making CAYE Contributions

Step 1

Step 2

Step 3

Step 4

End

CAYE digital services

- Contribute-As-You-Earn
- Update Company Information
- Make CAYE Contributions**
- View Transaction History
- Request Refund/Reversal

Company Name and UEN will be displayed here

### Make CAYE Contributions

CAYECON

Step 1 Step 2

CSN Name  
CAYE COMPANY RR LTD

CPF Submission Number  
T15ZZ0061KMSE02

<input type="checkbox"/>	S/N NRIC*	Gross Amount*	Invoice / Payment Reference Number
<input type="checkbox"/>	1 S/TXXXXXXXA	\$ 0.00	
<input type="checkbox"/>	2 S/TXXXXXXXA	\$ 0.00	
<input type="checkbox"/>	3 S/TXXXXXXXA	\$ 0.00	
<input type="checkbox"/>	4 S/TXXXXXXXA	\$ 0.00	
<input type="checkbox"/>	5 S/TXXXXXXXA	\$ 0.00	

Delete First | < Page 1 of 1 Go > | Last | [Add Page](#)

Showing 1-5 of 5

[Import File](#) [Download Template Sample](#)  
Last updated on 10/08/2019 (CSV, 0.45KB)

Max Size: 1000 Records

Back Save Draft Submit

1

Select the appropriate **CSN name** from the drop-down list (if your company has more than one CSN)



Click on the Tooltip icon to display more information

3

Click "**Add page**" for additional rows

5

Click "**Submit**" or "**Save Draft**" to save your inputs

2

Fill in the **NRIC** and **Gross Amount** to be paid

4

Alternatively, you can **upload** a file containing the required details for CAYE contributions. Please use the template provide.

# 5. Making CAYE Contributions

Step 1

Step 2

Step 3

Step 4

End

CAYE digital services

Contribute-As-You-Earn

Update Company Information

Make CAYE Contributions

View Transaction History

Request Refund/Reversal

Company Name and UEN will be displayed here

## Make CAYE Contributions

CAYECON

Step 1 Step 2

Please confirm the following details before submitting this form:

CSN Name  
CAYE COMPANY RR LTD  
CPF Submission Number  
T15Z20061KMSE02

S/N	NRIC	Gross Amount (\$)	MediSave Amount (\$)	Net Amount (\$)	Invoice / Payment Reference Number
1	██████57D	1,000.00	0.00	1,000.00	
2	██████13H	1,000.00	20.00	980.00	
3	██████20C	1,000.00	8.00	992.00	
4	██████32E	1,000.00	52.00	948.00	
5	██████45C	1,000.00	5.00	995.00	
Total:		5,000.00	85.00	4,915.00	Records: 5

Total CAYE Contributions

\$85.00

Select Deduction Date

Deduction Date

10/11/2021



Direct Debit

Back

- a) The earliest date for deduction is 2 days later
- b) The latest date for deduction is up to the 14<sup>th</sup> of the next month

The total amount will be computed and displayed here

1

Choose a deduction date



# 5. Making CAYE Contributions

Upon successful submission of application

Step 1



Step 2



Step 3



Step 4



End

1

If you would like to retain a copy of the CAYE contributions made in this transaction, please click on the hyperlinks to download in CSV or PDF format

Central Provident Fund Board

Who we are Tools and services Infohub Employer Logout

CAYE digital services

- Contribute-As-You-Earn
- Update Company Information
- Make CAYE Contributions**
- View Transaction History
- Request Refund/Reversal

Company Name and UEN will be displayed here

### Acknowledgement

Submission Successful: You have successfully submitted your transaction.

Service Name	Transaction Number	Transaction Date
Make CAYE Contributions	CYE0032100003703	07/11/2021, 4:08:12 PM

You may check the [status](#) of your request.

Download a copy of your CAYE contribution in [CSV](#) or [PDF](#)

If you have any questions about CAYE or the Self-Employed Scheme, please visit [cpf.gov.sg](http://cpf.gov.sg) or call us at 1800-227-1188 from Mondays to Fridays (8am to 5.30pm).

[Back to Main](#)

Application details will be displayed here



You may check and download copies of your past transaction(s) in the **View Transaction History** page

# Notes for Companies with inactive GIRO arrangement

CAYE digital services

- ▼ **Contribute-As-You-Earn**
- Update Company Information
- Make CAYE Contributions**
- View Transaction History
- Request Refund/Reversal

Company Name and UEN will be displayed here

## Make CAYE Contributions

CAYECON

Step 1 Step 2

Please confirm the following details before submitting this form:

**CSN Name**  
R testing

**CPF Submission Number**  
197801483KMSE05


S/N	NRIC	Gross Amount (\$)	MediSave Amount (\$)	Net Amount (\$)	Invoice / Payment Reference Number
1	██████13H	1,000.00	22.00	978.00	
<b>Total:</b>		<b>1,000.00</b>	<b>22.00</b>	<b>978.00</b>	<b>Records: 1</b>

**Total CAYE Contributions** \$22.00

Your company does not have an active Direct Debit arrangement for Contribute-As-You-Earn (CAYE). To make CAYE contributions using Direct Debit Authorisation (DDA), please complete and mail out the [GIRO DDA form](#). Please note that the bank may take up to 21 working days to process your DDA application.

[Back](#)

Confidential

 Message will prompt you to sign up for a Direct Debit Authorisation (DDA)



# Notes on Error Screen for Invalid NRIC(s)

- CAYE digital SERVICES
- ▼ Contribute-As-You-Earn
- Update Company Information
- Make CAYE Contributions**
- View Transaction History
- Request Refund/Reversal

Company Name and UEN will be displayed here

## Make CAYE Contributions

CAYECON

- Step 1
- Step 2

CSN Name  
CAYE COMPANY RR LTD

CPF Submission Number  
T15ZZ0061K0MSE02

Please enter a valid Gross Amount

Please enter a valid NRIC

Total Error Fields: 2  
S/N 1 | S/N 2



Error message will direct you to the fields that are invalid

<input type="checkbox"/>	S/N NRIC*	Gross Amount*	Invoice / Payment Reference Number
<input type="checkbox"/>	1 S1111112A	\$ 1,000.00	
<input type="checkbox"/>	2 S12332100	\$ 0.00	
<input type="checkbox"/>	3 S70000000A	\$ 0.00	
<input type="checkbox"/>	4 S70000000A	\$ 0.00	
<input type="checkbox"/>	5 S70000000A	\$ 0.00	

Delete First | < Page 1 of 1 Go > | Last | Add Page

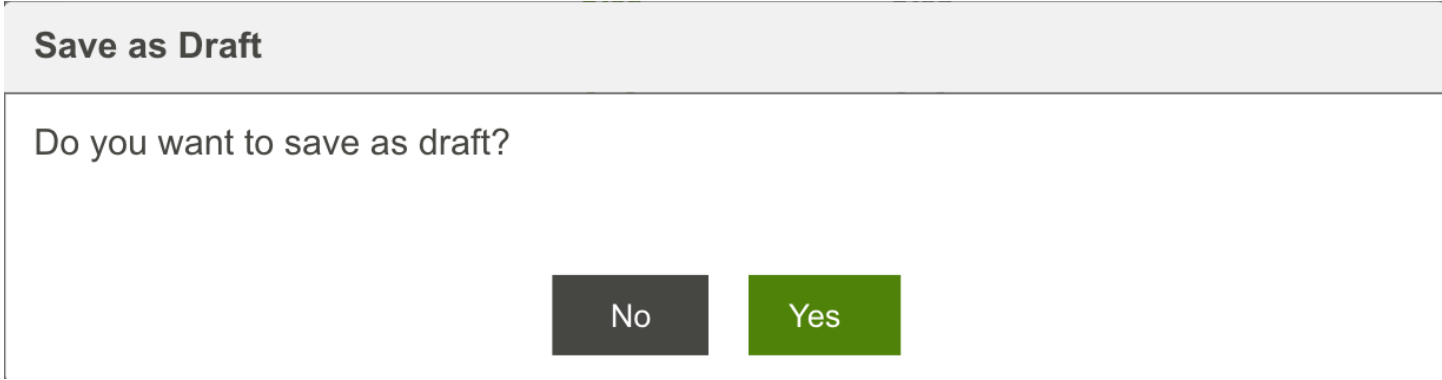
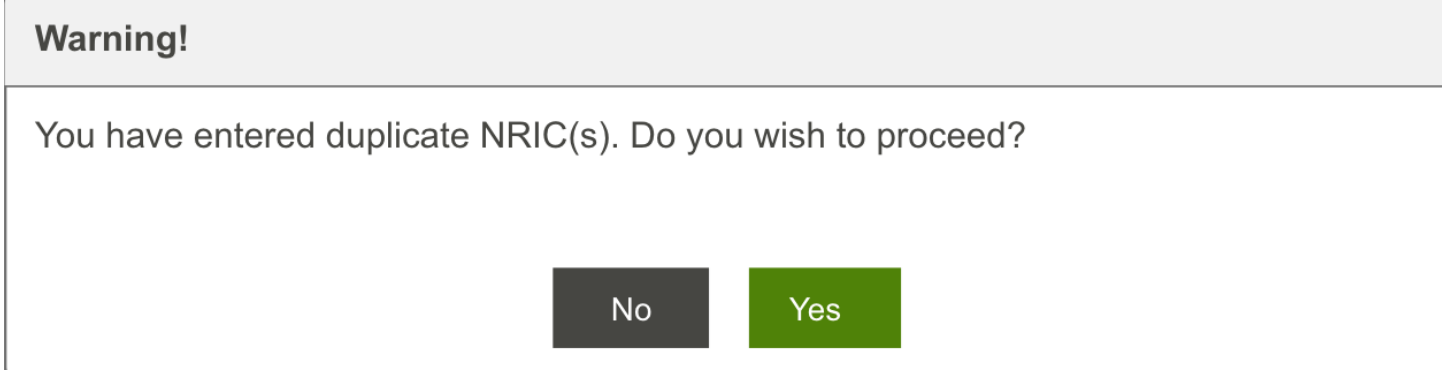
Showing 1-5 of 5

Import File <sup>?</sup> [Download Template Sample](#)  
Last updated on 10/08/2019 (CSV, 0.45KB)  
Max Size: 1000 Records

- Back
- Save Draft
- Submit



# Notes on Confirmation Popups

Types of Popup:	Display:
Confirmation to Save as Draft	 <p>The screenshot shows a confirmation dialog box with a light gray header containing the text "Save as Draft". Below the header, the main content area contains the question "Do you want to save as draft?". At the bottom of the dialog, there are two buttons: a dark gray button labeled "No" and a green button labeled "Yes".</p>
Duplicate NRICs detected	 <p>The screenshot shows a warning dialog box with a light gray header containing the text "Warning!". Below the header, the main content area contains the message "You have entered duplicate NRIC(s). Do you wish to proceed?". At the bottom of the dialog, there are two buttons: a dark gray button labeled "No" and a green button labeled "Yes".</p>



# Notes on Deleting Rows

Step 1



End

CAYE digital services

- Contribute-As-You-Earn
  - Update Company Information
  - Make CAYE Contributions**
  - View Transaction History
  - Request Refund/Reversal

Company Name and UEN will be displayed here

### Make CAYE Contributions

CAYECON

Step 1 Step 2

CSN Name  
CAYE COMPANY RR LTD

CPF Submission Number  
T15ZZ0061KMSE02

<input type="checkbox"/>	S/N NRIC*	Gross Amount*	Invoice / Payment Reference Number ?
<input type="checkbox"/>	1 S1111112A	\$ 1,000.00	
<input type="checkbox"/>	2 S1233210J	\$ 0.00	
<input type="checkbox"/>	3 S/TX000000XA	\$ 0.00	
<input type="checkbox"/>	4 S/TX000000XA	\$ 0.00	
<input type="checkbox"/>	5 S/TX000000XA	\$ 0.00	

Delete

First | < Page 1 of 1 Go > | Last | Add Page

Showing 1-5 of 5

Import File ? [Download Template Sample](#)  
Last updated on 10/08/2019  
(CSV, 0.45KB)

Max Size: 100 Records

Back Save Draft Submit

1

Select the rows you wish to delete by checking the boxes on the left

2

Click **Delete**



# Notes on Deleting Rows

## Notes on confirmation of intention to delete row

Step 1



End

The screenshot shows the 'Make CAYE Contributions' page. A modal dialog titled 'Delete' is open, asking 'The selected row(s) will be deleted. Do you wish to proceed?'. Below the dialog, a table lists rows with checkboxes, S/N, NRIC, Gross Amount, and Invoice / Payment Reference Number. The first two rows are selected. A red box highlights the 'Yes' button in the dialog, with a red circle containing the number '1' next to it. A red callout box points to the 'Yes' button with the text: 'Click "Yes" to confirm, "No" to return to draft'.

Company Name and UEN will be displayed here

### Make CAYE Contributions

CAYECON

Step 1 Step 2

**Delete**

The selected row(s) will be deleted. Do you wish to proceed?

No Yes

<input type="checkbox"/>	S/N	NRIC*	Gross Amount*	Invoice / Payment Reference Number
<input checked="" type="checkbox"/>	1	S1111112A	\$ 1,000.00	
<input checked="" type="checkbox"/>	2	S1233210J	\$ 0.00	
<input type="checkbox"/>	3	S/TXXXXXXXXA	\$ 0.00	
<input type="checkbox"/>	4	S/TXXXXXXXXA	\$ 0.00	
<input type="checkbox"/>	5	S/TXXXXXXXXA	\$ 0.00	

1

Click "Yes" to confirm, "No" to return to draft

# 5. Making CAYE Contributions – View CAYE transactions (pending deduction)

Central Provident Fund Board

Who we are Tools and services Infohub Employer Logout

CAYE digital services

- Contribute-As-You-Earn
- Update Company Information
- Make CAYE Contributions**
- View Transaction History
- Request Refund/Reversal

Company Name and UEN will be displayed here

## Pending CAYE Transaction(s)

### Important Notes

- Please select the transaction you would like to amend.
- All submissions will no longer be available for amendment 2 days before deduction date after 5 PM.

S/N	Transaction Number	Submission Date	Deduction Date
1	<a href="#">CYE0032100003701</a>	06/11/2021	10/11/2021
2	<a href="#">CYE0032100003703</a>	07/11/2021	11/11/2021

Back

You can view transactions that are pending deduction from “Make CAYE Contributions”

Read through the important notes

For more details on a particular transaction, click on the **hyperlink** of the transaction number

To delete the transaction, click on the bin icon

You may refer to the section on “Additional Information” for contact persons, should you have any enquiries



# 5. Making CAYE Contributions – View CAYE transactions (pending deduction)

## Confirmation of intention to delete record

The screenshot displays the 'CAYE digital services' menu on the left, with 'Make CAYE Contributions' highlighted. The main content area shows 'Pending CAYE Transaction(s)' with a table of transactions. A 'Delete Transaction' dialog box is overlaid, asking 'Your transaction will be deleted. Do you wish to proceed?' with 'No' and 'Yes' buttons. A red callout box with the number '1' points to the 'Yes' button, with the text 'Click "Yes" to confirm, "No" to return to draft'. A 'Back' button is visible at the bottom left of the main content area.

Company Name and UEN will be displayed here

Pending CAYE Transaction(s)

Delete Transaction

Your transaction will be deleted. Do you wish to proceed?

No Yes

1 Click "Yes" to confirm, "No" to return to draft

S/N	Transaction Number	Submission Date	Deduction Date
1	<a href="#">CYE0032100003701</a>	06/11/2021	10/11/2021
2	<a href="#">CYE0032100003703</a>	07/11/2021	11/11/2021

Back



# 5. Making CAYE Contributions – Viewing drafts

Central Provident Fund Board

Who we are Tools and services Infohub Employer ▾ Logout ↗

CAYE digital services

- ▼ Contribute-As-You-Earn
- Update Company Information
- Make CAYE Contributions**
- View Transaction History
- Request Refund/Reversal

Company Name and UEN will be displayed here

## CAYE Contribution Draft(s)

### Important Notes

- Please click on the Transaction Number to proceed.
- Each draft will be kept for 30 days from the last saved date.

S/N	Transaction Number	Last Saved Date
1	<a href="#">CYE0032100003702</a>	07 Nov 2021

Back

You can view draft transactions that from “Make CAYE Contributions”

For more details on a particular transaction, click on the **hyperlink** of the transaction number

Read through the important notes

To delete the transaction, click on the bin icon

You may refer to the section on “Additional Information” for contact persons, should you have any enquiries

# 5. Making CAYE Contributions – Viewing drafts

## Confirmation of intention to delete record

The screenshot shows the 'CAYE digital services' menu on the left, with 'Make CAYE Contributions' highlighted. The main content area displays a 'Delete Draft' dialog box with the text: 'Your draft will be deleted. Do you wish to proceed?'. Below the dialog, a table lists draft records. A red callout box with the number '1' points to the 'Yes' button in the dialog, with the text: 'Click **Yes** to confirm, **No** to return to draft'.

Company Name and UEN will be displayed here

CAYE Contribution Draft(s)

Delete Draft

Your draft will be deleted. Do you wish to proceed?

No Yes

S/N	Transaction Number	Last Saved Date
1	<a href="#">CYE0032100003702</a>	07 Nov 2021

Back

# 6. Viewing Transaction History

Step 1



End

The screenshot shows the CPF website interface. At the top, there is a navigation bar with the CPF logo, 'Who we are', 'Tools and services', 'Infohub', 'Employer', 'Logout', and a search icon. The main content area is titled 'CAYE digital services' and includes a sidebar menu with options: 'Contribute-As-You-Earn', 'Update Company Information', 'Make CAYE Contributions', 'View Transaction History', and 'Request Refund/Reversal'. The 'View Transaction History' option is highlighted with a red box. In the 'Quick links' section, there are three buttons: 'Make CAYE Contributions', 'View Transaction History' (highlighted with a red box), and 'Request Refund'. Below this, there is a table for 'GIRO arrangement for CAYE' with columns for CSN, Bank Name, and Bank Account Number. The table shows a single entry for CSN 00060003B MSE02 at DBS BANK LTD with account number XXXXXX0079. Below the table, there is a section for 'Successful Payments for last 3 months (Sep 2021 - Nov 2021)' with a table showing payment details for 'CAYE COMPANY J LT D' and a total summary row.

Company Name and UEN will be displayed here

Your Last Login using CorpPass was on Sunday, 07 November 2021 at 1:12:23 PM (Singapore Standard Time).

## Contribute-As-You-Earn (CAYE)

Quick links

- Make CAYE Contributions
- View Transaction History**
- Request Refund

GIRO arrangement for CAYE

CSN	Bank Name	Bank Account Number
00060003B MSE02	DBS BANK LTD	XXXXXX0079

Successful Payments for last 3 months (Sep 2021 - Nov 2021)

CSN Name	Gross Amount (\$)	Net Amount (\$)	MediSave Amount (\$)
<a href="#">CAYE COMPANY J LT D</a>	5,000.00	4,475.00	525.00
<b>Total CAYE Payments</b>	<b>5,000.00</b>	<b>4,475.00</b>	<b>525.00</b>

Please contact CPFB if you require an additional CAYE CPF Submission Number.

Select from the **Menu** at the side bar or from **Quick links**

# 6. Viewing Transaction History

Step 1



End

CAYE digital services

▼ Contribute-As-You-Earn

Update Company Information

Make CAYE Contributions

**View Transaction History**

Request Refund/Reversal

Company Name and UEN will be displayed here

## View Transaction History

- Hide Filters

CSN Name

CAYE COMPANY RR LTD

Period

Jun 2019

to

Nov 2021

Transaction Type

All

Sort according to

Transaction Date

Apply

To refine your search, click to show filters

Use these fields to filter your search

For more details on a particular transaction, click on the **hyperlink** of the transaction number

Transaction History as of 07 Nov 2021 - (Jun 2019 - Nov 2021)

Transaction Number	Transaction Type	Date	Status
<a href="#">CYE0032100003703</a>	Make CAYE Contributions	07 Nov 2021	Submitted
<a href="#">CYE0032000001581</a>	Make CAYE Contributions	07 Jul 2020	Rejected
<a href="#">CYE0032000001530</a>	Make CAYE Contributions	12 Jun 2020	Processing
<a href="#">CYE0022000000481</a>	Update Company Information	17 Apr 2020	Approved
<a href="#">CYE0022000000429</a>	Update Company Information	27 Feb 2020	Approved

Showing 1-5 of 7

First | < Page **1** of 2 **Go** > | Last

[Back to Main](#)

# 6. Viewing Transaction History

CAYE digital services

- ▼ Contribute-As-You-Earn
- Update Company Information
- Make CAYE Contributions
- View Transaction History**
- Request Refund/Reversal

Company Name and UEN will be displayed here

## View Transaction History

- Hide Filters

CSN Name: CAYE COMPANY RR LTD ▼

Period: Jan 2020 ▼ to Jan 2020 ▼

Transaction Type: All ▼

Sort according to: Transaction Date ▼

Apply

Transaction History as of 07 Nov 2021 - (Jan 2020 - Jan 2020)

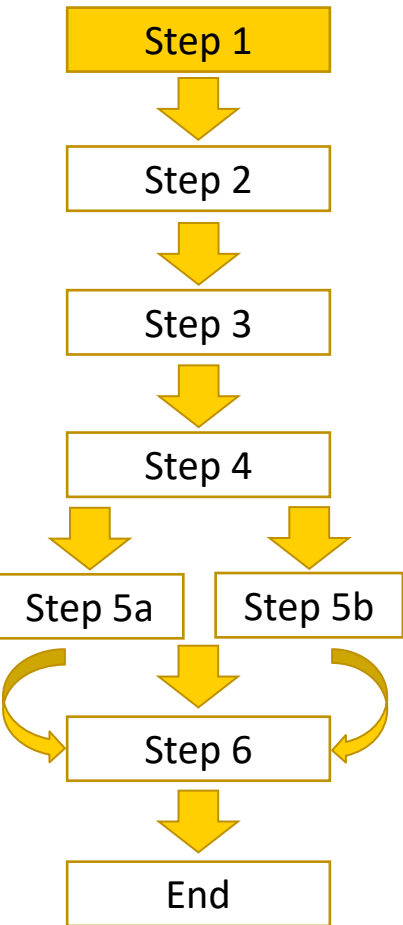
There are no transactions found. Please amend the search criteria.

If there are no transactions found, this message will be displayed



If there are no transactions found, this message will be displayed

# 7. Request Refund/Reversal



Central Provident Fund Board

Who we are Tools and services Infohub Employer Logout

CAYE digital services

- Contribute-As-You-Earn
  - Update Company Information
  - Make CAYE Contributions
  - View Transaction History
  - Request Refund/Reversal

Company Name and UEN will be displayed here

Your Last Login using CorpPass was on Wednesday, 05 April 2023 at 10:00:37 AM (Singapore Standard Time).

## Contribute-As-You-Earn (CAYE)

Quick links

- Make CAYE Contributions
- View Transaction History
- Request Refund/Reversal

### GIRO arrangement for CAYE

CSN	Bank Name	Bank Account Number
00060003B MSE02	DBS BANK LTD	XXXXXX0079

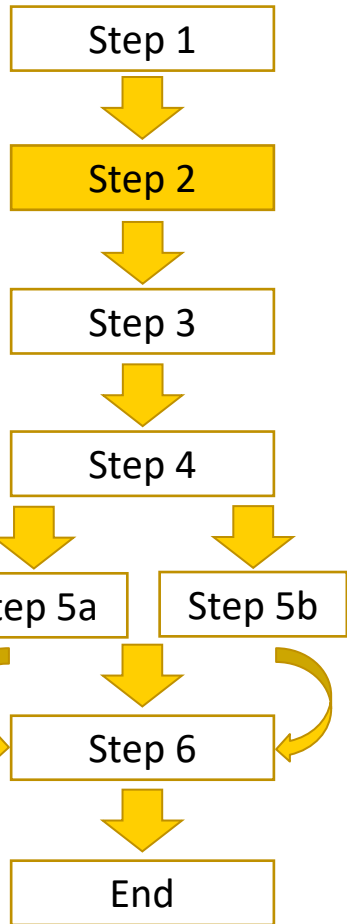
Successful Payments for last 3 months (Feb 2023 - Apr 2023)

CSN Name	Gross Amount (\$)	Net Amount (\$)	MediSave Amount (\$)
<a href="#">CAYE COMPANY J LT D</a>	10,000.00	9,200.00	800.00
<b>Total CAYE Payments</b>	<b>10,000.00</b>	<b>9,200.00</b>	<b>800.00</b>

Please contact CPF Board if you require an additional CAYE CPF Submission Number.

Select from the Menu at the side bar or from Quick links

# 7. Request Refund/Reversal



CAYE digital services

- ▼ **Contribute-As-You-Earn**
- Update Company Information
- Make CAYE Contributions
- View Transaction History
- Request Refund/Reversal**

Company Name and UEN will be displayed here

## Request CAYE Refund/Reversal

### CAYECSBRFD

This form is only applicable if you wish to apply refunds/reversals for Contribute-As-You-Earn (CAYE) contributions made in error to Self-Employed Persons (SEPs). **Refund/Reversal requests have to be submitted within 1 year from date of payment.**

### Important Notes

- This form may take you 5 minutes to complete.
- Your request will be processed within 15 working days.
- Application is only for refund/reversal of CAYE contributions paid to SEP(s)' CPF account(s). If there was any error in the net amount paid to the SEP, please seek a refund from the SEP directly.
- Application for refund/reversal of contributions paid in error must be made within one year from the date of payment and it is subject to the availability of funds in the SEP(s)' CPF account(s).
- Company has to notify the SEP(s) affected by the refund/reversal.
- The Board shall not be responsible or liable for any loss caused to or damage incurred or suffered by member or any person by reason of or in connection with the refund application, including any loss or damage arising directly or indirectly from the Board's acting on inaccurate information provided to it for such application.
- All fields marked with \* are mandatory.



You may refer to the section on “Additional Information” for contact persons, should you have any enquiries



Read through the important notes

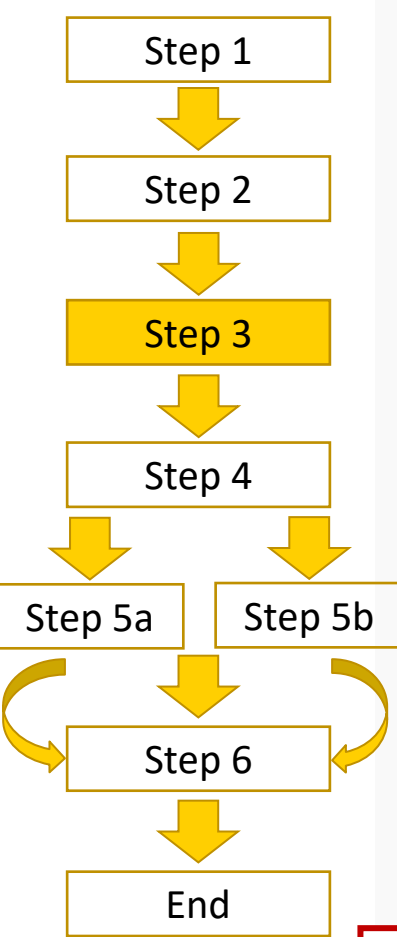
1

Click on “***Start***” to begin application

If you encounter any problems with this digital service, please [contact us](#).

Start

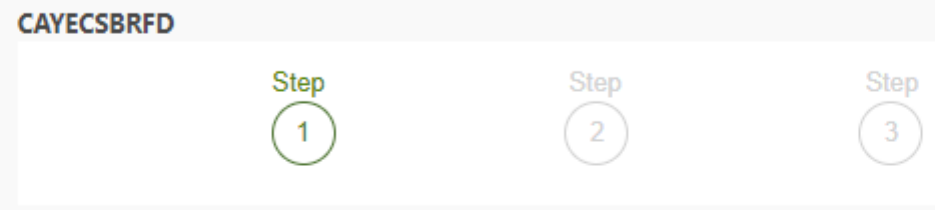
# 7. Request Refund/Reversal



- CAYE digital services
- ▼ **Contribute-As-You-Earn**
- Update Company Information
- Make CAYE Contributions
- View Transaction History
- Request Refund/Reversal**

Company Name and UEN will be displayed here

## Request CAYE Refund/Reversal



1 Search for the transaction you would like to request a refund for

CSN Name\*  Period\*  to

Please enter at least one search criteria below\*

NRIC

Transaction Number

2 Click "Search"

Click "Back" to exit request page





# 7. Request Refund/Reversal

Step 1

Step 2

Step 3

Step 4

Step 5a

Step 5b

Step 6

End

CAYE digital services

Contribute-As-You-Earn

Update Company Information

Make CAYE Contributions

View Transaction History

Request Refund/Reversal

Company Name and UEN will be displayed here

## Request CAYE Refund/Reversal

CAYECSBRFD

Step 1 Step 2 Step 3

CSN Name

School of Engineering

Period

Aug 2020 to Oct 2020

Requestor's NRIC / FIN

S7654321B

Transaction Number

-

Change Search

Payment Records for S1111111A (Aug 2020 - Oct 2020)

Transaction Number	Gross Amount (\$)	Net Amount (\$)	MediSave Amount (\$)
<input checked="" type="checkbox"/> <a href="#">CYE0032000000001</a> (Bank)	100.00	95.00	5.00
Invoice / Payment Reference Number: TX123345SH Transaction Date - 10 Aug 2020 Receipt Date - 10 Aug 2020			
<input type="checkbox"/> <a href="#">CYE0032000000003</a> (DDA)	100.00	95.00	5.00
Invoice / Payment Reference Number: TX123345SH Transaction Date - 10 Aug 2020 Receipt Date - 10 Aug 2020			
<input type="checkbox"/> <a href="#">CYE0032000000005</a> (DDA)	100.00	95.00	5.00
Invoice / Payment Reference Number: TX123345SH Transaction Date - 10 Aug 2020 Receipt Date - 10 Aug 2020			

1 of 3 Selected

Back

Next

Confidential



Click here if you would like to change your search



For more details on a particular transaction, click on the **hyperlink** of the transaction number

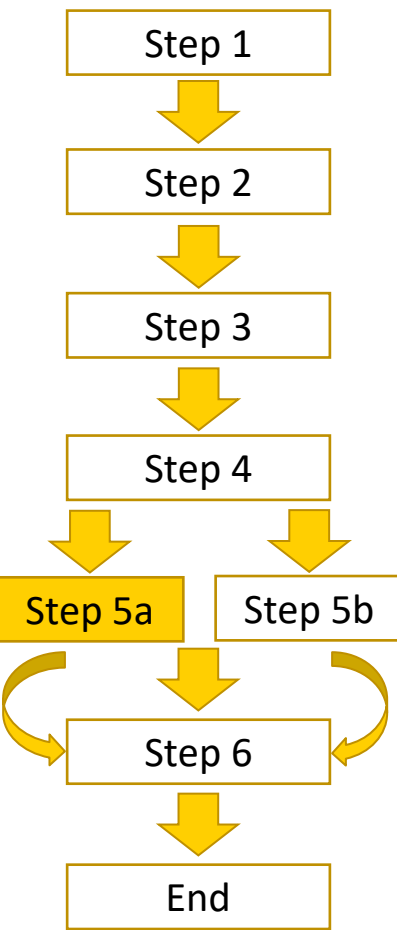


Click "**Next**" to exit request page

1 Click on the respective checkboxes of the transactions that you would like to seek a refund for



# 7. Request Refund/Reversal – via bank account registered in DDA



CAYE digital services

- Contribute-As-You-Earn
- Update Company Information
- Make CAYE Contributions
- View Transaction History
- Request Refund/Reversal**

### Request CAYE Refund/Reversal

CAYECSBRFD

Step 1 Step 2 Step 3

Refund request for CSN: 1992123456-MSE-01

1. Transaction Number: CYE0032000000001

NRIC: S1111111A  
Invoice / Payment Reference Number: TX123345SH  
MediSave Amount to be refunded: \$ 5.00

Reason for refund\*  
Payment made to the wrong SEP

Apply same reason to all other refund request

2. Transaction Number: CYE0032000000003

NRIC: S2222222A  
Invoice / Payment Reference Number: TX123345SH  
MediSave Amount to be refunded: \$ 5.00

Reason for refund\*  
Payment made to the wrong SEP

Uncheck to edit reason

Back Next

Confidential

If you have selected more than one transaction number, each individual transaction will be displayed

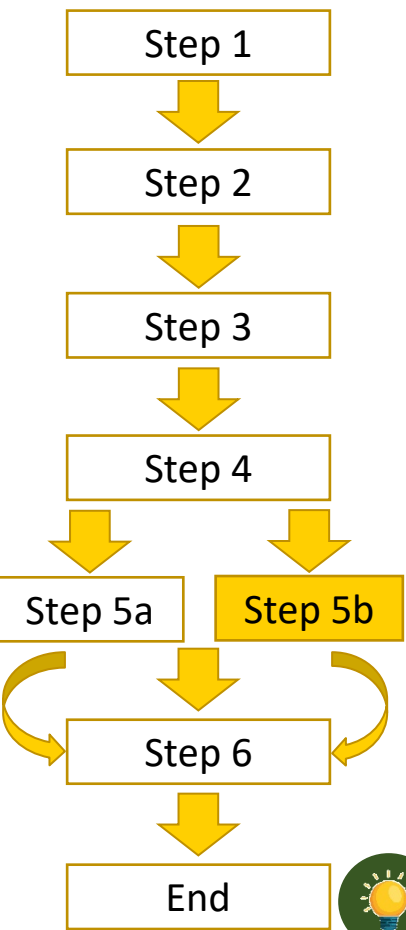
1 Select your "Reason for Refund" from the dropdown list

Click this checkbox if the reason applies to all refund requests for multiple transactions

2 Click "Next" to proceed with submission



# 7. Request Refund/Reversal – via ad-hoc arrangement (No DDA)



CAYE digital services

- Contribute-As-You-Earn
- Update Company Information
- Make CAYE Contributions
- View Transaction History
- Request Refund/Reversal**

Company Name and UEN will be displayed here

## Request CAYE Refund/Reversal

CAYECSBRFD

Step 1 Step 2 Step 3

Refund request for CSN: 1992123456-MSE-01

1. Transaction Number: CYE0032000000001

NRIC  
S1111111A

Invoice / Payment Reference Number  
TX123345SH

MediSave Amount to be refunded:  
\$ 5.00

Reason for refund\*  
Others (please specify) (max 100 characters)

Payment in error

Apply same reason to all other refund request

Supporting Documents

Choose File

- Supporting\_Doc.pdf
- Supporting\_doc2.pdf
- Supporting\_doc\_3.pdf

Apply same documents to all other refund request

If you have selected more than one transaction number, each individual transaction will be displayed

1 Select your "**Reason for Refund**" from the dropdown list

2 **Upload** your supporting documents

Click this checkbox if the reason applies to all refund requests for multiple transactions

Page continues

# 7. Request Refund/Reversal – via ad-hoc arrangement (No DDA)

↓ Page continued

Step 1



Step 2



Step 3



Step 4



Step 5a

Step 5b

Step 6

End

**Bank Details**

Bank Name\*  
Select

Bank Account Number\* (without dash)  
Type your bank account number

Please provide a copy of your bank statement. If your refund is unsuccessful, you are required to submit a new request.

Bank Documents\*  
Choose File

Supporting\_Doc.pdf

Back Next

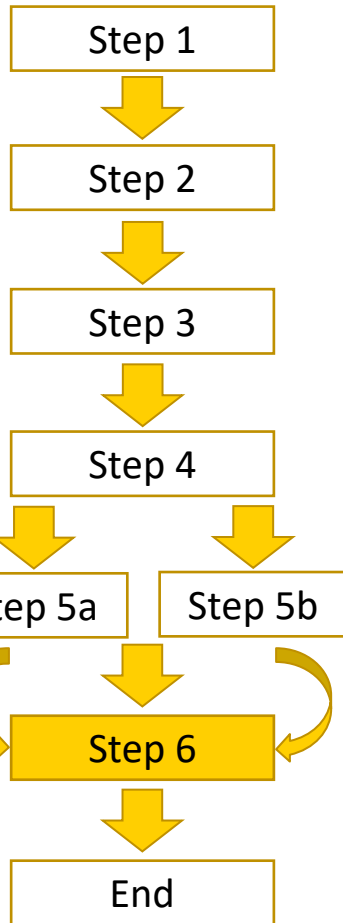
1 Indicate bank details for refund to be credited to

2 **Upload** your supporting documents

3 Click "**Next**" to proceed



# 7. Request Refund/Reversal



CAYE digital services

- ▼ Contribute-As-You-Earn
  - Update Company Information
  - Make CAYE Contributions
  - View Transaction History
  - Request Refund/Reversal**

## Request CAYE Refund/Reversal

CAYECSBRFD



Please confirm the following details before submitting this form:

Refund request for CSN: 1992123456-MSE-01

### Refund Summary

Details	Refund Reason	Amount to be refunded
<b>NRIC</b> S1111111A <b>Transaction Number</b> CYE0032000000001	Payment in error	\$ 5.00
<b>NRIC</b> S2222222A <b>Transaction Number</b> CYE0032000000003	Same as above reason	\$ 5.00
<b>Total amount to be refunded</b>		<b>\$ 10.00</b>

### Bank Details

**Bank Name**  
OCBC  
**Bank Account Number**  
123-21344-0

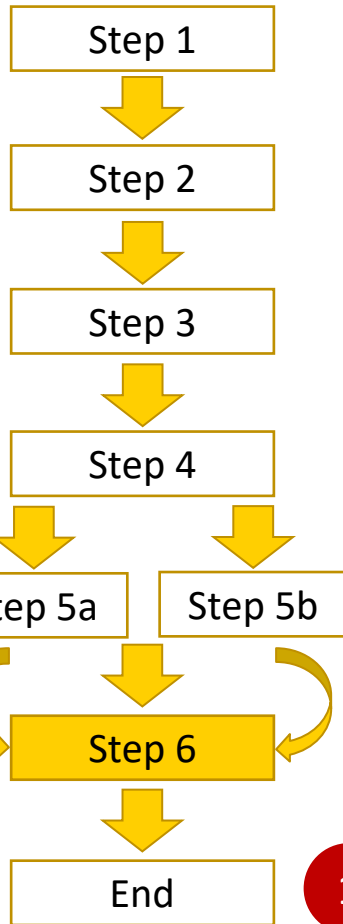
1  
A summary of your request will be shown

↓ Page continues



# 7. Request Refund/Reversal

↓ Page continued



Total amount to be refunded	\$ 10.00
<b>Bank Details</b> —	
Bank Name	OCBC
Bank Account Number	123-21344-0
<b>Authorisation and Declaration</b> —	
I authorise Central Provident Fund Board ("Board") to obtain confirmation/verification of information relating to me/us and/or to my/our account(s) ("Account") as stated in the application form from/with the bank where the Account is maintained ("Bank") as stated in the application form.	
I irrevocably consent to and authorise the Bank, including any officer thereof, to disclose any information whatsoever relating to me/us and to the Account as is necessary for the sole purpose of account validation. I agree that this consent shall survive the termination of any of the Account with the Bank and may be relied on and enforced as fully and effectively by the Bank as if it is addressed to the Bank. Where the self-employed person's Account details are provided, I confirmed that I have obtained the same written consent set out here from the self-employed person with regard to the self-employed person's Account.	
<small>Confidential</small>	
I declare that the above information is true, correct and complete. I will not hold CPF Board liable for any loss or damage howsoever incurred or sustained by me due to inaccurate, incomplete or false information given by me in this form.	
<input type="checkbox"/> I confirm that the Self-Employed Person is aware of the refund request and details.	
Back	Submit

1 Select checkbox to acknowledge

2 Click "**Submit**" to complete request



# 7. Request Refund/Reversal

Upon successful submission of application

The screenshot shows the Central Provident Fund Board website. The navigation bar includes 'Who we are', 'Tools and services', 'Infohub', 'Employer', and 'Logout'. The main content area is titled 'Acknowledgement' and displays a green success message: 'Submission Successful: You have successfully submitted your transaction.' Below this is a table with the following data:

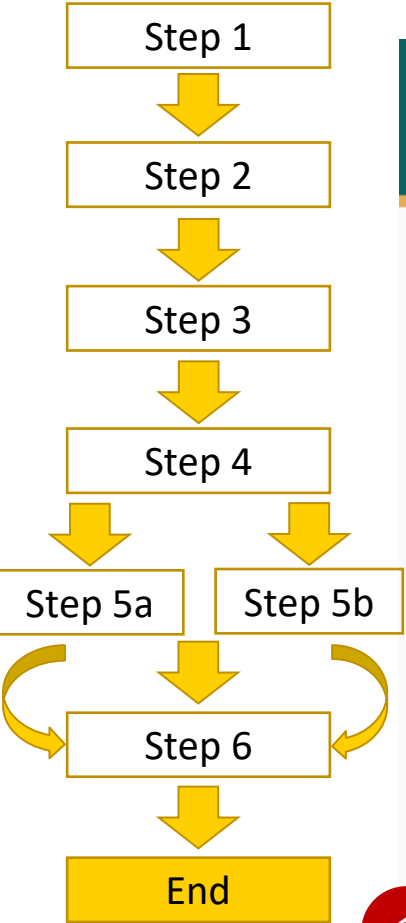
Service Name	Transaction Number	Transaction Date
CAYE Request Refund/Reversal	CYE0202100002108	12/11/2021, 11:03:06 PM

Below the table, there is a link to check the status of the request and a link to download a copy of the CAYE refund in CSV or PDF format. A red box highlights the table and the download link. A red box on the right side of the page indicates that application details will be displayed here.

Application details will be displayed here

1 If you would like to retain a copy of the CAYE refunds made in this transaction, please click on the hyperlinks to download in CSV or PDF format

You may check and download copies of your past transaction(s) in the **View Transaction History** page



# 8. Additional Information

- For more information,
  - View our FAQ [here](#)
  - Visit CPFB Website: [cpf.gov.sg](http://cpf.gov.sg)



*Or scan here*

- For further enquires, you may contact the following persons:

Types of Enquiries	Name	Email Address	Contact Number
New e-invoice file (clarification of 2 new fields)	Mr Chua Koh Hoe	<a href="mailto:CHUA_Kah_Hoe@agd.gov.sg">CHUA_Kah_Hoe@agd.gov.sg</a>	6332 7670
Policy-related matters	Mr Abraham Jedediah Ms Chen Xin Xin	<a href="mailto:Abraham_Jedediah_PONNIAH@mom.gov.sg">Abraham_Jedediah_PONNIAH@mom.gov.sg</a> <a href="mailto:CHEN_Xin_Xin@mom.gov.sg">CHEN_Xin_Xin@mom.gov.sg</a>	6317 1000
Operational matters	CPF B	<a href="mailto:caye@cpf.gov.sg">caye@cpf.gov.sg</a>	6202 3605
OCBC on-boarding matters	Ms Pamela Lim Ms Alta Grace	<a href="mailto:PamelaLim@ocbc.com">PamelaLim@ocbc.com</a> <a href="mailto:AltaSantillan@ocbc.com">AltaSantillan@ocbc.com</a>	6876 8074