

## **Alternative Channels to Submit your Account Closure Application**

### **1. If you have a valid Singpass:**

You may submit your application form and supporting documents via “My Mailbox”.

#### **Please proceed to:**

- a. Login to [My Mailbox](#) using your Singpass and 2FA-authentication.
- b. Click on **+New Enquiry**.
- c. Select subject ***Withdrawals Due to Death / Leaving Singapore***, and category ***Appeal – Account Closure for non-Singapore Citizens and non-permanent Residents***.
- d. Upload your completed application form (Form [CPF-CA](#)) and required supporting documents as stated under Important Notes on Page 5 of the application form:
  - You do not need to complete section 4 of the application form (“Witness Certification”).*Note: if the file sizes are too large, you may need to submit using separate enquiries.*
- e. Click **Submit**.

### **2. If you do not have a valid Singpass, but have a personal POSB, DBS, OCBC or UOB account maintained under your Singapore NRIC:**

You may submit your application form and supporting documents via “Write to Us”.

#### **Please proceed to:**

- a. Go to [Write to Us](#).
- b. Select from **A CPF member**.
- c. Select subject ***Withdrawals Due to Death / Leaving Singapore***, and category ***Appeal – Account Closure for non-Singapore Citizens and non-permanent Residents***.
- d. Upload your completed application form (Form [CPF-CA](#)) and required supporting documents as stated under Important Notes on Page 5 of the application form:
  - At section 2 of the application form (“Bank Details”), fill in the details of this bank account.
  - You do not need to complete section 4 of the application form (“Witness Certification”).*Note: if the file sizes are too large, you may need to submit using separate enquiries.*
- e. Fill in your personal details.
- f. Click **Submit**.