

[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]  
Latest Yearly Statement of Account

[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]  
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

[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 & Platform Workers  
[7]  
MediSave, MediShield Life & ElderShield

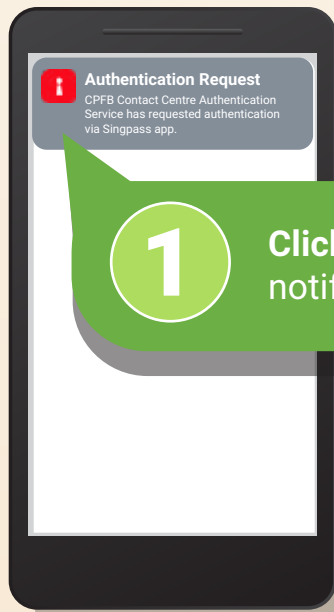
[NRIC NO]  
Followed by [#]

*If you are a foreigner, press [\*]*

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

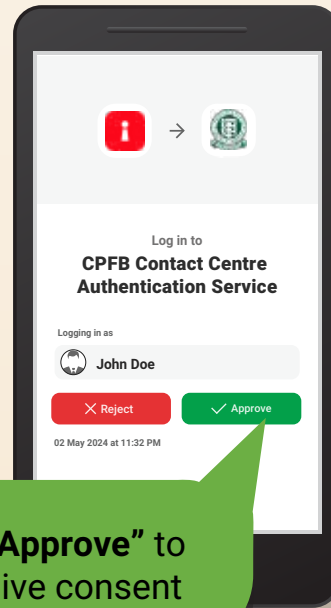
[1]  
Authentication via Singpass app  
[2]  
Authentication using One-Time Password (OTP) received via SMS

# Authenticate using Singpass app in 4 simple steps



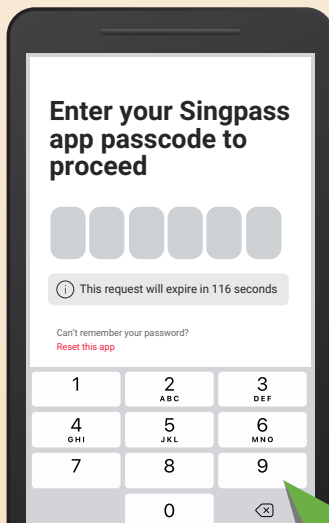
1

Click on the push notification\*



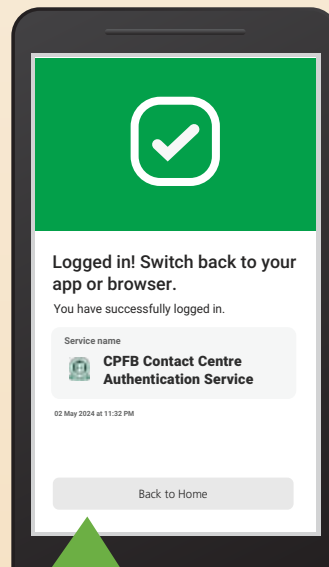
2

"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](#) at [singpass.gov.sg](https://singpass.gov.sg).

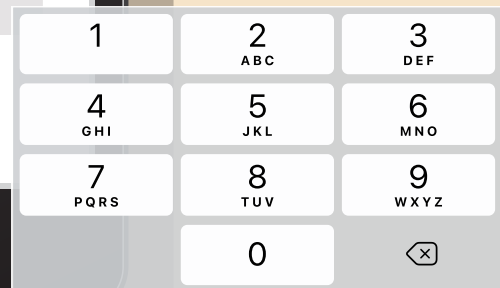
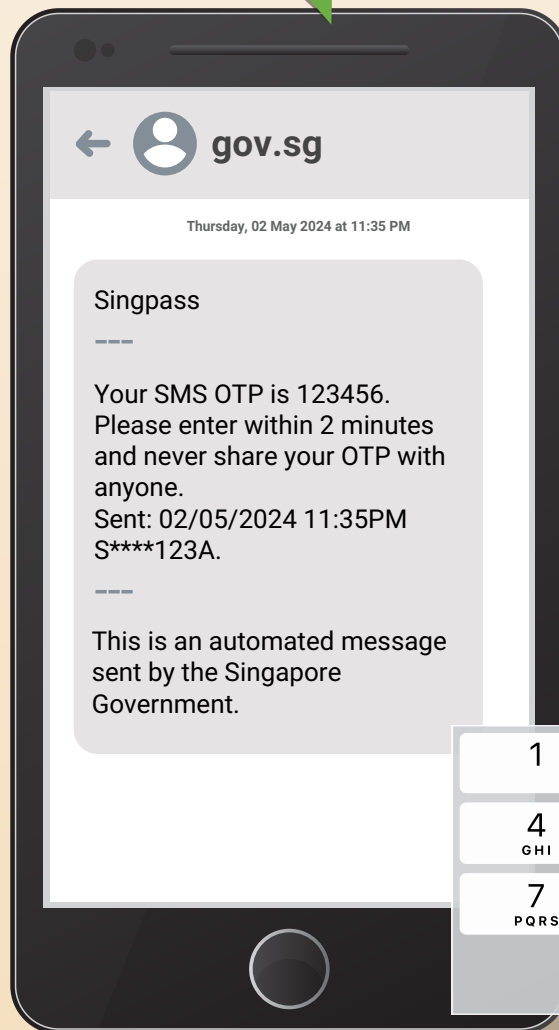
\*Please ensure that you have enabled Notifications on your mobile phone settings if you are using the Singpass app. Please visit [cpf.gov.sg/enablenotification](https://cpf.gov.sg/enablenotification) for details.

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