



# How to submit reimbursements via Internet Reimbursement E-Form Service

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# What is this guide about?

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- E-Form service is catered for new employer/insurer who needs to submit reimbursement urgently while waiting for E-File registration to complete.
- The guide will list down the steps to take to submit a reimbursement via the E-Form service. It also provides pointers such as how to access the online form and how to make payment.

# Documents that would help in completing the submission

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The following documents could contain some of the necessary information you would need when filling up form. We would advise that you obtain a copy of them. However, there is no need for you to submit them.

Documents that will help with the submission	Information that can be found in these documents
1. Your employee/insured's final medical bill	<ul style="list-style-type: none"><li>• Medical institution (MI) where treatment was sought</li><li>• Date of Admission and Discharge</li><li>• Hospital Registration Number (HRN)</li><li>• MediSave Payers' details</li><li>• MediSave/MediShield Life amount used</li></ul>
2. Your employee/insured's CPF Online Statement or MediSave Withdrawal Statement	<ul style="list-style-type: none"><li>• Medical institution (MI) where treatment was sought</li><li>• Date of Admission and Discharge</li><li>• Hospital Registration Number (HRN)</li><li>• MediSave/MediShield Life amount used</li></ul>
3. List of Hospital Code (Please refer to the link in the Webpage)	<ul style="list-style-type: none"><li>• Hospital code of MI</li></ul>

Step 1: Navigate to [www.cpf.gov.sg](http://www.cpf.gov.sg). Click “Member” and select “Employer” from the drop down list.

A Singapore Government Agency Website

Central Provident Fund Board

Who we are Tools and services Infohub

Employer obligations Making CPF contributions Making Voluntary Contributions

Member Employer

Corporate service buyers

1. Click “Member”

2. Select “Employer”

Changes to CPF contribution rate from 1 Jan 2022

Learn more >

The image shows a screenshot of the CPF.gov.sg website. The top navigation bar is dark green with white text. The main content area is white with a dark green header. A callout box with a green background and white text points to the 'Member' link in the navigation menu. Another callout box with a green background and white text points to the 'Employer' link in the dropdown menu. Below the navigation bar, there are several menu items: 'Employer obligations', 'Making CPF contributions', 'Making Voluntary Contributions', 'Corporate service buyers', and 'Login'. A large banner image shows a person's hands typing on a laptop, with a smartphone and a calculator nearby. The banner text reads 'Changes to CPF contribution rate from 1 Jan 2022' and includes a 'Learn more >' button.

Step 2: Click “Login”.

Click “Login”

 A Singapore Government Agency Website

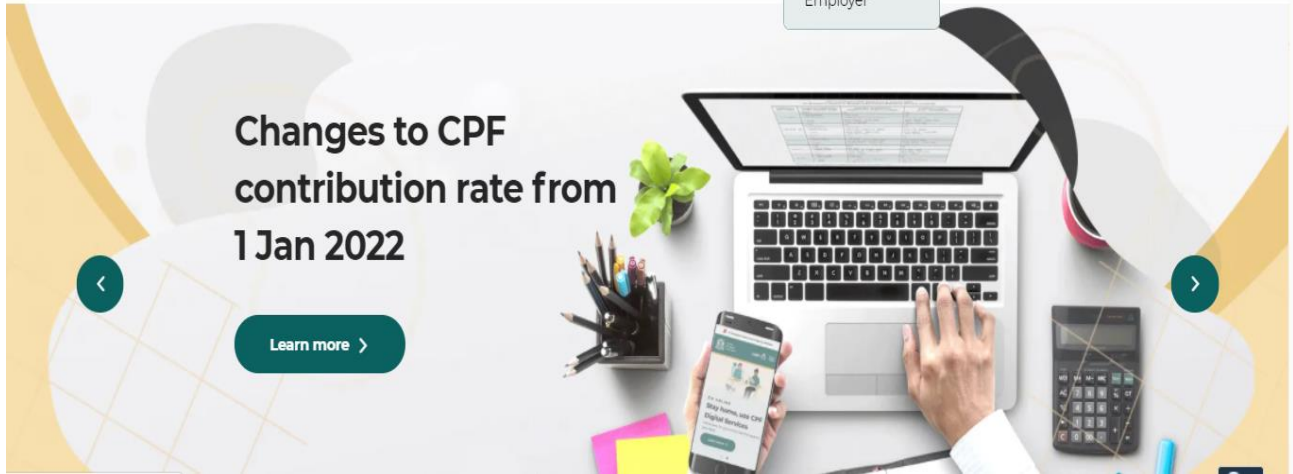
 **Central Provident Fund Board**

[Who we are](#) [Tools and services](#) [Infohub](#) **Employer** [Login](#) [Q](#)

[Employer obligations](#) [Making CPF contributions](#) [Making Voluntary Contributions](#) [Contribute](#) [Member](#) [Employer](#) [Corporate service buyers](#)

# Changes to CPF contribution rate from 1 Jan 2022

[Learn more >](#)



### Step 3: Select “Other Employer Services” and then “For UEN-registered entities”

The screenshot shows the Central Provident Fund Board website interface. At the top, there is a navigation bar with the following items: "Who we are", "Tools and services", "Infohub", "Employer" (with a dropdown arrow), "Login" (with a lock icon), and a search icon. Below the navigation bar, there are five main menu categories: "Employer obligations", "Making CPF contributions", "Making Voluntary Contributions", "Compliance and rectifications", and "Corporate service buyers".

The main content area is divided into two sections. The top section is titled "Select a digital service" and contains two cards: "CPF EZPAY" (with a right arrow) and "Other employer services" (with a right arrow). A green callout box with a blue border points to the "Other employer services" card, containing the text: "1. Select “Other Employer Services”".

The bottom section is titled "Other employer services login" and contains two cards: "Log in as UEN-registered entity" (with a right arrow) and "Log in as individual trading under own name" (with a right arrow). A green callout box with a blue border points to the "Log in as UEN-registered entity" card, containing the text: "2. Select “For UEN-registered entities”".

At the bottom of the page, there is a footer with the same navigation items as the top: "Employer" (with a dropdown arrow), "Login" (with a lock icon), and a search icon.

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## Step 4: Log in with Singpass.



### Log in with Singpass

Your trusted digital identity

Singpass app

Password login

Scan with Singpass app  
Logging in as **Business User**



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

## Step 5: Key in your company's CPF Submission Number (CSN) and click "Proceed"

The screenshot displays the website's navigation bar and a form for entering a CPF Submission Number (CSN). The navigation bar includes the Central Provident Fund Board logo, 'Who we are', 'Tools and services', 'Infohub', 'Employer', a user profile icon, and a search icon. Below the navigation bar, there are several menu items: 'Employer services', 'Employer obligations', 'Making CPF contributions', 'Making Voluntary Contributions', 'Compliance and rectifications', and 'Corporate service buyers'. The main content area features an illustration of two people working at a desk. To the right, the form is titled 'Enter CPF Submission Number' and contains a label 'CPF Submission Number' above three input fields. The first field contains the text 'S1234567A'. Below the input fields, there is a note: 'Enter a valid CPF Submission Number, e.g. S1234567A-PTE-01'. A 'Proceed' button is located below the form. A callout box with a green background and a blue border points to the first input field, containing the text '1. Fill in your company's CSN'. Another callout box with a green background and a blue border points to the 'Proceed' button, containing the text '2. Click "Proceed"'. At the bottom of the form area, there is a link: 'Don't have a CPF Submission Number (CSN)? [Apply for a CSN now.](#)'

Central Provident Fund Board

Who we are | Tools and services | Infohub | Employer | T | Q

Employer services | Employer obligations | Making CPF contributions | Making Voluntary Contributions | Compliance and rectifications | Corporate service buyers

### Enter CPF Submission Number

CPF Submission Number

S1234567A

Enter a valid CPF Submission Number, e.g. S1234567A-PTE-01

Proceed

1. Fill in your company's CSN

2. Click "Proceed"

• Don't have a CPF Submission Number (CSN)? [Apply for a CSN now.](#)



## Step 6: Click “View all” under the “Others” category

The screenshot shows the CPF Board portal interface. At the top, there is a navigation bar with the CPF Board logo and menu items: "Who we are", "Tools and services", "Infohub", "Employer", and a search icon. Below the navigation bar, there are tabs for "Employer services", "Employer obligations", "Making CPF contributions", "Making Voluntary Contributions", "Compliance and rectifications", and "Corporate service buyers".

The main content area features a welcome message for "TAN LI LING" (ID: S1234567) and a "Transacting for" section for "HAPPILY EVER AFTER PTE. LTD." with branch name "NOVENA" and CPF Submission Number "12345678H-PTE-01".

Below this, there is a "Browse digital services" section with six service cards:

- Employer account services**: Apply for a CPF Submission Number (CSN) or update employer particulars with the CPF Board here. [View all >](#)
- Direct Debit for CPF contributions**: Add or terminate Direct Debit arrangements. [View all >](#)
- Voluntary CPF contributions**: Top up employee's CPF accounts. [View all >](#)
- Refund or adjustment of CPF contributions**: Apply for a refund or an adjustment of CPF contributions. [View all >](#)
- Composition amount payments**: Pay composition amounts for late payment offences. [View all >](#)
- Others**: Update us if you cease to have employees in service; apply to contribute higher CPF for your Singapore Permanent Resident employees. [View all >](#)

The "Others" card is highlighted with a red rectangular box. A green callout bubble with a white border points to the "View all >" link of the "Others" card, containing the text "1. Click 'View all'".

Step 7: Scroll to the end of the page and click “Submit reimbursements”

The screenshot shows the Central Provident Fund Board website. The top navigation bar includes the logo, 'Who we are', 'Tools and services', 'Infohub', 'Employer', 'Login', and a search icon. Below this is a secondary navigation bar with categories: 'Employer obligations', 'Making CPF contributions', 'Making Voluntary Contributions', 'Compliance and rectifications', and 'Corporate service buyers'. The main content area is titled 'Others' and includes a breadcrumb trail: 'Home > Tools and services > Forms and e-applications > Others'. A sub-header 'Other forms' is present. Two main content cards are visible: one for 'Apply jointly to contribute CPF at higher rates for 1st/2nd year Singapore Permanent Resident (SPR)' and another for 'MediSave and MediShield Life Reimbursement'. The 'MediSave and MediShield Life Reimbursement' card contains the text 'Submit [MediSave and MediShield Life reimbursements](#) to employees and other insured persons.' and a link 'Submit reimbursements >'. A blue callout box with a white border points to this link, containing the text '1. Click “Submit reimbursements”'. At the bottom right, the page number '10' is displayed.

Step 8: Select “MediSave/MediShield Life Reimbursement” in the menu on the left. Click “MediSave/MediShield Life EForm Mode”.

The screenshot shows the website header with the Central Provident Fund Board logo and navigation links: Who We Are, Tools And Services, Infohub, Logout, and a search icon. A green callout box points to the 'MediSave / MediShield Life Reimbursement' menu item in the left sidebar. The main content area is titled 'MediSave / MediShield Life Internet Reimbursement - Menu Page' and contains a welcome message, a 'CPF Submission Number' field, a 'Name of Employer / Insurer' field, and a list of menu options: 'Submission of MediSave / MediShield Life Reimbursement Details', 'Enquiry on submission status', 'Log Enquiry', and 'MediSave / MediShield Life E-Form Mode'. A second green callout box points to the 'MediSave / MediShield Life EForm Mode' option in the list.

A Singapore Government Agency Website

Central Provident Fund Board

Who We Are Tools And Services Infohub Logout 🔍

1. Select “MediSave/MediShield Life Reimbursement”

Employers Home  
Employer Details  
Online Applications  
**MediSave / MediShield Life Reimbursement**  
Enquiry on Status of Previous Transactions

### MediSave / MediShield Life Internet Reimbursement - Menu Page

Welcome to MediSave / MediShield Life Reimbursement Service. As long as you are in this secure 'MediSave / MediShield Life Reimbursement' menu page, you need not login again for your subsequent transactions. To exit from MediSave / MediShield Life Reimbursement service click 'Logout'.

**CPF Submission Number**

**Name of Employer / Insurer**

- > Submission of MediSave / MediShield Life Reimbursement Details  
To submit MediSave / MediShield Life Reimbursement Details
- > Enquiry on submission status  
To enquire on the status of submission(s)
- > Log Enquiry  
To enquire on the transactions performed during last three months
- > MediSave / MediShield Life E-Form Mode  
MediSave / MediShield Life E-Form Mode

2. Click “MediSave/MediShield Life EForm Mode”

Step 9: Select if you are submitting the reimbursement via the Hospital Registration Number (HRN) or other Hospital Details (Hospital Code, Admission and Discharge Date). This is dependent on whether you have these information on hand. We would recommend that you submit via the HRN.

A Singapore Government Agency Website

Central Provident Fund Board

Who We Are Tools And Services Infohub Logout

Employers Online Services

- Employers Home
- Employer Details
- Online Applications
- MediSave / MediShield Life Reimbursement**
- Enquiry on Status of Previous Transactions

User

### MediSave / MediShield Life E-Form Mode

**NOTE:**  
Upon clicking "Next", you will first be directed to a page to enter the details of the claims and members you are trying to make reimbursement to.  
After the claims and members details are keyed in and confirmed, you will be directed to the eNets portal to make the necessary payment.  
If you navigate away or close the page at any point in time before the payment is successful, you will have to re-do the submission, as the details of the claims and members you entered are not stored in our system.

**Employer / Insurer Details**

CPF Submission Number  
:

Employer Name

**Submission Mode**

Please select whether you wish to submit by entering Hospital Registration Number (HRN) or entering Hospital Details. \*

- Hospital Registration Number (HRN)
- Hospital Details (Hospital Code, Admission and Discharge Dates)

Select either "Hospital Registration Number" or "Hospital Details"

## Step 10: Please fill in details of the reimbursement.

User F98765431 (FXXXX5431) Entity 38Z

### MediSave / MediShield Life EForm Mode

**Employer/Insurer Details**

CPF Submission Number  
01

Name of Employer / Insurer  
EG Line

**Hospital Registration Number (HRN)**

Hospital Registration Number (HRN)\*  
123456789A12B

**Patient Details**

Identification Number\*  
S1234567D

Identification Source\*  
C - CPFAC NO/PINK IC/BLUE IC

**Name\***

NAME

**Reimburse for Integrated Plan\***

Yes  No

### Payer Details

S/No	Cpf Account Number	Refund to MediSave(\$)
A	S1234567D	5000.00
B		0.00
C		0.00
D		0.00
Total Refund to MediSave:		5000.00
Refund to MediShield Life:		0
Total Refund for the claim:		5000.00

Step 11: After confirming your inputs, you can proceed to the payment page for online payment via e-NETS.

**Central Provident Fund Board**  
*Saving For Retirement*

Singapore Government  
Integrity · Service · Excellence

Search Within CPF Website

Members | **Employers** | About Us | News | Join Us | Useful Links | Contact Info | Feedback | Sitemap

Home | Employer Guide | Tools | Services | FAQ | *my cpf* | Logout

Employers Online Services

- Employers Home
- CPF e-Submission (For registered users)
- Employer Details
- Online Applications
- MediSave / MediShield Life Reimbursement**
- Enquiry on Status of Previous Transactions
- Online Demo

User F1234567K (FXXXX567K) Entity ID: [REDACTED]

## MediSave / MediShield Life EForm Mode

You have successfully submitted the claim details and the submission number is **D207B46A817A45F288FDAFB2A8BE48B4**.

You may wish to print the current page for your reference.

To complete the transaction, please proceed to pay by E-payment

[Pay by E-payment](#)

Click on "Pay by E-payment"

Step 12: You will leave CPF website and enter the e-NETS portal to complete the payment transaction. Internet bank device is required from one of these four banks (DBS, UOB, SCB or OCBC) as One-Time-Pin (OTP) will be required to make payment.

eNETS Wednesday, 15 May 2019

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**Consumer eNETS**

- Data Protection Policy
- Terms of Use
- Security Guidelines
- Customer Service

## debit from bank account

**If you are using a POP-UP BLOCKER, please add the following list as your allowed sites. Otherwise, the relevant transaction pages from the banks cannot be displayed, and your transaction request cannot be processed. Click [here](#) for pop-up blocker FAQ.**

1. www.enets.sg
2. dbsd2pay.dbs.com (for DBS/POSB Account holders)
3. pibenets.uob.com.sg (for UOB Account holders)
4. www.citibank.com.sg (for Citibank Account holders)
5. www.ocbc.com (For OCBC account holders)
6. www.plus.com.sg (For Plus! account holders)
7. ibank.standardchartered.com.sg (For Standard Chartered account holders)

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**TRANSACTION INFORMATION**

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Merchant Name TEST: Central Provident Fund Board  
Merchant Reference Code 20190515121252805067  
NETS Reference Code 20190515121253562  
Merchant Hostname https://www.cpf.gov.sg  
Amount SGD 5,000.00

**Important Notice: Please note down the transaction information in this section just in case you need to raise any query on this transaction.**

**SINGAPORE BANK SELECTION**

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Bank LUAT BankSim (E3 LUAT only) ▼

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✓ SUBMIT ✗ CANCEL

Step 13: You will be brought to the acknowledge page after successful payment has been made.

The screenshot displays the Central Provident Fund Board (CPF) website interface. At the top left is the CPF logo with the tagline "Living For Retirement". To the right is the Singapore Government logo with the tagline "Integrity · Service · Excellence". A search bar is located in the top right corner. Below the logos is a navigation menu with tabs for "Members" and "Employers", and a sub-menu for "Employers" containing "Home", "Employer Guide", "Tools", "Services", "FAQ", and "my cpf". A "Logout" button is also present. The main content area is titled "Employers Online Services" and lists various options, with "MediSave / MediShield Life Reimbursement" highlighted. The "Acknowledgement" section shows a green message: "Thank you for using our ePayment service". Below this is a table with transaction details:

Service Name	Merchant Reference Code	Transaction Date
MediSave / MediShield Life Internet Reimbursement	20190515121252805067	15 May 2019 12:12 PM

Below the table, the user information is displayed: "User F1234567K (FXXXX567K) Entity ID: 05561700W". The payment details are: "Paying for CPF Account Number/NRIC F1234567K", "Paying as a Employer", and "Amount Paid \$ 5000". A note at the bottom states: "To view and print, please click on the 'Printer Friendly Version' link on the top right hand corner of the screen before printing." A "Back to main" link is provided at the bottom left.