



How to submit reimbursements via Internet Reimbursement E-Form Service

What is this guide about?

- 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

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">• Medical institution (MI) where treatment was sought• Date of Admission and Discharge• Hospital Registration Number (HRN)• MediSave Payers' details• MediSave/MediShield Life amount used
2. Your employee/insured's CPF Online Statement or MediSave Withdrawal Statement	<ul style="list-style-type: none">• Medical institution (MI) where treatment was sought• Date of Admission and Discharge• Hospital Registration Number (HRN)• MediSave/MediShield Life amount used
3. List of Hospital Code (Please refer to the link in the Webpage)	<ul style="list-style-type: none">• Hospital code of MI

Step 1: Navigate to www.cpf.gov.sg. Click “Member” and select “Employer” from the drop down list.

The screenshot shows the homepage of the Central Provident Fund Board (CPF.gov.sg). The header is dark teal with the CPF logo and navigation links: "Who we are", "Tools and services", "Infohub", "Employer" (with a dropdown arrow), "Login" (with a lock icon), and a search icon. Below the header, there are links for "Employer obligations", "Making CPF contributions", "Making Voluntary Contributions", "Con rect", "Member", "Employer", and "Corporate service buyers". A large banner for "Changes to CPF contribution rate from 1 Jan 2022" is visible, with a "Learn more" button. A green callout box with the text "1. Click 'Member'" points to the "Member" link in the navigation bar. Another green callout box with the text "2. Select 'Employer'" points to the "Employer" option in the dropdown menu.

A Singapore Government Agency Website

Central Provident Fund Board

Who we are Tools and services Infohub

Employer Login Search

Employer obligations Making CPF contributions Making Voluntary Contributions Con rect Member Employer Corporate service buyers

Changes to CPF contribution rate from 1 Jan 2022

Learn more >

1. Click "Member"

2. Select "Employer"

Step 2: Click “Login”.

A Singapore Government Agency Website

Central Provident Fund Board

Who we are Tools and services Infohub

Employer **Employer** Login

Member
Employer

Corporate service buyers

Employer obligations Making CPF contributions Making Voluntary Contributions

Changes to CPF contribution rate from 1 Jan 2022

Learn more >

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

A Singapore Government Agency Website

The screenshot shows the Central Provident Fund Board website. The top navigation bar includes the logo, 'Who We Are', 'Tools And Services', 'Infohub', 'Login', and a search icon. Below the navigation bar, the main content area displays the heading 'Please select the e-transaction you wish to perform:'. There are two main options: 'CPF EZPAY' (Submission of CPF contribution details) and 'Other Employer Services' (Perform other employer transactions). A green callout box with the text '1. Select “Other Employer Services”' points to the 'Other Employer Services' option. Below 'Other Employer Services', a list of services is shown: Employer Details, Online Applications, Medisave/Medisshield Reimbursement, My Alerts, and Enquiry on Status of Previous Transactions. A second green callout box with the text '2. Select “For UEN-registered entities”' points to the 'For UEN-registered entities' option. Below the list of services, there are two login options: 'For UEN-registered entities (log in with Singpass)' and 'For individuals trading under own name (log in with Singpass)'. At the bottom, a note states: 'Please note that from 11 April 2021, you will be required to login to government digital services for businesses (G2B) using Singpass instead of Corppass. For more information, visit go.gov.sg/corporate-login'.

Central Provident Fund Board

Who We Are Tools And Services Infohub Login

Please select the e-transaction you wish to perform:

CPF EZPAY
Submission of CPF contribution details (For registered users)

Other Employer Services
Perform other employer transactions

- Employer Details
- Online Applications
- Medisave/Medisshield Reimbursement
- My Alerts
- Enquiry on Status of Previous Transactions

1. Select “Other Employer Services”

Central Provident Fund Board

Who We Are Tools And Services Infohub Login

Please select your login method:

For UEN-registered entities
(log in with Singpass)

For individuals trading under own name
(log in with Singpass)

2. Select “For UEN-registered entities”

Please note that from 11 April 2021, you will be required to login to government digital services for businesses (G2B) using Singpass instead of Corppass. For more information, visit go.gov.sg/corporate-login

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 "Submit".



A Singapore Government Agency Website



Central
Provident
Fund Board

Who We Are

Tools And Services

Infohub

Logout ↗



-A A +A

Employer Log On

CPF Submission Number

388Z

-

PTE

-

01

e.g. 123456789A-PTE-01

1. Fill in your company's CSN

Submit

2. Click "Submit"

If you do not have a CSN, please obtain one by completing the [Apply for CPF Submission Number](#).

Step 6: Select “MediSave/MediShield Life Reimbursement” in the menu on the left. Click “MediSave/MediShield Life EForm Mode”.

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 7: 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

The screenshot shows the 'MediSave / MediShield Life E-Form Mode' page. The header includes the Central Provident Fund Board logo, navigation links (Who We Are, Tools And Services, Infohub), a Logout button, and a search icon. A left sidebar lists 'Employers Online Services' with options like 'Employers Home', 'Employer Details', 'Online Applications', 'MediSave / MediShield Life Reimbursement' (highlighted), and 'Enquiry on Status of Previous Transactions'. The main content area has a 'User' field and a 'NOTE' box explaining the next steps. Below this are sections for 'Employer / Insurer Details' (with fields for CPF Submission Number and Employer Name) and 'Submission Mode' (with radio buttons for 'Hospital Registration Number (HRN)' and 'Hospital Details (Hospital Code, Admission and Discharge Dates)').

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 8: Please fill in details of the reimbursement.

User F98765431 (FXXXX5431) Entity 18Z

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

The screenshot displays the Central Provident Fund Board (CPF) website. At the top left is the CPF logo and the text "Central Provident Fund Board" and "Saving For Retirement". At the top right is the Singapore Government logo with the tagline "Integrity • Service • Excellence". Below the logo is a search bar labeled "Search Within CPF Website". A navigation bar contains links: "Members", "Employers", "Home", "Employer Guide", "Tools", "Services", "FAQ", "my cpf", and "Logout". Below the navigation bar, the "Employers" section is active, showing a list of services: "Employers Home", "CPF e-Submission (For registered users)", "Employer Details", "Online Applications", "MediSave / MediShield Life Reimbursement" (highlighted), "Enquiry on Status of Previous Transactions", and "Online Demo". The main content area shows the "MediSave / MediShield Life EForm Mode" page. It displays the user ID "User F1234567K (FXXXX567K)" and the entity ID. The page states: "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". A blue button labeled "Pay by E-payment" is shown, with a green callout box pointing to it that says "Click on 'Pay by E-payment'".

Central Provident Fund Board
Saving For Retirement

Singapore Government
Integrity • Service • Excellence

Search Within CPF Website

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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 10: 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.



Consumer
eNETS

[Data Protection Policy](#)
[Terms of Use](#)
[Security Guidelines](#)
[Customer Service](#)

Wednesday, 15 May 2019

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

TRANSACTION INFORMATION

Merchant Name

TEST: Central Provident Fund Board

Merchant Reference Code

20190515121252805087

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


Bank


UAT BankSim (E3 UAT only)

SUBMIT

CANCEL

Step 11: You will be brought to the acknowledge page after successful payment has been made.

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Saving For Retirement

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Search Within CPF Website

MembersEmployers

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HomeEmployer GuideToolsServicesFAQmy cpfLogout

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: 05561700W

Acknowledgement

Thank you for using our ePayment service

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

Paying for CPF Account Number/NRIC
F1234567K

Paying as a
Employer

Amount Paid
\$ 5000

To view and print, please click on the "Printer Friendly Version" link on the top right hand corner of the screen before printing.

[Back to main](#)