



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.

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 green callout box with a white border points to the 'Member' link in the navigation menu. Another green callout box with a white border points to the 'Employer' link in the dropdown menu. Below the navigation, there are several menu items: 'Employer obligations', 'Making CPF contributions', 'Making Voluntary Contributions', 'Corporate service buyers', and 'Login'. A large banner at the bottom features a laptop, a calculator, and a smartphone, with the text 'Changes to CPF contribution rate from 1 Jan 2022' and 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](#) [Con](#) [Member](#) [Corporate service buyers](#) [Employer](#)

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 interface. The top navigation bar includes the logo, 'Who We Are', 'Tools And Services', 'Infohub', 'Login', and a search icon. The main content area prompts the user to 'Please select the e-transaction you wish to perform:'. Two options are visible: 'CPF EZPAY' (Submission of CPF contribution details) and 'Other Employer Services' (Perform other employer transactions). A blue callout box highlights the 'Other Employer Services' option, listing sub-options: Employer Details, Online Applications, Medisave/Medisshield Reimbursement, My Alerts, and Enquiry on Status of Previous Transactions. A green callout box points to the 'Other Employer Services' option with the text '1. Select “Other Employer Services”'. Below this, the 'Please select your login method:' section shows two options: 'For UEN-registered entities (log in with Singpass)' and 'For individuals trading under own name (log in with Singpass)'. A second green callout box points to the 'For UEN-registered entities' option with the text '2. Select “For UEN-registered entities”'. 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

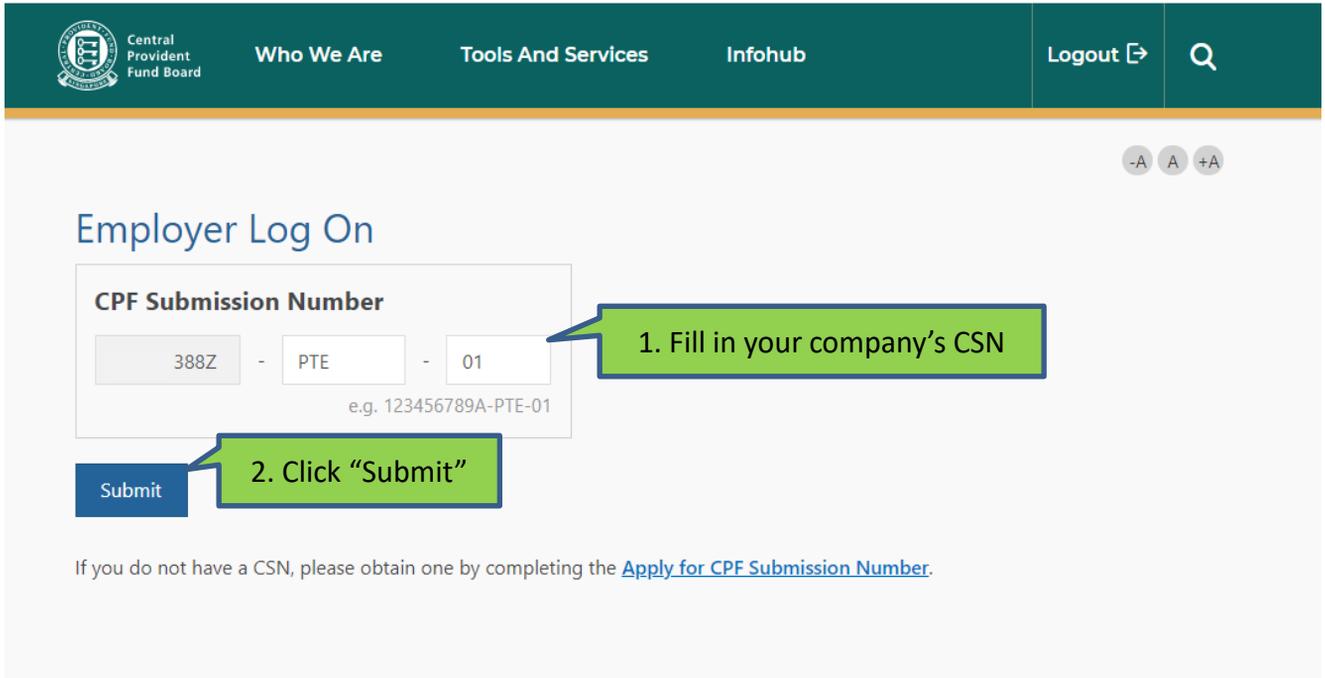
Scan with Singpass app
Logging in as **Business User**



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



The screenshot shows the 'Employer Log On' page of the Central Provident Fund Board. The header includes the logo and name of the board, navigation links for 'Who We Are', 'Tools And Services', and 'Infohub', and a 'Logout' button with an external link icon. A search icon is also present. Below the header, there are three circular icons for font size adjustment: '-A', 'A', and '+A'. The main content area is titled 'Employer Log On' and features a form for entering the CPF Submission Number. The form has three input fields: the first contains '388Z', the second contains 'PTE', and the third contains '01'. Below these fields is an example: 'e.g. 123456789A-PTE-01'. A blue 'Submit' button is located below the form. Two green callout boxes with blue borders provide instructions: '1. Fill in your company's CSN' points to the input fields, and '2. Click "Submit"' points to the Submit button.

Central Provident Fund Board

Who We Are Tools And Services Infohub Logout ↗ Q

-A A +A

Employer Log On

CPF Submission Number

388Z - PTE - 01

e.g. 123456789A-PTE-01

Submit

1. Fill in your company's CSN

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

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 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 9: 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 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.

eNETS

Wednesday, 15 May 2019

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)

TRANSACTION INFORMATION

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

Bank

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

The screenshot shows the Central Provident Fund Board website. The header includes the CPF logo and name, the Singapore Government logo, and a search bar. The navigation menu has tabs for Members and Employers, with sub-links for Home, Employer Guide, Tools, Services, FAQ, and my cpf. A Logout button is also present. The main content area is titled 'Acknowledgement' and features a green message box: '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'. Further down, it shows 'Paying for CPF Account Number/NRIC F1234567K' and 'Paying as a Employer' with an 'Amount Paid \$ 5000'. At the bottom, there is a note: 'To view and print, please click on the "Printer Friendly Version" link on the top right hand corner of the screen before printing.' and a 'Back to main' link.