

# Enquiry Types Not Supported via WhatsApp

For your convenience, please note that the following types of enquiries must be submitted through Write To Us ([cpf.gov.sg/service/write-to-us](https://cpf.gov.sg/service/write-to-us)):

- Complex cases that take more than one day to resolve
- Appeals needing assessment
- CPF employer and Business Partner enquiries
- Foreigner account closure enquiries
- Enquiries on behalf of someone else
- Policy feedback



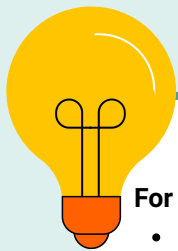
To help us focus on assisting our members, please do not ask for updates if we are still within our service standards. We will let you know if more time is needed.



## Operating Hours

**Mondays to Fridays**  
8:30am to 5:30pm

**Eves of Christmas**  
**New Year**  
**Chinese New Year**  
8:30am to 1:00pm



## Tips for Best Experience

### For a Smoother Chat Experience

- This service works best on your mobile device with the WhatsApp app installed.
- You can switch between WhatsApp web and mobile anytime. You'll get notifications from WhatsApp when we reply.

### Choose the Right Scheme

Selecting the correct scheme routes you to a Customer Service Executive who can assist you best.

Example:

- "Retirement Income" for retirement payouts
- "Home Ownership" for using CPF to buy a flat

### Authenticate with Singpass

Completing Singpass authentication allows us to provide personalised information related to your CPF account. This protects your privacy by ensuring we disclose account details only to you.

### During your chat

- After the Singpass authentication step, you'll enter the queue and we strive to respond within 3 hours. Feel free to share all relevant details about your enquiry while waiting so our Customer Service Executives can start helping you immediately when we reach your case.
- To end the chat, reply with "0". You can restart the chat anytime by clicking the "Text Us" link again.

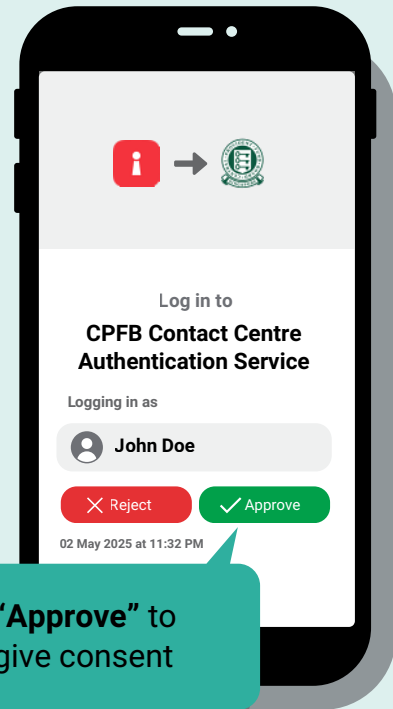
### Response Time

If you haven't responded in a while, our Customer Service Executives may end the chat session to help others in queue. You can always restart the chat and we'll still have access to your previous conversation. For security reasons, all new conversations must be initiated by you.

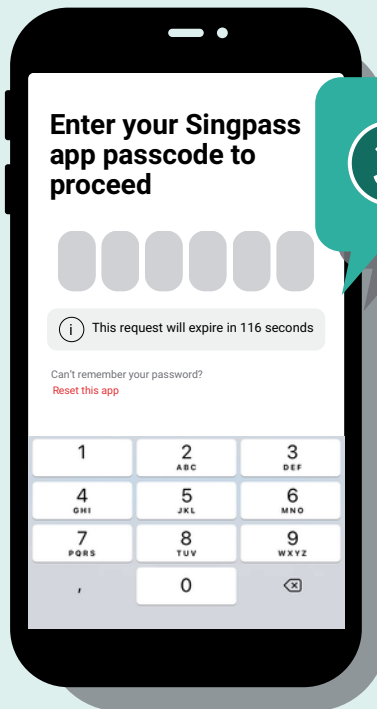
# Authenticate using Singpass app in 4 simple steps



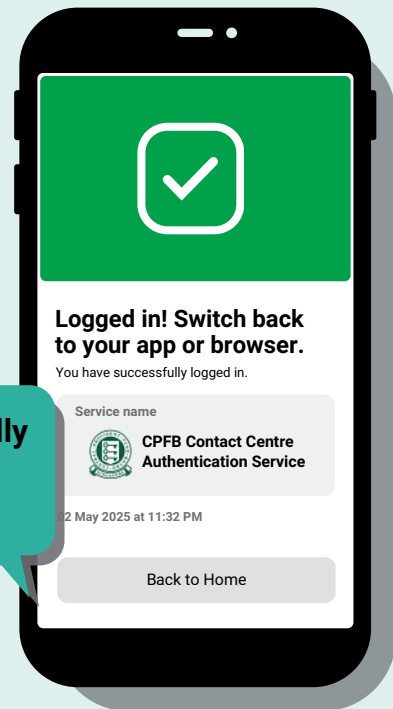
**1** Click on the push notification\*



**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.

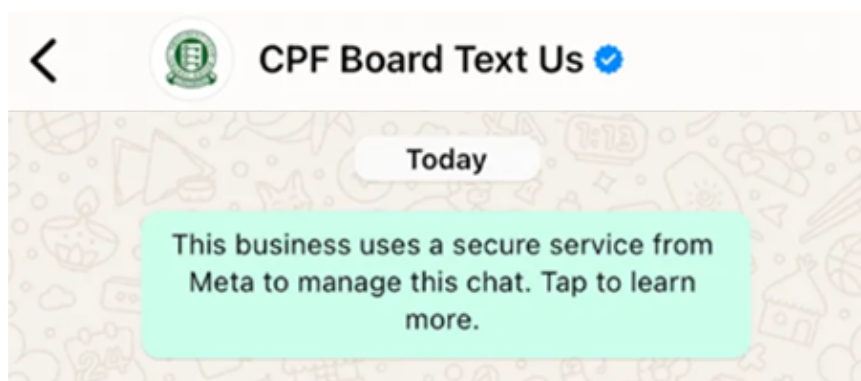
You can download the Singpass app from the App Store or Play Store. You can log in to your Singpass app using your fingerprint, face recognition or a 6-digit passcode.

For more details on the set-up, please refer to the instructional guides ([iOS users](#) and [Android users](#)) 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.

## How to identify CPF Board

To protect yourself from scams, please note that CPF Board messages will only come from our official WhatsApp Business account "**CPF Board Text Us**". You can verify it's us by checking for the **blue verification badge** and confirming the number is **6031 5753**.



Messages from CPF Board may contain links to the CPF website or other Government websites. Please check that the domain of such links end with "**.gov.sg**" before clicking on them.

Scammers may **impersonate Government Officials**. Scammers may **cite your personal information** (e.g. name or NRIC number) to appear legitimate. **Do not automatically trust** someone just because he/she has your personal information and **remain vigilant and cautious when receiving calls/emails/messages**.

\* To determine if a link will lead you to a malicious website or is reliable, you can hover your mouse over the link to view the full address.

For mobile devices, you can hold your finger down on the link so that a window pops out and shows you the full address.

**Government officials will NEVER ask you to transfer money or disclose bank log-in details over a phone call. Call the 24/7 ScamShield Helpline at 1799 if you are unsure if something is a scam.**

To learn more about protecting yourself against scams, please visit [www.scamshield.gov.sg](http://www.scamshield.gov.sg) and [www.cpf.gov.sg/AntiScamMeasures](http://www.cpf.gov.sg/AntiScamMeasures)

