

What information does my Trusted Contact see in the notifications copied to them?

Successfully appointed Trusted Contacts receive copies of the same notification that are sent to you when transactions are made.



You are receiving this notification as an appointed Trusted Contact

Dear JOHN TAN XIAO MING,

We refer to your application to withdraw your CPF savings submitted on 01 Jan 2026.

Your application to withdraw your CPF savings has been processed and \$2,000.00 has been deducted from your CPF account and credited to your PayNow NRIC-linked OVERSEA-CHINESE BANKING CORPN bank account ending with 3555.

Please check "Activities" in "my cpf digital services" for more details.

If unauthorised or you suspect a scam:

1. Alert your bank to freeze your bank account;
2. Call Singpass at +65 6335 3533 to suspend your Singpass; and
3. Lodge a police report and inform CPF Board at 1800-227-1188.

To protect your savings from scams, activate CPF Withdrawal Lock (for members aged 55 and above) to safeguard your CPF savings ([learn more](#)), and Money Lock to safeguard your bank savings ([learn more](#)).

CPF lump sum withdrawals for immediate retirement needs

- Transaction date
- Withdrawal amount
- Details of bank account used for withdrawal



You are receiving this notification as an appointed Trusted Contact

Dear JOHN TAN XIAO MING,

We have received your request to update your contact details at 08:30 AM on 01/01/2026. Please note that the changes will only take place 12 hours later, and any notifications on your CPF matters will still be sent to your current contact details during this time.

To view your particulars, log in to our [website](#) and select "Account settings".

If unauthorised, please contact us at cpf.gov.sg/writetous and reset your Singpass (for assistance, call Singpass' 24/7 helpdesk at +65 6335 3533).

Contact details update

- Transaction date
- Transaction time



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Dear JOHN TAN XIAO MING,

We have received your request "Update bank account" (Transaction no.: 12345678) submitted on 01 Jan 2026 08:30am to update your bank account to POSB bank account ending 1234.

Your new bank account will only be activated after your bank confirms that the account belongs to you. This will generally take up to 2 working days.

If unauthorised, please contact your bank to freeze your bank account immediately, and reset your Singpass (for assistance, call Singpass' 24/7 helpdesk at +65 6335 3533). If you are age 55 and above, you can also activate the CPF Withdrawal Lock via [Account settings](#) to disable online withdrawals immediately.

Bank account update

- Transaction number
- Transaction date
- Transaction time
- Update option (PayNow/ Interbank GIRO)
- Details of new bank account



You are receiving this notification as an appointed Trusted Contact

Dear JOHN TAN XIAO MING,

We refer to your request submitted on 01 Jan 2026 to increase your Daily Withdrawal Limit for immediate retirement needs from \$2,000.00 to \$20,000.00. This will take effect after a 12-hour cooling period.

If unauthorised or you suspect a scam:

1. Alert your bank to freeze your bank account;
2. Call Singpass at +65 6335 3533 to suspend your Singpass; and
3. Lodge a police report and inform CPF Board at 1800-227-1188.

You can also activate the CPF Withdrawal Lock via Account settings to disable online withdrawals immediately ([learn more](#)), and Money Lock to safeguard your bank savings ([learn more](#)).

Daily withdrawal limit update

- Transaction date
- Previous daily withdrawal limit
- Updated daily withdrawal limit