

Viewing Statement of Accounts for Held-in-Trust cases

22 Feb 2016

GETTING STARTED

Step 1: Go to IPTO Online Portal.

The screenshot shows a web browser window with the address bar containing <https://www.mlaw.gov.sg/eservices/pto/welcome.xhtml>. The page header includes the Singapore Government logo and the Ministry of Law Public Trustee's Office logo. A search bar is located in the top right corner. The main content area is titled "Public Trustee Office E-Services" and features a "GET STARTED" sidebar with links for "REGISTER FOR ONLINE ACCOUNT" and "CORPORATE ACCOUNT ADMINISTRATION". The main content area lists several services, with the link "VIEW STATEMENT OF ACCOUNT FOR HELD-IN-TRUST CASES" highlighted in a red box. A red number "1" is placed to the left of the browser window, and a red number "2" is placed to the right of the highlighted link.

1. Key in <https://www.mlaw.gov.sg/eservices/pto/welcome.xhtml>.
2. Click on the link for “View Statement of Account for Held-in-Trust cases”.

GETTING STARTED

Step 2: Select your Login Type.

PUBLIC TRUSTEE

SELECT LOGIN PLEASE SELECT YOUR LOGIN OPTION.

1

SINGPASS HOLDER

NON-SINGPASS HOLDER

EXIT

WARNING: Unauthorised access to this system constitutes an offence under the Computer Misuse Act and may result in prosecution.

If you encounter any problems with this service, please contact us at (65) 1800-2255-529 (during office hours), or send an email to Helpdesk at OneMinLaw@mlaw.gov.sg

1. Select Login Type:

SingPass:

- You can apply for a SingPass at www.singpass.gov.sg

Non-SingPass:

- If you are ineligible to apply for a SingPass, you can apply for a non-SingPass User ID and password. Details are available on <https://www.mlaw.gov.sg/eservices/pto/xhtml/home/RegisterDetails.xhtml>.

SINGPASS HOLDER

- Step 3a

GETTING STARTED

Step 3a: Proceed with SingPass Login

Singapore Personal Access
SingPass

Secure

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Welcome
to SingPass Authentication Service

Security Advisory

SingPass is a common password that allows you to access Government e-services. It is important for you to be vigilant in protecting the confidentiality of your SingPass.

Please click [here](#) for tips on online security. You may also find useful guides on how to safeguard your online security and other cyber security related information at www.gosafeonline.sg.

Click [here](#) to view more details about New SingPass Security Enhancements.

1 SingPass ID (Enter your **Identification Number**)
e.g. S1234567G, G1234567G

SingPass (8-24 characters, CASE-SENSITIVE)

2

By clicking on the **Submit** button, you agree to be bound by the terms specified in the [Terms of Use](#) and Important Notes below.

1. Key in your SingPass ID and SingPass.
2. Click on “Submit” to access our e-Services.

NON-SINGPASS HOLDER

- Step 3b

GETTING STARTED

Step 3b: Proceed with non-SingPass Login.



Please enter your information to login.

1

Login ID:

Password:

2

[Forget Password?](#)
[Change Password](#)

1. Key in your non-SingPass User ID and password
2. Click on “Login” to proceed.

GETTING STARTED

Step 3b: Select Transaction Type

PUBLIC TRUSTEE

SELECT INDIVIDUAL OR ORGANISATION

Select Transaction Type

Are you carrying out a Personal Transaction or Transacting on behalf of an Organisation?

1

PERSONAL TRANSACTION

TRANSACTIONING ON BEHALF OF AN ORGANISATION

EXIT

1. Select "Personal Transaction".

VIEW STATEMENT OF ACCOUNT

Step 4: Select your role.

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PUBLIC TRUSTEE

Step 1 Select User type

Step 2 Select Account

Step 3 View Transaction Details

VIEW STATEMENT OF ACCOUNT

Fields marked with * are mandatory.

View Statement of Account

You are a: *

1

Guardian
(Please select this option if you are one of the following:
(i) You are a parent / guardian of a minor with nominated CPF monies;
(ii) You are the minor's parent but you are not the deceased's spouse at the time of his/her death; or
(iii) You are a legally appointed guardian of the child)

Minor

Parent
(Please select this option if you are the minor's parent and also the deceased's spouse at the time of his/her death and the minor has a share in the deceased's un-nominated CPF or estate monies)

Exit **Next** **2**

If you encounter any problems with this service, please contact us at 1800-2255-529 (during office hours), or send an email to Helpdesk at OneMinLaw@mlaw.gov.sg.

1. Select your role based on the following criteria:

1. Select "Guardian" – If you are (i) a parent / guardian of a minor with nominated CPF monies **OR** (ii) the minor's parent but you are not the deceased's spouse at the time of his or her death **OR** (iii) you are the legally appointed guardian of the child.
2. Select "Minor" – If you are the minor checking his or her own statement of account.
3. Select "Parent" – If you are the minor's parent and also the deceased's spouse at the time of his or her death and the minor has a share in the deceased's un-nominated CPF or estate monies.

2. Click on "Next" button to proceed.

If you select guardian - Step 5

VIEW STATEMENT OF ACCOUNT

Step 5: Select your user type.

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PUBLIC TRUSTEE

Step 1 Select User type

Step 2 Select Account

Step 3 View Transaction Details

VIEW STATEMENT OF ACCOUNT

Fields marked with * are mandatory.

View Statement of Account

You are a: *

1

Guardian
(Please select this option if you are one of the following:
(i) You are a parent / guardian of a minor with nominated CPF monies;
(ii) You are the minor's parent but you are not the deceased's spouse at the time of his/her death; or
(iii) You are a legally appointed guardian of the child)

Minor

Parent
(Please select this option if you are the minor's parent and also the deceased's spouse at the time of his/her death and the minor has a share in the deceased's un-nominated CPF or estate monies)

Exit **Next** **2**

If you encounter any problems with this service, please contact us at 1800-2255-529 (during office hours), or send an email to Helpdesk at OneMinLaw@mlaw.gov.sg.

1. Select “Guardian” if you are:
 1. A parent / guardian of a minor with nominated CPF monies OR
 2. The minor’s parent but you are not the deceased’s spouse at the time of his or her death OR
 3. You are the legally appointed guardian of the child
2. Click on “Next” button to proceed.

VIEW STATEMENT OF ACCOUNT

Step 6a(i): View Statement of Account.

PUBLIC TRUSTEE

Step 1
Select User type

Step 2
Select Account

Step 3
View Transaction Details

VIEW STATEMENT OF ACCOUNT

Fields marked with * are mandatory.

View Statement of Account

Statement of Account For : *

Case Reference Number : *

1

If you encounter any problems with this service, please contact us at 1800-2255-529 (during office hours), or send an email to Helpdesk at OneMinLaw@mlaw.gov.sg.

1. Select "Minor Account".

[Note: Special Account refer to cases under the Special Needs Trust Scheme.]

VIEW STATEMENT OF ACCOUNT

Step 6a(ii): View Statement of Account.

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PUBLIC TRUSTEE

Step 1
Select User type

Step 2
Select Account

Step 3
View Transaction Details

VIEW STATEMENT OF ACCOUNT

Fields marked with * are mandatory.

View Statement of Account

Statement of Account For : * Minor Account

Case Reference Number : * Please Select

Minor Account : * Please Select

Tr [REDACTED]

Back Reset Next Cancel

1

If you encounter any problems with this service, please contact us at 1800-2255-529 (during office hours), or send an email to Helpdesk at OneMinLaw@mlaw.gov.sg.

1. Select the case reference number from the drop-down list.

VIEW STATEMENT OF ACCOUNT

Step 6a(iii): View Statement of Account.

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PUBLIC TRUSTEE

Step 1 Select User type

Step 2 Select Account

Step 3 View Transaction Details

VIEW STATEMENT OF ACCOUNT

Fields marked with * are mandatory.

View Statement of Account

Statement of Account For : * Minor Account

Case Reference Number : * TR [REDACTED]

Minor Account : * Please Select

Please Select

[REDACTED] (S [REDACTED])

[REDACTED] (S [REDACTED])

[REDACTED] (S [REDACTED])

[REDACTED] (S [REDACTED])

Back

If you encounter any problems with this service, please contact us at [REDACTED] or [REDACTED]@mlaw.gov.sg.

1

1. Select the minor account which you would like to view from the drop-down list.

VIEW STATEMENT OF ACCOUNT

Step 6a(iv): View Statement of Account.

PUBLIC TRUSTEE

Step 1 <i>Select User type</i>	Step 2 <i>Select Account</i>	Step 3 <i>View Transaction Details</i>
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VIEW STATEMENT OF ACCOUNT

Fields marked with * are mandatory.

View Statement of Account

Statement of Account For : *

Case Reference Number : *

Minor Account : *

1

If you encounter any problems with this service, please contact us at 1800-2255-529 (during office hours), or send an email to Helpdesk at OneMinLaw@mlaw.gov.sg.

1. Click "Next" to proceed to view the Statement of Account.

VIEW STATEMENT OF ACCOUNT

Step 6a(v): View Statement of Account.

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PUBLIC TRUSTEE

Step 1
Select User type

Step 2
Select Account

Step 3
View Transaction Details

VIEW STATEMENT OF ACCOUNT

Fields marked with * are mandatory.

View Statement of Account

Thank you for using our eService.
Please print or save this page for your own reference. You will not be able to access this page after exiting the webpage. [Print](#) or [Save](#)

Case Reference Number :

Account Holder Name :

Select Transaction Period : *

Current Month

Last & Current Month

From (DD/MM/YYYY): TO (DD/MM/YYYY):

[Back](#) [Submit](#) [Exit](#)

If you encounter any problems with this service, please contact us at 1800-2255-529 (during office hours), or send an email to Helpdesk at OneMinLaw@mlaw.gov.sg.

1. Select the Transaction Period.

[Note: For “Select Transaction Period”, you can only indicate up to a period of 5-years.]

[The “To” date also has to be at least 1 day earlier than today’s date.]

2. Click “Submit” button once the Transaction Period has been selected.

VIEW STATEMENT OF ACCOUNT

Step 6a(vi): View Statement of Account.

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PUBLIC TRUSTEE

Step 1 Select User type | Step 2 Select Account | Step 3 View Transaction Details

VIEW STATEMENT OF ACCOUNT

Fields marked with * are mandatory.

View Statement of Account

Thank you for using our eService.
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Case Reference Number : T [REDACTED]

Account Holder Name : [REDACTED]

Select Transaction Period : *

Current Month

Last & Current Month

From (DD/MM/YYYY): 01/01/2010 TO (DD/MM/YYYY): 31/12/2014

[Back](#) [Submit](#) [Exit](#)

1

STATEMENT OF ACCOUNT
FROM 01/01/2010 TO 31/12/2014

CASE REF NO.: T [REDACTED] ACCOUNT NAME: [REDACTED] GST NO. : MG-8400000-5

TRN DATE	DOC NO	PAYER/PAYEE NAME/TRANSACTION	DEBIT(\$)	CREDIT(\$)	BALANCE(\$)
01/01/2010		BALANCE BROUGHT FORWARD			220.19

2

INVESTMENTS AS AT : 24/07/2015

COMMON FUND : \$ 14,991.95

OTHERS (INSURANCE,ETC) : \$ 0.00

TOTAL INVESTMENTS : \$ 14,991.95

COMMON FUND INTEREST RATE FOR LATEST PERIOD : 1.942%

1. You can view the Statement of Account once the “Submit” button is clicked.
2. Information on the investments in the (a) Common Fund, (b) Insurance policies and/or fixed deposits and (c) the Common Fund Interest Rate for the latest period is found at the end of the Statement of Account.

Guardian – Error Message

VIEW STATEMENT OF ACCOUNT

Step 6b: View Statement of Account.

PUBLIC TRUSTEE

VIEW STATEMENT OF ACCOUNT

View Statement of Account

You are not allowed to view the statement of account as you are not tied to any Trust Case.

1

Back

OK

2

1. You will see this error message when you try to access the Statement of Account if:
 1. You are not a parent / guardian of a minor with nominated CPF monies; OR
 2. Your information has not been updated in our system as the parent / guardian of the child. – You will have to contact our office with the necessary documents (e.g. court order) to update your details.
2. Click on “Ok” button to exit our e-Services.

If you select minor - Step 7

VIEW STATEMENT OF ACCOUNT

Step 7: Select your user type.

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PUBLIC TRUSTEE

Step 1 Select User type

Step 2 Select Account

Step 3 View Transaction Details

VIEW STATEMENT OF ACCOUNT

Fields marked with * are mandatory.

View Statement of Account

You are a: *

Guardian
(Please select this option if you are one of the following:
(i) You are a parent / guardian of a minor with nominated CPF monies;
(ii) You are the minor's parent but you are not the deceased's spouse at the time of his/her death; or
(iii) You are a legally appointed guardian of the child)

Minor **1**

Parent
(Please select this option if you are the minor's parent and also the deceased's spouse at the time of his/her death and the minor has a share in the deceased's un-nominated CPF or estate monies)

Exit Next **2**

If you encounter any problems with this service, please contact us at 1800-2255-529 (during office hours), or send an email to Helpdesk at OneMinLaw@mlaw.gov.sg.

1. Select “Minor” if you are a minor who is trying to view your own statement of accounts.
2. Click on “Next” button to proceed.

VIEW STATEMENT OF ACCOUNT

Step 8a(i): View Statement of Account.

PUBLIC TRUSTEE

Step 1 <i>Select User type</i>	Step 2 <i>Select Account</i>	Step 3 <i>View Transaction Details</i>
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VIEW STATEMENT OF ACCOUNT

Fields marked with * are mandatory.

View Statement of Account

Statement of Account For : *

Case Reference Number : *

1

If you encounter any problems with this service, please contact us at 1800-2255-529 (during office hours), or send an email to Helpdesk at OneMinLaw@mlaw.gov.sg.

1. Select "Minor Account".

VIEW STATEMENT OF ACCOUNT

Step 8a(ii): View Statement of Account.

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PUBLIC TRUSTEE

Step 1
Select User type

Step 2
Select Account

Step 3
View Transaction Details

VIEW STATEMENT OF ACCOUNT

Fields marked with * are mandatory.

View Statement of Account

Statement of Account For : * Minor Account

Case Reference Number : * Please Select

Back

1

If you encounter any problems with this service, please contact us at 1800-2255-529 (during office hours), or send an email to Helpdesk at OneMinLaw@mlaw.gov.sg.

1. Select the case reference number from the drop-down list.

VIEW STATEMENT OF ACCOUNT

Step 8a(iii): View Statement of Account.

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PUBLIC TRUSTEE

Step 1
Select User type

Step 2
Select Account

Step 3
View Transaction Details

VIEW STATEMENT OF ACCOUNT

Fields marked with * are mandatory.

View Statement of Account

Statement of Account For : * Minor Account

Case Reference Number : * [REDACTED]

Back Reset **Next** Cancel 1

If you encounter any problems with this service, please contact us at 1800-2255-529 (during office hours), or send an email to Helpdesk at OneMinLaw@mlaw.gov.sg.

1. Click “Next” to proceed to view the Statement of Account.

VIEW STATEMENT OF ACCOUNT

Step 8a(iv): View Statement of Account.

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PUBLIC TRUSTEE

Step 1
Select User type

Step 2
Select Account

Step 3
View Transaction Details

VIEW STATEMENT OF ACCOUNT

Fields marked with * are mandatory.

View Statement of Account

Thank you for using our eService.
Please print or save this page for your own reference. You will not be able to access this page after exiting the webpage. [Print](#) or [Save](#)

Case Reference Number : T. [REDACTED]

Account Holder Name : [REDACTED]

Select Transaction Period : *

Current Month

Last & Current Month

From (DD/MM/YYYY): [] TO (DD/MM/YYYY): []

1

2 [Back](#) [Submit](#) [Exit](#)

If you encounter any problems with this service, please contact us at 1800-2255-529 (during office hours), or send an email to Helpdesk at OneMinLaw@mlaw.gov.sg.

1. Select the Transaction Period.

[Note: For “Select Transaction Period”, you can only indicate up to a period of 5-years.]

[The “To” date also has to be at least 1 day earlier than today’s date.]

2. Click “Submit” button once the Transaction Period has been selected.

VIEW STATEMENT OF ACCOUNT

Step 8a(v): View Statement of Account.

1. You can view the Statement of Account once the “Submit” button is clicked.
2. Information on the investments in the (a) Common Fund, (b) Insurance policies and/or fixed deposits and (c) the Common Fund Interest Rate for the latest period is found at the end of the Statement of Account.

PUBLIC TRUSTEE

Step 1 Select User type | Step 2 Select Account | **Step 3 View Transaction Details**

VIEW STATEMENT OF ACCOUNT

Fields marked with * are mandatory.
View Statement of Account

Thank you for using our eService.
Please print or save this page for your own reference. You will not be able to access this page after exiting the webpage. [Print](#) or [Save](#)

Case Reference Number : T [REDACTED]

Account Holder Name : [REDACTED]

Select Transaction Period : *

Current Month
 Last & Current Month
 From (DD/MM/YYYY): 01/01/2013 TO (DD/MM/YYYY): 31/12/2014

[Back](#) [Submit](#) [Exit](#)

STATEMENT OF ACCOUNT
FROM 01/01/2013 TO 31/12/2014

GST NO..MG-8400000-

CASE REF NO.:T [REDACTED] ACCOUNT NAME [REDACTED]

TRN DATE	DOC NO	PAYER/PAYEE NAME/TRANSACTION	DEBIT(\$)	CREDIT(\$)	BALANCE(\$)
01/01/2013		BALANCE BROUGHT FORWARD			0.00
29/10/2013	A13059718	BALANCE TO BE HELD IN TRUST(NOMINATED CPF)	0.00	5,792.61	5,792.61
30/10/2013	A13059729	AMTS FOR DEPOSIT INW/DRAWAL FR COM FUND INVESTMENT IN COMMON FUND	5,792.61	0.00	0.00

1

INVESTMENTS AS AT	:	24/07/2015
COMMON FUND	:	\$ 6,100.09
OTHERS (INSURANCE,ETC)	:	\$ 0.00
TOTAL INVESTMENTS	:	\$ 6,100.09
COMMON FUND INTEREST RATE FOR LATEST PERIOD	:	1.942%

2

Minor – Error Message

VIEW STATEMENT OF ACCOUNT

Step 8b: View Statement of Account.

PUBLIC TRUSTEE

VIEW STATEMENT OF ACCOUNT

View Statement of Account

You are not allowed to view the statement of account as you are not tied to any Trust Case.

1

Back

OK

2

1. If you are not the minor or do not have an account with us, you will see this error message when you try to access the Statement of Account.
2. Click on “Ok” button to exit our e-Services.

If you select parent- Step 9

VIEW STATEMENT OF ACCOUNT

Step 9: Select your user type.

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PUBLIC TRUSTEE

Step 1 Select User type

Step 2 Select Account

Step 3 View Transaction Details

VIEW STATEMENT OF ACCOUNT

Fields marked with * are mandatory.

View Statement of Account

You are a: *

Guardian
(Please select this option if you are one of the following:
(i) You are a parent / guardian of a minor with nominated CPF monies;
(ii) You are the minor's parent but you are not the deceased's spouse at the time of his/her death; or
(iii) You are a legally appointed guardian of the child)

Minor

1 Parent
(Please select this option if you are the minor's parent and also the deceased's spouse at the time of his/her death and the minor has a share in the deceased's un-nominated CPF or estate monies)

2

If you encounter any problems with this service, please contact us at 1800-2255-529 (during office hours), or send an email to Helpdesk at OneMinLaw@mlaw.gov.sg.

1. Select “Parent” – If you are the minor’s parent and also the deceased’s spouse at the time of his or her death and the minor has a share in the deceased’s un-nominated CPF or estate monies.
2. Click on “Next” button to proceed.

VIEW STATEMENT OF ACCOUNT

Step 10a(i): View Statement of Account.

PUBLIC TRUSTEE

Step 1 <i>Select User type</i>	Step 2 <i>Select Account</i>	Step 3 <i>View Transaction Details</i>
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VIEW STATEMENT OF ACCOUNT

Fields marked with * are mandatory.

View Statement of Account

Statement of Account For : *

Case Reference Number : *

1

Back Cancel

If you encounter any problems with this service, please contact us at 1800-2255-529 (during office hours), or send an email to Helpdesk at OneMinLaw@mlaw.gov.sg.

1. Select "Minor Account".

VIEW STATEMENT OF ACCOUNT

Step 10a(ii): View Statement of Account.

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PUBLIC TRUSTEE

Step 1
Select User type

Step 2
Select Account

Step 3
View Transaction Details

VIEW STATEMENT OF ACCOUNT

Fields marked with * are mandatory.

View Statement of Account

Statement of Account For : * Minor Account

Case Reference Number: * Please Select

Minor ID Type & ID Number : * Please Select

Back Reset Next Cancel

If you encounter any problems with this service, please contact us at 1800-2255-529 (during office hours), or send an email to Helpdesk at OneMiniLaw@mlaw.gov.sg.

1. Select the case reference number from the drop-down list.

VIEW STATEMENT OF ACCOUNT

Step 10a(iii): View Statement of Account.

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PUBLIC TRUSTEE

Step 1 Select User type

Step 2 Select Account

Step 3 View Transaction Details

VIEW STATEMENT OF ACCOUNT

Fields marked with * are mandatory.

View Statement of Account

Statement of Account For : * Minor Account

Case Reference Number : * [Redacted]

Minor ID Type & ID Number : * Singapore Citizen S [Redacted] 1

Back Reset Next Cancel 2

If you encounter any problems with this service, please contact us at 1800-2255-529 (during office hours), or send an email to Helpdesk at OneMinLaw@mlaw.gov.sg.

1. Key in the ID type and ID number of the minor whose statement of account you wish to view.
2. Click on “Next” to view Statement of Account.

VIEW STATEMENT OF ACCOUNT

Step 10a(iv): View Statement of Account.

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PUBLIC TRUSTEE

Step 1
Select User type

Step 2
Select Account

Step 3
View Transaction Details

VIEW STATEMENT OF ACCOUNT

Fields marked with * are mandatory.

View Statement of Account

Thank you for using our eService.
Please print or save this page for your own reference. You will not be able to access this page after exiting the webpage. [Print](#) or [Save](#)

Case Reference Number : T [REDACTED]

Account Holder Name : [REDACTED]

Select Transaction Period : * 1

Current Month

Last & Current Month

From (DD/MM/YYYY): [] TO (DD/MM/YYYY): []

[Back](#) [Submit](#) [Exit](#) 2

If you encounter any problems with this service, please contact us at 1800-2255-529 (during office hours), or send an email to Helpdesk at OneMinLaw@mlaw.gov.sg.

1. Select the Transaction Period.

[Note: For “Select Transaction Period”, you can only indicate up to a period of 5-years.]

[The “To” date also has to be at least 1 day earlier than today’s date.]

2. Click “Submit” button once the Transaction Period has been selected.

VIEW STATEMENT OF ACCOUNT

Step 10a(v): View Statement of Account.

PUBLIC TRUSTEE

Step 1
 Select User type

Step 2
 Select Account

Step 3
 View Transaction Details

VIEW STATEMENT OF ACCOUNT

Fields marked with * are mandatory.

View Statement of Account

Thank you for using our eService.
Please print or save this page for your own reference. You will not be able to access this page after exiting the webpage. [Print](#) or [Save](#)

Case Reference Number : T [REDACTED]

Account Holder Name : [REDACTED]

Select Transaction Period : *

Current Month
 Last & Current Month
 From (DD/MM/YYYY): 01/01/2003 TO (DD/MM/YYYY): 31/12/2006

[Back](#) [Submit](#) [Exit](#)

STATEMENT OF ACCOUNT
FROM 01/01/2003 TO 31/12/2006

CASE REF NO.:T [REDACTED] ACCOUNT NAME [REDACTED] GST NO. MG-8400000-5

TRN DATE	DOC NO	PAYER/PAYEE NAME/TRANSACTION	DEBIT(\$)	CREDIT(\$)	BALANCE(\$)
01/01/2003		BALANCE BROUGHT FORWARD			0.00
29/12/2003	A139479	BALANCE TO BE HELD IN TRUST	0.00	24,027.72	24,027.72
07/01/2004	A139764	AMTS FOR DEPOSIT IN/WDRAWAL FR COM FUND INVESTMENT IN COMMON FUND	24,000.00	0.00	27.72

1

INVESTMENTS AS AT	:	24/07/2015
COMMON FUND	:	\$ 0.00
OTHERS (INSURANCE,ETC)	:	\$ 0.00
TOTAL INVESTMENTS	:	\$ 0.00
COMMON FUND INTEREST RATE FOR LATEST PERIOD	:	1.942%

2

1. You can view the Statement of Account once the “Submit” button is clicked.
2. Information on the investments in the (a) Common Fund, (b) Insurance policies and/or fixed deposits and (c) the Common Fund Interest Rate for the latest period is found at the end of the Statement of Account.

Parent – Error Message

VIEW STATEMENT OF ACCOUNT

Step 10b: View Statement of Account.

The screenshot displays the Public Trustee's Office website interface. At the top left is the logo for the Ministry of Law, Singapore, and the Public Trustee's Office. At the top right is the Singapore Government logo with the tagline 'Integrity · Service · Excellence' and a navigation menu including Home, FAQs, Contact Info, Feedback, Useful Links, Sitemap, and Logout. Below the navigation is a gold banner with the text 'PUBLIC TRUSTEE'. The main content area has a grey header 'VIEW STATEMENT OF ACCOUNT' and a sub-header 'View Statement of Account'. A red-bordered box highlights an error message: 'You are not allowed to view the statement of account as you are not tied to any Trust Case.' To the right of this message is a red number '1'. Below the message are two buttons: 'Back' and 'OK'. The 'OK' button is highlighted with a red-bordered box and a red number '2' to its right.

1. You will see this error message when you try to access the Statement of Account if:
 - a) You are not the deceased's spouse at the time of his or her death; OR
 - b) The minor does not have a share in the deceased's un-nominated CPF or estate monies.
2. Click on "Ok" button to exit our e-Services.