

MINISTRY OF LAW

LAW

Public Trustee's
Office

S I N G A P O R E

PUBLIC TRUSTEE'S OFFICE (PTO)

Beneficiary Representative (“BR”) Application – Confirmation of Consent

User Guide for E-Service Submission

<https://eservices.mlaw.gov.sg/pto>

Last updated on 22 March 2023

General Information

- 1) The BR application to the Public Trustee's Office is for the administration of the deceased's un-nominated Central Provident Fund ("CPF") not exceeding \$10,000 via an online E-Service.
- 2) Please ensure that you access the E-Service using the latest versions of Chrome, Microsoft Edge or Safari.
- 3) You may click the **Save** button to save your application for up to 7 calendar days. You may also click on the left menu item to navigate to the specific page.
- 4) You may click on ▼ Arrow Down icon to select from a dropdown or click on the box to filter the options.
- 5) You may input a date field using the 📅 Calendar icon to select a date.
- 6) Upon the successful submission, you will receive an acknowledgement via email. Thereafter, you can login to check on the application status in the **Dashboard** page under the **Processing** tab.

1. To begin, click on the EService application for **Submit Confirmation of Beneficiary Representative Application Consent, Requested Information, Supporting Documents and Other Forms**

A Singapore Government Agency Website

MINISTRY OF LAW Public Trustee's Office SINGAPORE

Public Trustee's Office E-Services

Public Trustee Motor Accident General ALL

 Deceased's Un-nominated Central Provident Fund ("CPF") Monies / Baby Bonus / Edusave / Post Secondary Education Account ("PSEA") <i>Estimated time to complete: 30 minutes.</i>	 Deceased's Assets other than Un-nominated CPF Monies / Baby Bonus / Edusave / PSEA <i>Estimated time to complete: 30 minutes.</i>	 Maintenance and Allowance for Minor <i>Estimated time to complete: 10-15 minutes.</i>	 Statement of Account <i>Estimated time to complete: 5 minutes.</i>
 Intestacy Calculator <i>Estimated time to complete: 3 minutes.</i>	 Submit Confirmation of Beneficiary Representative Application Consent, Requested Information, Supporting Documents and Other Forms <i>Estimated time to complete: 5 minutes.</i>	 Submit Supporting Documents <i>Estimated time to complete: 10 minutes.</i>	 Submission of Bank Account / PayNow Details <i>Estimated time to complete: 5-10 minutes.</i>
 Special Needs Trust Company Portal ("SNTC")	 Payments for various services such as Amount received for Administration and Fees <i>Estimated time to complete: 5-10 minutes.</i>		

2. Proceed to log in with your selected log-in option.

If you do not have Singpass, please click on the 'Register' button to sign up for an account i.e. business user / individuals / foreign individuals. Otherwise, you will not be able to proceed with the online application.

A screenshot of the Public Trustee's Office website. The page header includes the text "A Singapore Government Agency Website" and the logo for the "MINISTRY OF LAW SINGAPORE" and "Public Trustee's Office". The main content area is divided into two columns. The left column is titled "Individuals" and contains the text "Scan with Singpass app to log in" above a QR code with a red 'i' icon in the center. Below the QR code is a red "singpass" logo. Underneath is a box with a lock icon and the text "Use password login instead". Below that is a link "Don't have the Singpass app? Download now". At the bottom of this column are two red "Register" buttons, one for "Foreign Individuals". The right column is titled "Business Users" and contains two red buttons: "Log in with singpass" and "Register".

3. Provide permission for Singpass to retrieve and pre-fill information for the online application by clicking **I Agree**.

singpass

Singpass retrieves personal data from relevant government agencies to pre-fill the relevant fields, making digital transactions faster and more convenient.

This digital service is requesting the following information from Singpass, for the purpose of form filling.

- > NRIC/FIN
- > Name
- > Date of Birth
- > Residential Status
- > Nationality
- > Registered Address
- > Email
- > Mobile Number
- > Marital Status
- > Last Marriage Date
- > Country of Marriage

Clicking the "I Agree" button permits this digital service to retrieve your data based on the [Terms of Use](#).



4. Read the Terms of Use for the agreement when using the online application.

- Click on the **checkbox** to indicate that you have read and are agreeable to the terms and conditions.
- Click on the **Submit** button.

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Terms of Use

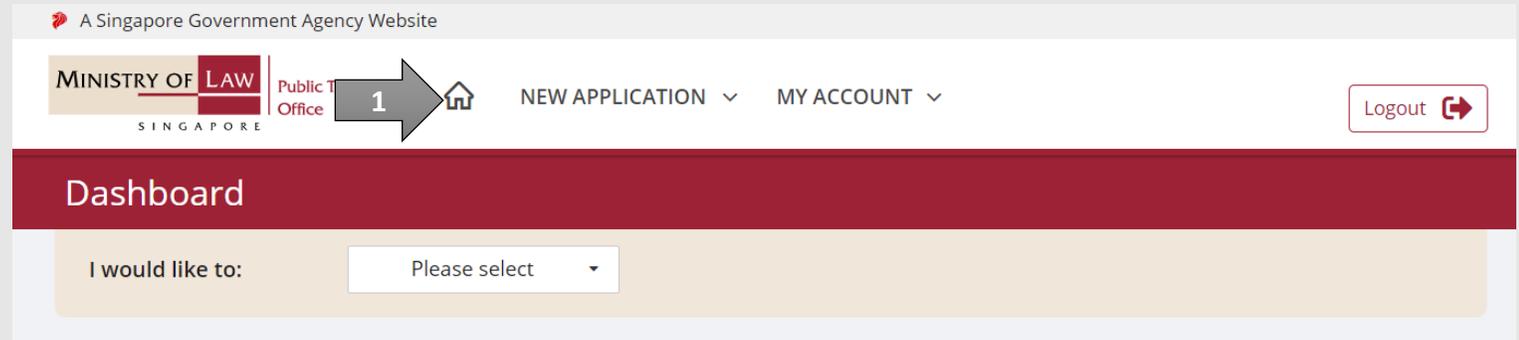
1. Agreement

- Thank you for visiting MLAW.GOV.SG/MINLAW.GOV.SG, the official digital service of the Ministry of Law of the Republic of Singapore, and any applications or services related to or linked to or from this digital service (henceforth collectively known as "the Digital Service"). The digital service is owned and operated by the Government of the Republic of Singapore c/o the Ministry of Law ("MLAW").
- Access to the Digital Service is governed by the terms and conditions of use as stated below ("Terms of Use"). By accessing and using the Digital Service, you shall be deemed to have accepted and agreed to be legally bound by these Terms of Use. If you do not accept or agree to any of these Terms of Use, please leave the Digital Service.
- These Terms of Use may be changed from time to time. All changes to the Terms of Use will be incorporated directly onto this page, and your use of this Digital Service after such changes have been incorporated will constitute your agreement to the modified Terms of Use and all of the changes.
- References to "the Digital Service" in these Terms of Use shall include the Digital Service in its entirety as well as its individual pages, and shall include any services offered by MLAW on the Digital Service.

I have read and agreed with the terms and conditions.

Submit

5. After you have logged in to the **PTO E-Service Portal**:
 - From the top menu, click on the **Home** icon to navigate to the dashboard.



- Under the dashboard **For your action** tab, click on the **File Reference Number** hyperlink where the **Activity** is indicated as **Provide Beneficiary Consent**.

The screenshot shows a dashboard with a dark red header. Below the header is a navigation bar with a dropdown menu labeled 'I would like to:' and 'Please select'. The main content area is titled 'My Applications' and features four tabs: 'For your action' (1), 'Drafts' (1), 'Processing' (44), and 'Completed' (20). The 'For your action' tab is active. Below the tabs is a table with the following columns: 'File Reference Number', 'Activity', 'Subject Name', 'Subject ID', and 'Date of Request'. A single row is visible in the table with the following data: 'T-000026-2022-P', 'Provide Beneficiary Consent', and '24/05/2022'. Two grey arrows with numbers '1' and '2' point to the 'For your action' tab and the 'File Reference Number' column header, respectively.

File Reference Number	Activity	Subject Name	Subject ID	Date of Request
T-000026-2022-P	Provide Beneficiary Consent			24/05/2022

7. From the **Beneficiary Consent** page, review the **Deceased Details** and **Beneficiary Details** information.
8. To provide consent for the BR application, turn on the option under **Confirmation of Consent**.

Beneficiary Consent

Deceased Details ← 1

ID Number
Name
Date of Death

Beneficiary Details ← 1

ID Number
Name
Relationship

Confirmation of Consent

I have provided consent for the Beneficiary Representative, , to receive the Deceased's un-nominated CPF monies on my behalf.

→ 2

9. To provide any supporting document, select the **Document Type** from the dropdown list.
10. Click on the **Upload Documents** button.

Supporting Documents of Beneficiary

No.	Date	Document Type	Document Name	Public Trustee's to assist in contacting beneficiary	Public Trustee's to assist in extraction

Document Type - Optional

1 → Other Documents

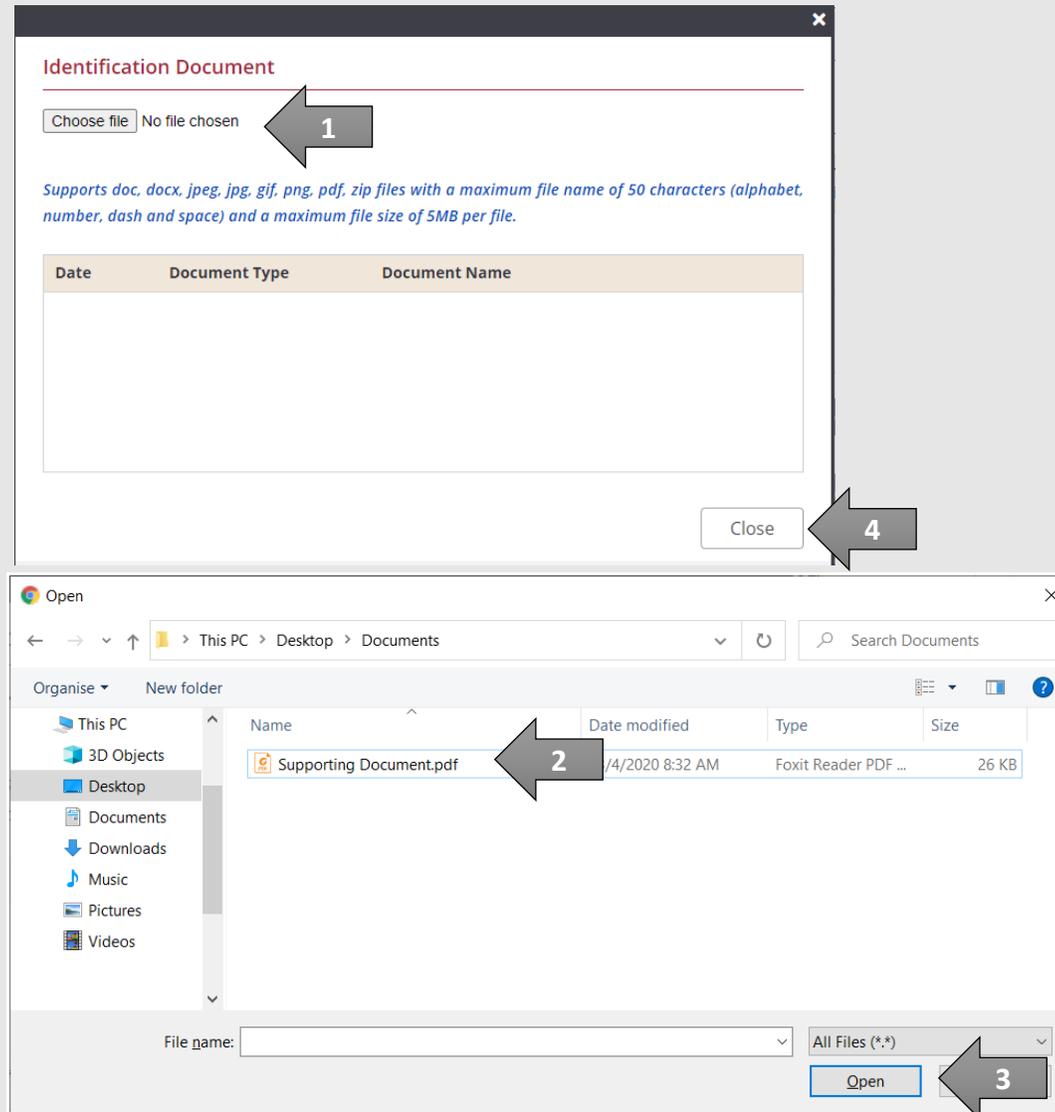
Other Documents

2 → Upload Documents

11. Click on the **Choose File** button to select a document to be uploaded, select the document and click on the **Open** button to upload the selected file.

AND

Click on the **Close** button.



12. Additional information can be provided using the textbox under **Any Additional Information**.

1 → Any Additional Information (Optional)

0/4000

13. Provide the declaration under **Indemnity** and **Declaration** sections by turning on the options **I declare that the above information is true and correct.**

14. Click on the **Proceed** button to continue.

Indemnity

I hereby undertake to fully indemnify the Public Trustee and the Government of the Republic of Singapore against all damages (including costs and expenses) suffered by the Public Trustee arising from or in relation to any payment made out by the Public Trustee or his officers in the discharge of their duties, in reliance on or use of any of the information provided by me.

1 I declare that the above information is true and correct.

Declaration

- I declare that all the information that I have given in this Consent Form is true and that I give the information knowing that the Public Trustee and his officers would rely on and use the information to perform their duties.
- I understand that this application under the Beneficiary Representative is limited to un-nominated CPF monies which are no more than \$10,000.
- I agree that where further un-nominated CPF monies which are subsequently received that results in the aggregated amount of un-nominated CPF monies received from the CPF Board exceeds \$10,000, the distribution of these further monies shall be distributed in accordance with the relevant Intestacy or Muslim inheritance laws.
- I also understand that Baby Bonus / Edusave / PSEA monies belonging to the Deceased would have to be distributed in accordance with the relevant Intestacy or Muslim inheritance laws.
- I also know that if any of the information is false, I may be prosecuted for giving false information.

1 I declare that the above information is true and correct.

2 [Proceed →](#)

15. An acknowledgement page will be displayed to confirm that your consent has been received for the application.
16. Click on the **Print** button to view the PDF document of the confirmation. Please save / print a copy of the confirmation as it will not be retrievable.
17. Click on the **Back to Dashboard** button for the other E-Services.

Beneficiary Consent

Thank you for using our eService

Your consent for the distribution of the deceased's un-nominated CPF monies to be received by the Beneficiary Representative has been successfully submitted.

Please print or save this page for your own reference. You will not be able to access this page after exiting the webpage.

Your File Reference Number: T-000001-2022-N

Date of Submission: 25/03/2022

