MINISTRY OF LAW

SINGAPORE

Public Trustee's Office

PUBLIC TRUSTEE'S OFFICE (PTO)

Beneficiary Representative ("BR") Application

User Guide for E-Service Submission

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

Last updated on 16 May 2024

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.

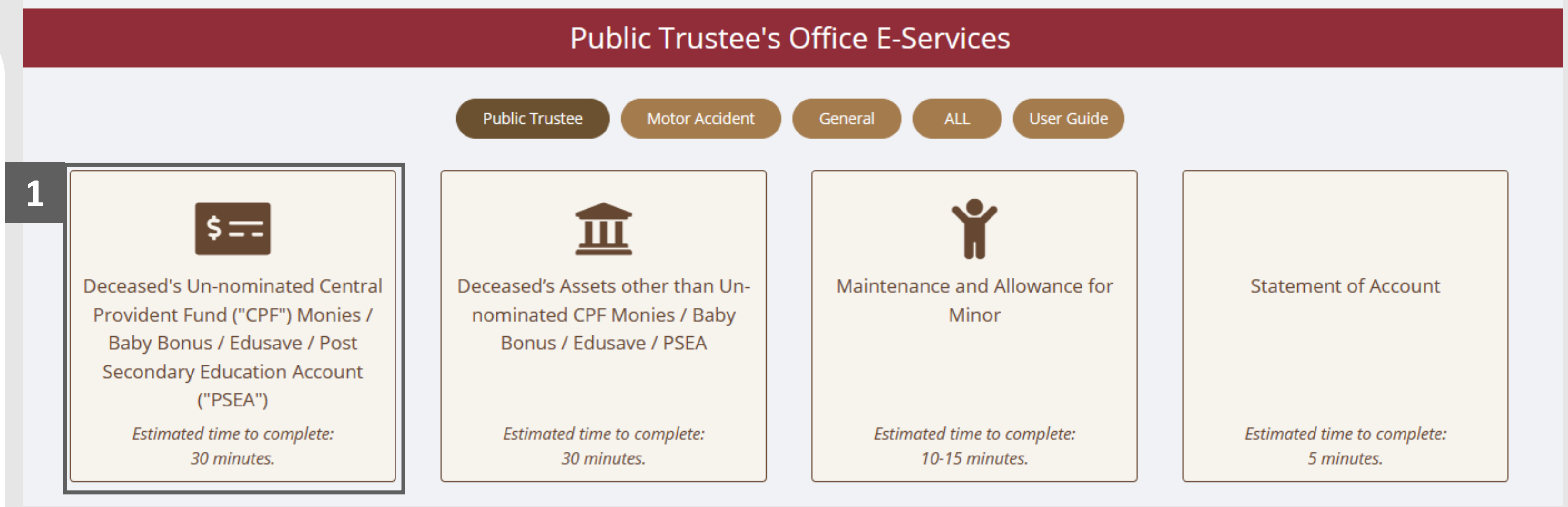
4) You may click on ▼ Arrow Down icon to select from a dropdown or click on the box to filter the options.

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.

Beneficiary Representative ("BR") Application

1 To begin, click on the E-Service application for **Deceased’s Un-nominated Central Provident Fund (“CPF”) Monies / Baby Bonus / Edusave / Post Secondary Education account (“PSEA”)**.



Beneficiary Representative ("BR") Application

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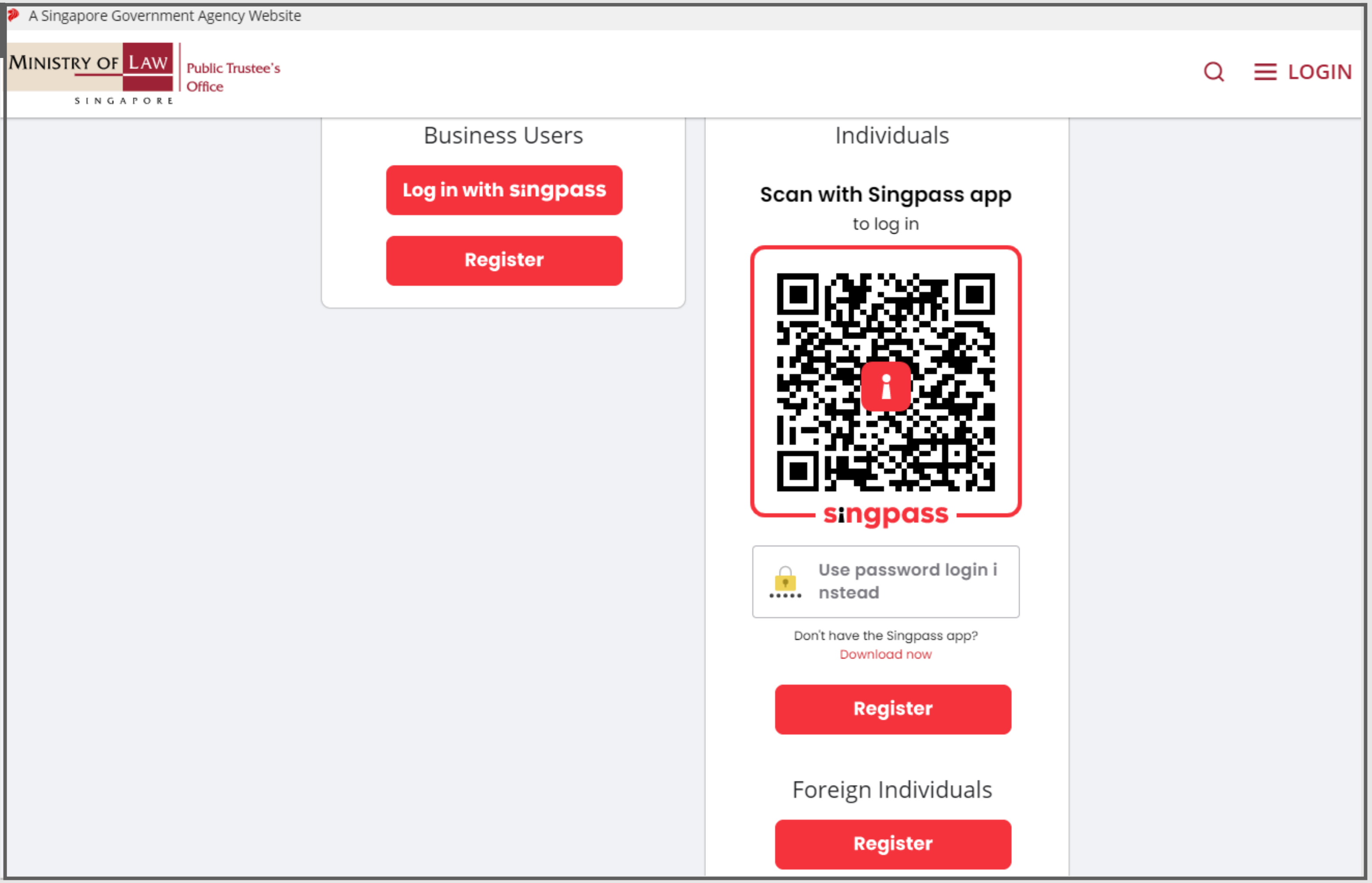
2 Proceed to log in with your selected log-in option.

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.

2



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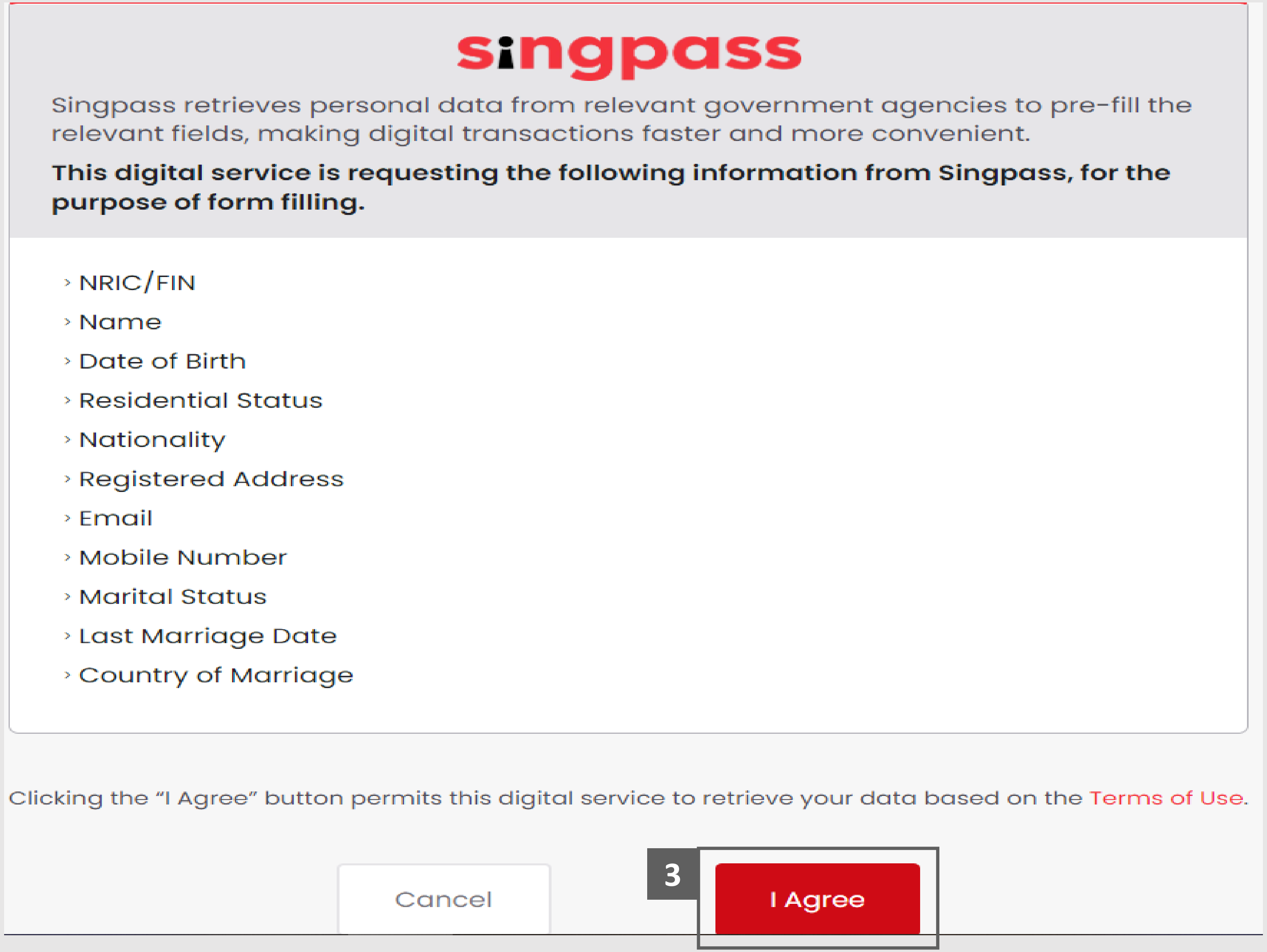
3 Provide permission for Singpass to retrieve and pre-fill information for the online application by clicking **I Agree**.

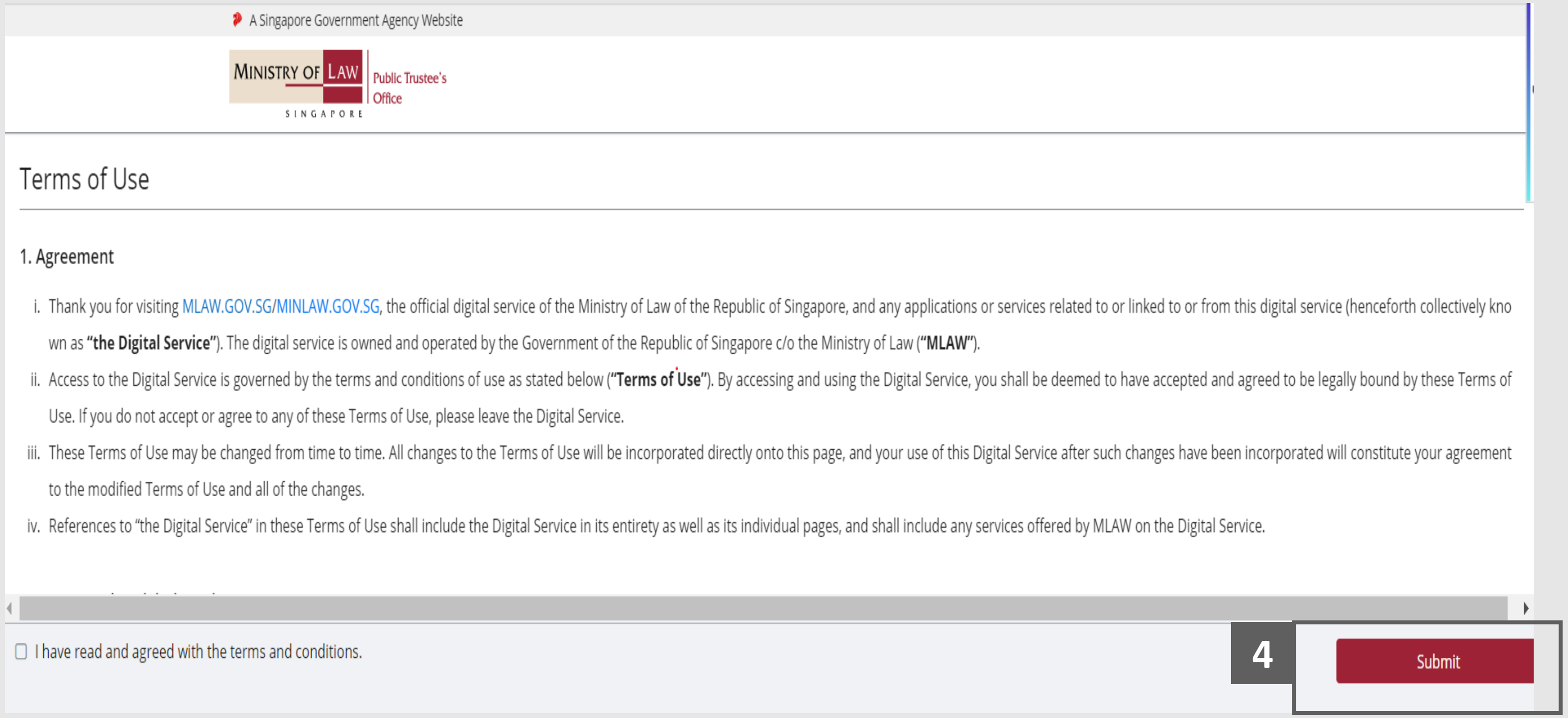


Beneficiary Representative ("BR") Application

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.



Beneficiary Representative ("BR") Application

5 After you have logged in to the **PTO E-Service Portal**:

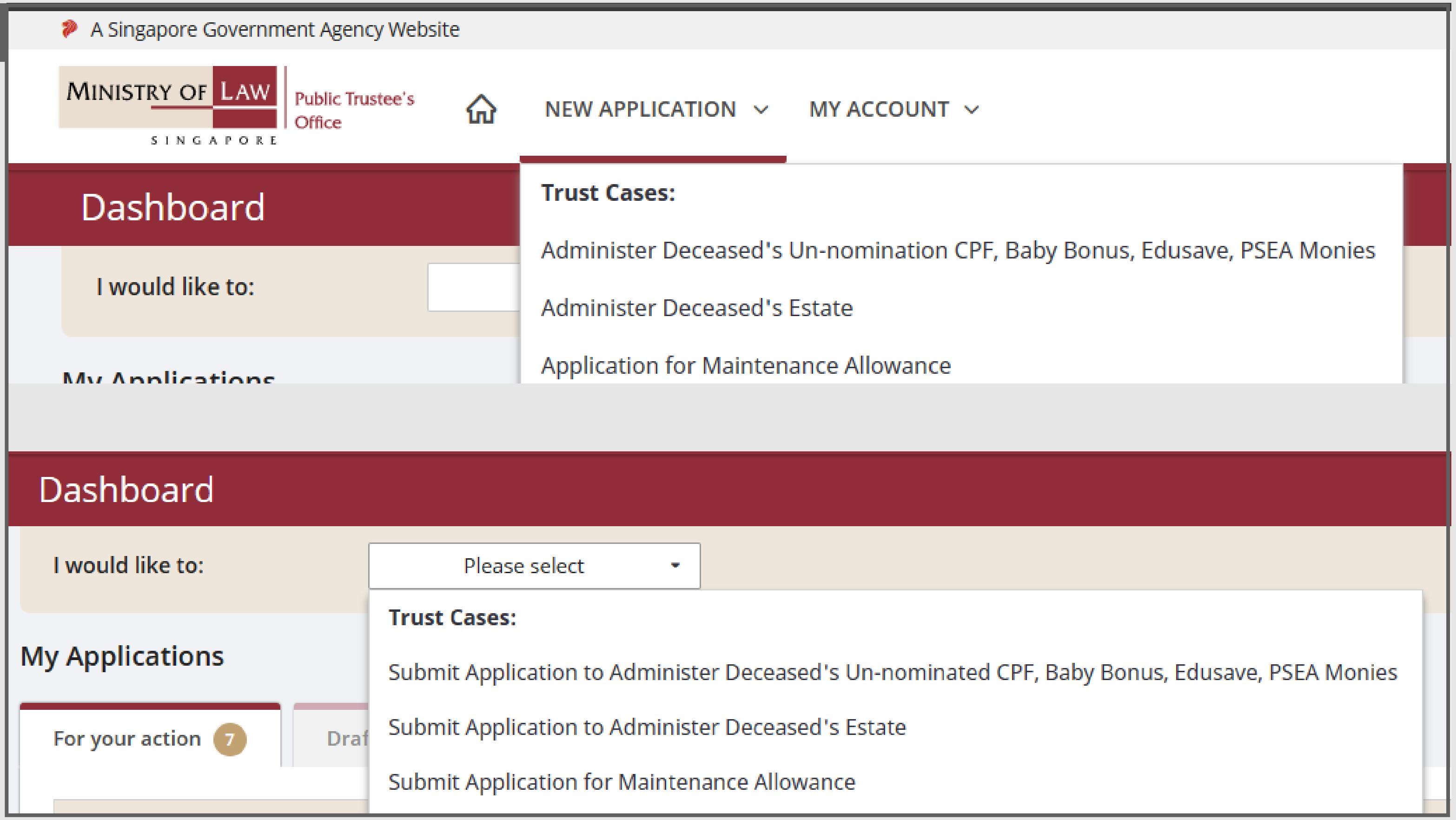
- From the top menu, click on **NEW APPLICATION** and select the **Administer Deceased's Un-nomination CPF, Baby Bonus, Edusave, PSEA Monies** menu item.

OR

- From the **Dashboard** page, select **I would like to** and select **Submit Application to Administer Deceased's Un-nominated CPF, Baby Bonus, Edusave, PSEA Monies.**

Note: Page is not applicable for users who login the first time.

5



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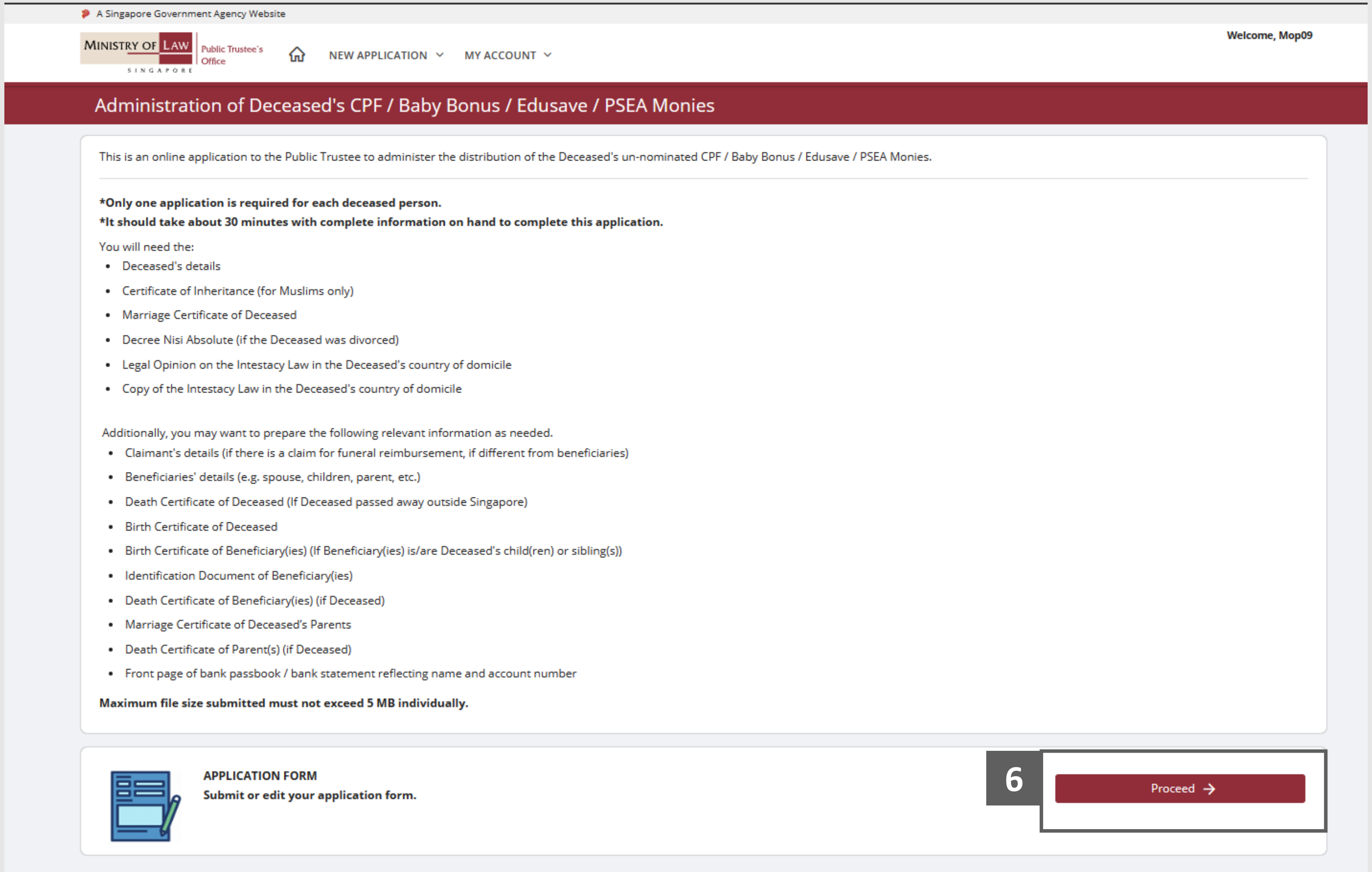
6 Read the notes carefully and click on the **Proceed** button.



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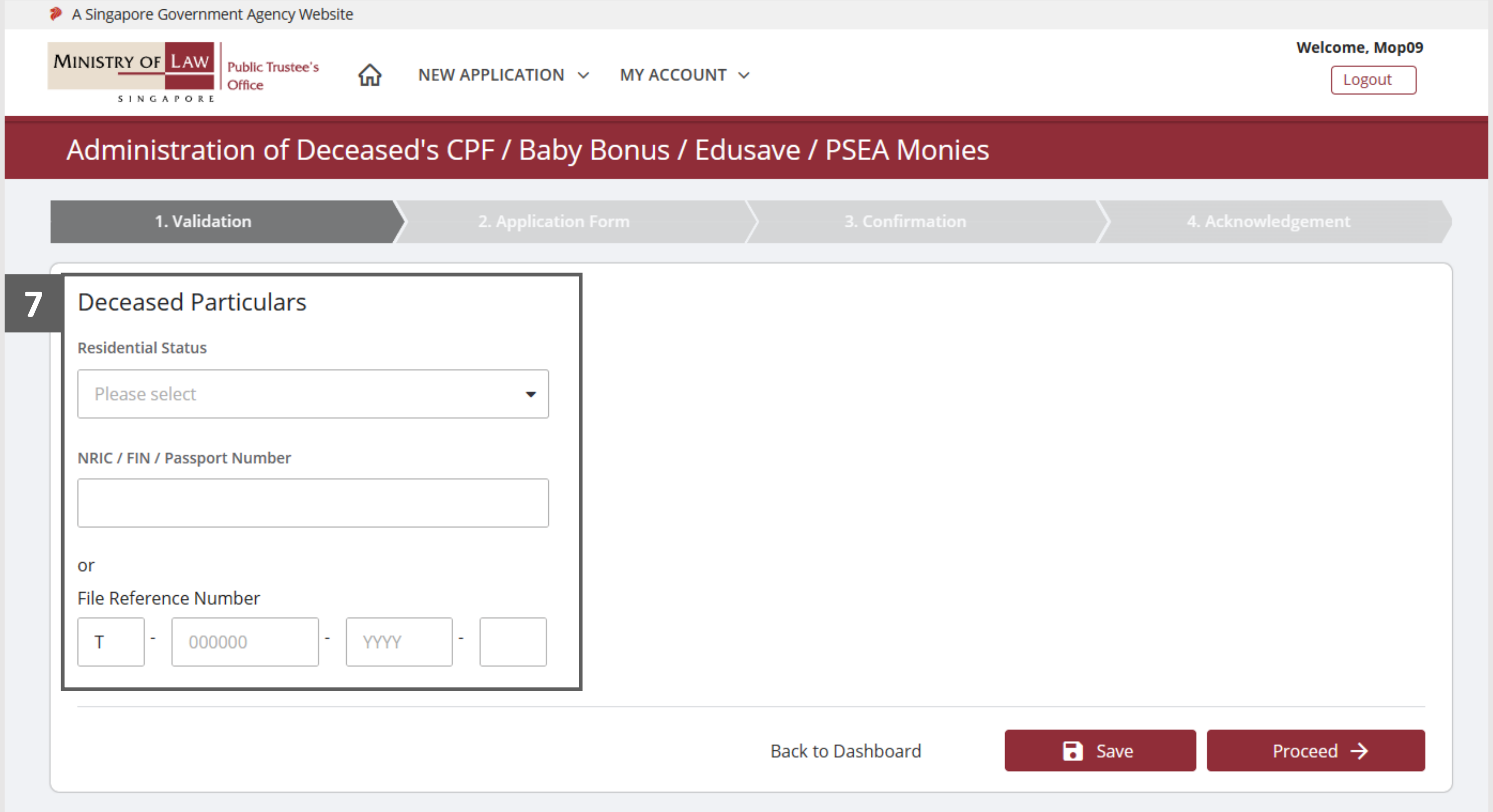
7 Select the **Residential Status** and enter the **NRIC / FIN / Passport Number** of the deceased; or

Fill in the **File Reference Number.**



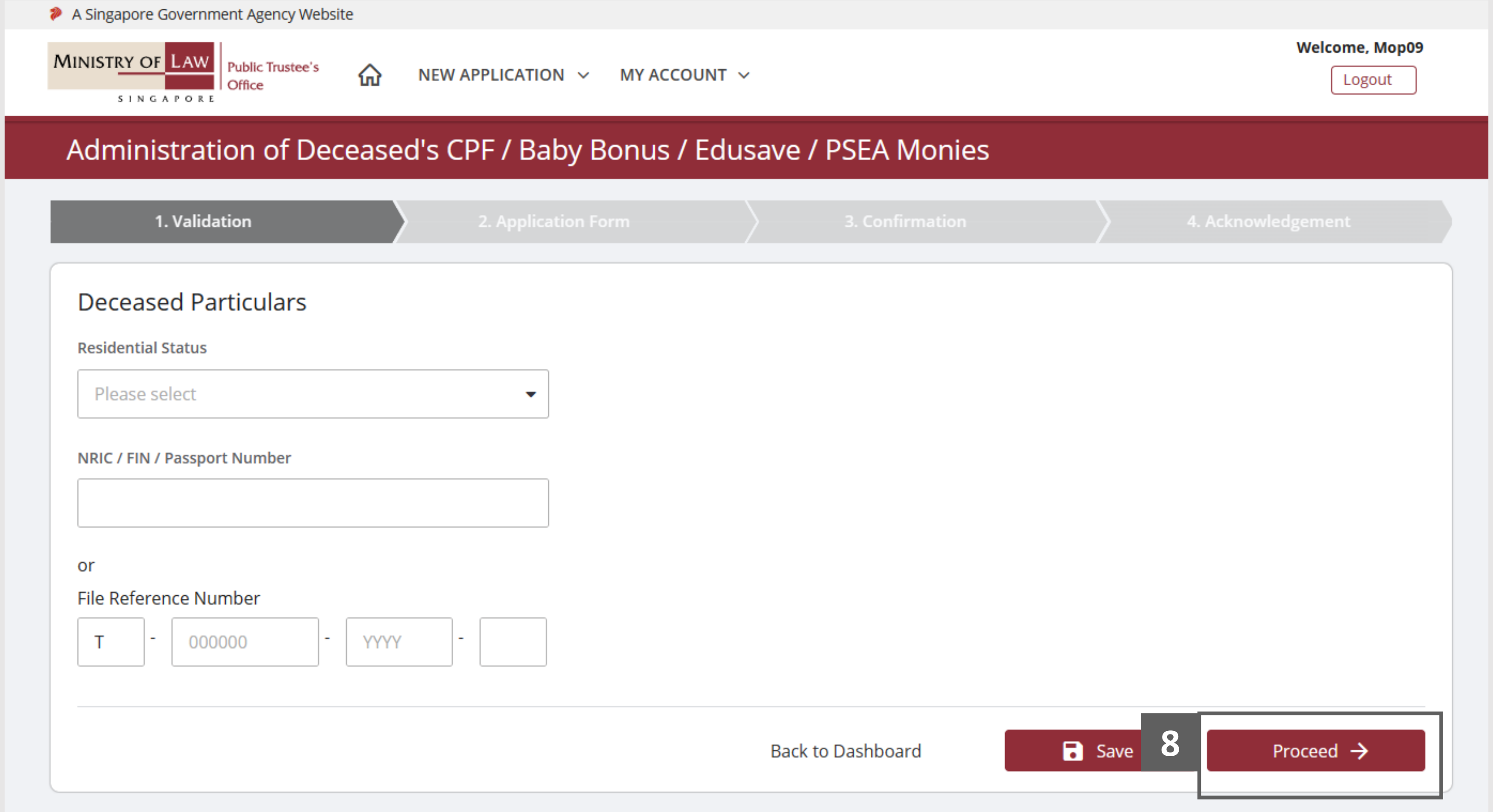
Beneficiary Representative ("BR") Application

8

Click on the **Proceed** button. System will validate if the case qualifies for a BR application.

Criteria for BR application eligibility:

- The total un-nominated CPF amount does not exceed S$10,000.



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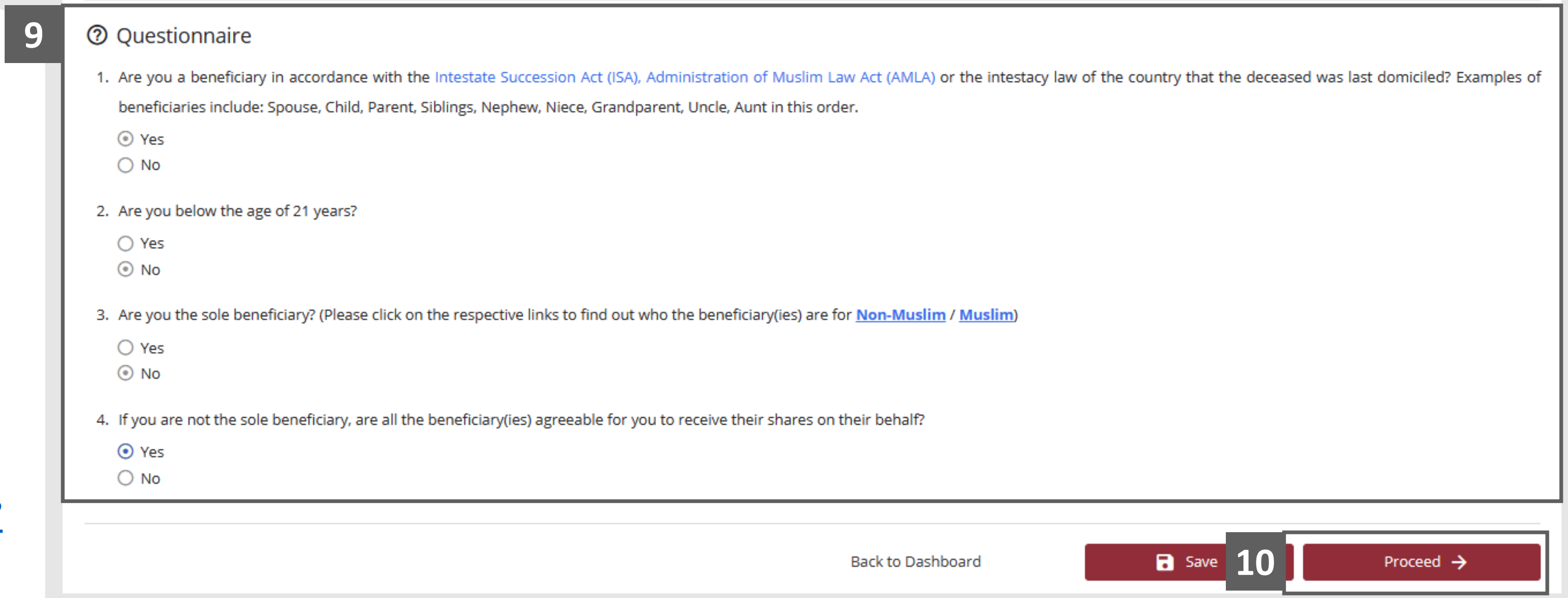
9 System will display **Questionnaire**.

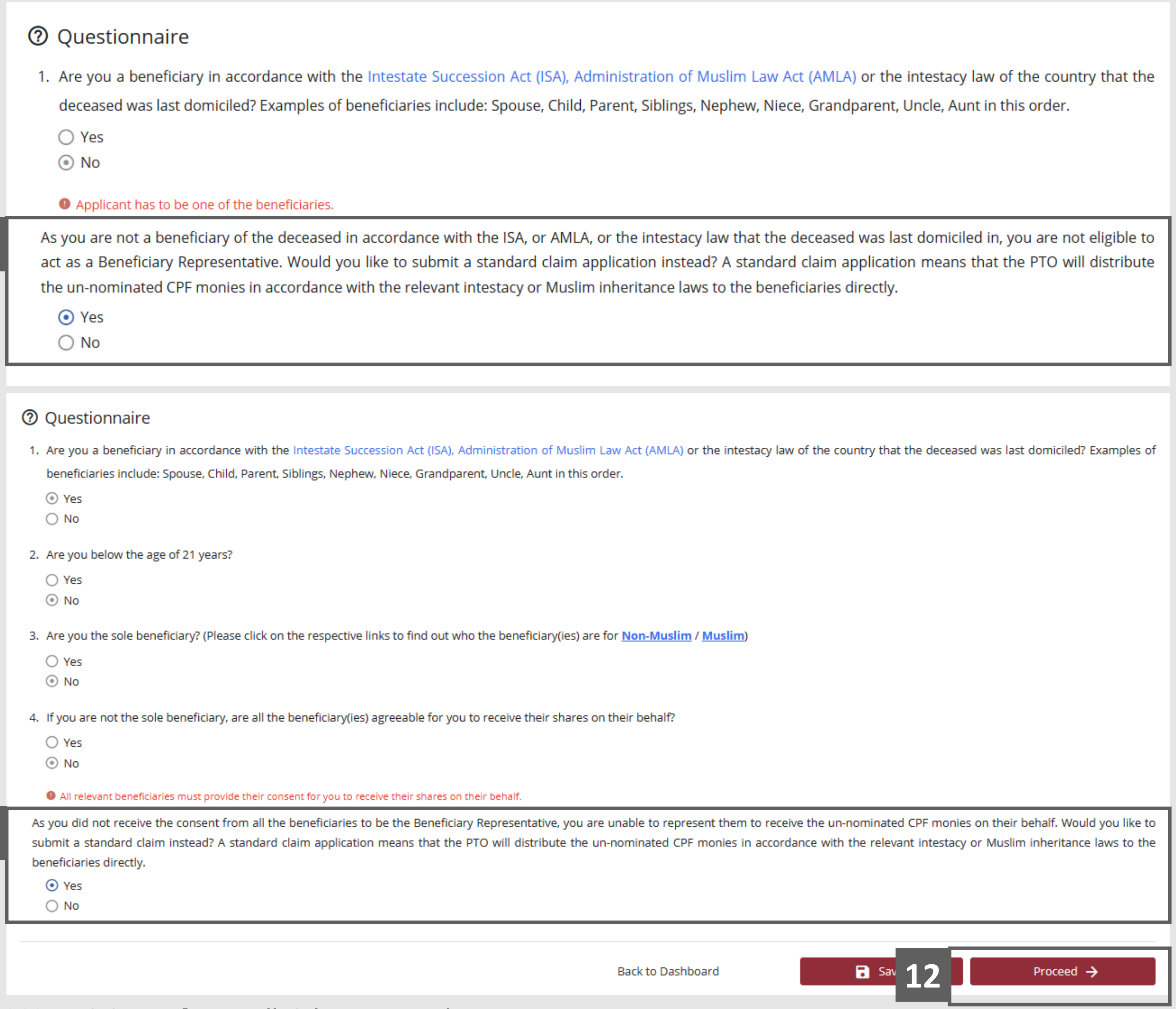
10 Click on Proceed button to proceed with the application as a **Beneficiary Representative**. *(Refer to Slide No. 13)*



Beneficiary Representative ("BR") Application

11 When **"No"** is answered in Questions Nos. 1 and 4, system will display another question to be answered and will automatically proceed to a standard claim when **"Yes"** is answered for these additional questions.

12 Click on **Proceed** button to proceed with the application as a **Standard Claim.** *(Refer to Slide No. 33)*



Questionnaire

1. Are you a beneficiary in accordance with the Intestate Succession Act (ISA), Administration of Muslim Law Act (AMLA) or the intestacy law of the country that the deceased was last domiciled? Examples of beneficiaries include: Spouse, Child, Parent, Siblings, Nephew, Niece, Grandparent, Uncle, Aunt in this order.

   Yes
   No

Applicant has to be one of the beneficiaries.

11 As you are not a beneficiary of the deceased in accordance with the ISA, or AMLA, or the intestacy law that the deceased was last domiciled in, you are not eligible to act as a Beneficiary Representative. Would you like to submit a standard claim application instead? A standard claim application means that the PTO will distribute the un-nominated CPF monies in accordance with the relevant intestacy or Muslim inheritance laws to the beneficiaries directly.

Yes
No

Questionnaire

1. Are you a beneficiary in accordance with the Intestate Succession Act (ISA), Administration of Muslim Law Act (AMLA) or the intestacy law of the country that the deceased was last domiciled? Examples of beneficiaries include: Spouse, Child, Parent, Siblings, Nephew, Niece, Grandparent, Uncle, Aunt in this order.

   Yes
   No

2. Are you below the age of 21 years?

   Yes
   No

3. Are you the sole beneficiary? (Please click on the respective links to find out who the beneficiary(ies) are for Non-Muslim / Muslim)

   Yes
   No

4. If you are not the sole beneficiary, are all the beneficiary(ies) agreeable for you to receive their shares on their behalf?

   Yes
   No

All relevant beneficiaries must provide their consent for you to receive their shares on their behalf.

11 As you did not receive the consent from all the beneficiaries to be the Beneficiary Representative, you are unable to represent them to receive the un-nominated CPF monies on their behalf. Would you like to submit a standard claim instead? A standard claim application means that the PTO will distribute the un-nominated CPF monies in accordance with the relevant intestacy or Muslim inheritance laws to the beneficiaries directly.

Yes
No

Back to Dashboard | Sav | 12 | Proceed →

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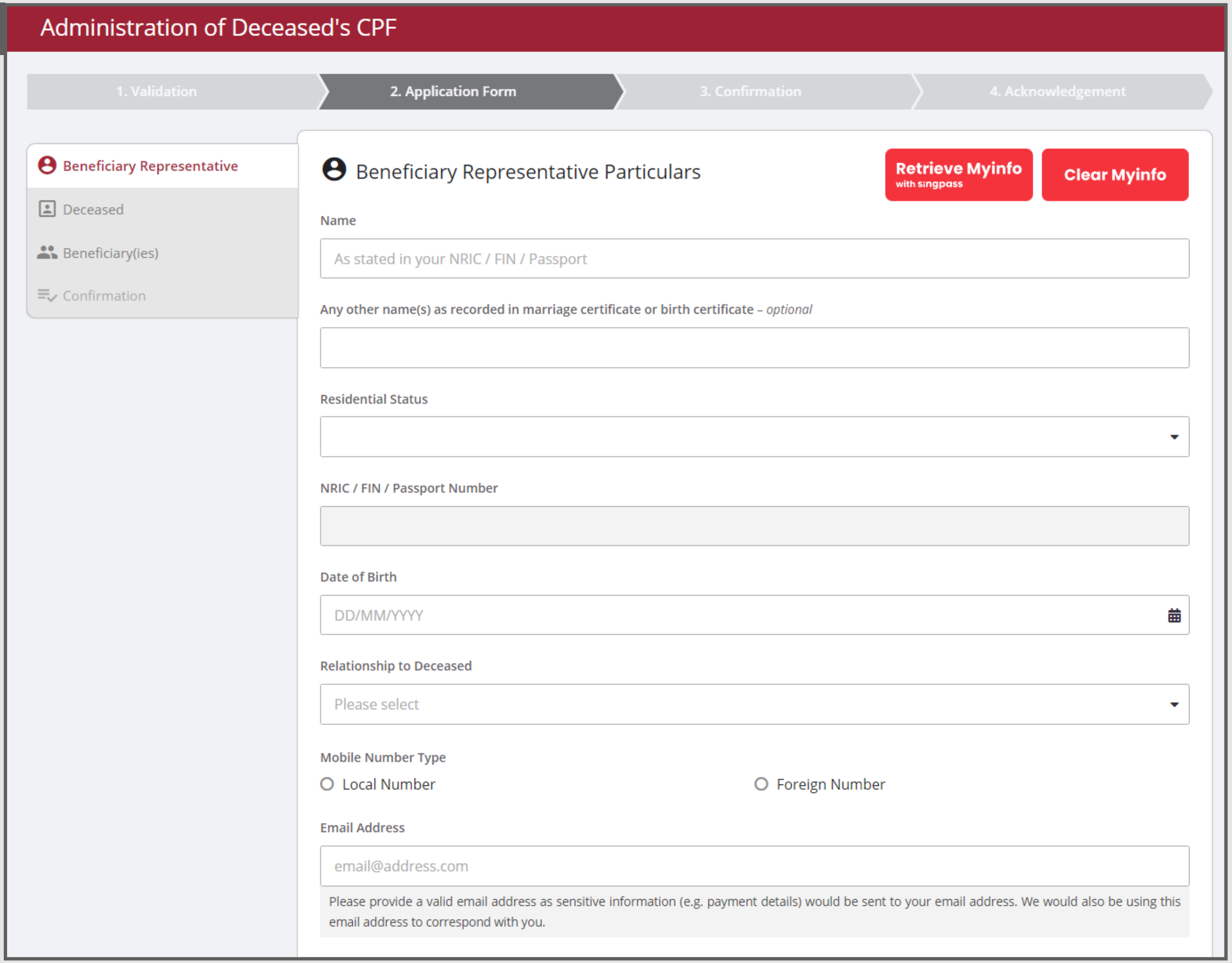
1

The BR will be redirected to the **Beneficiary Representative Particulars** page.

Enter the **Beneficiary Representative Particulars**.

*You may click on the **Retrieve Myinfo** button to populate your personal information from MyInfo, or click on the **Clear MyInfo** to clear **MyInfo** information if you would like to input the information.*

1



Beneficiary Representative ("BR") Application

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2 Continue to enter the **Beneficiary Representative Particulars**.

2

Residential Address

Address Type

- ◉ Local Address
- ○ Foreign Address

Postal Code

Blk/House Number

Street name

Level

Unit

Building Name

Correspondence Address

Different from Residential Address

3 Continue to enter the **Beneficiary Representative Particulars.**

3

Mode of Receiving Payment

- PayNow
- GIRO
- Telegraphic Transfer
- Demand Draft

Supporting Documents of Beneficiary Representative

Identification Document, e.g. NRIC / Passport / Social Security Card (for US Nationals), Election Card (for Indian Nationals) — Upload Document

Others — Upload Document

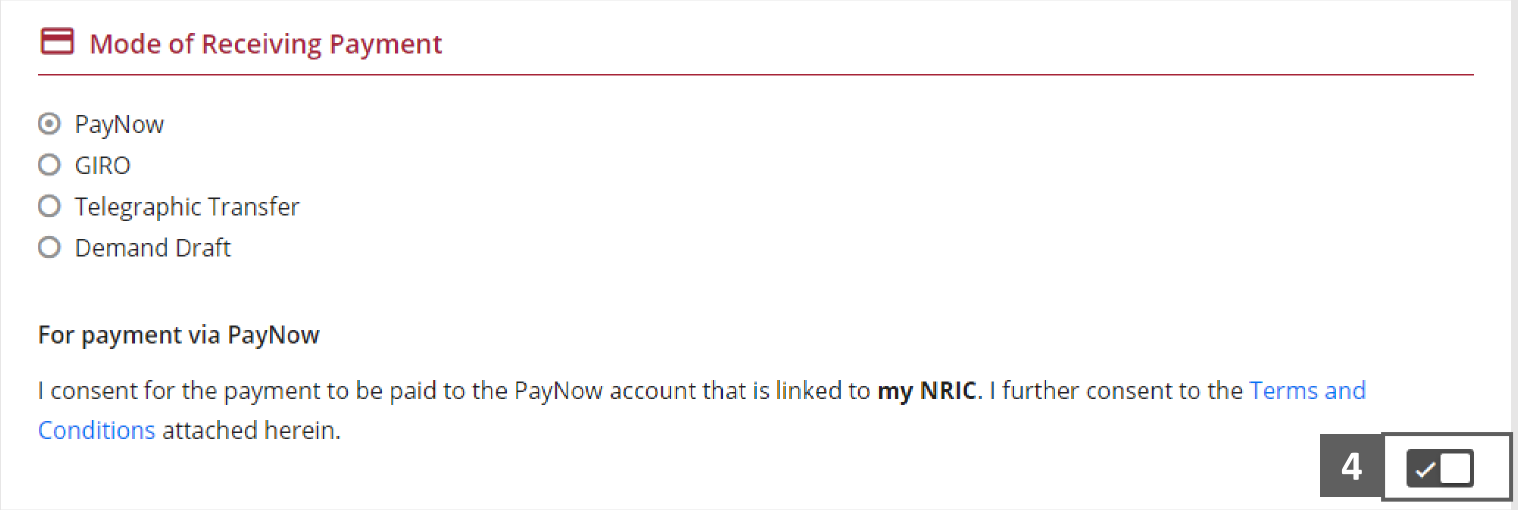
Any other information (optional)

0/4000

Back to Dashboard | Back | Save | Proceed

Public Trustee's Office

4 For receiving payment via **PayNow**, the BR will be required to give consent.



Beneficiary Representative ("BR") Application

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5 For receiving payment via **GIRO**, the BR will be required to enter the bank information.

Mode of Receiving Payment

- PayNow
- GIRO (selected)
- Telegraphic Transfer
- Demand Draft

5 For payment via GIRO

Name of Bank

Please select

Bank Account Number

Without dashes

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6 For receiving payment via **Telegraphic Transfer**, the BR will be required to enter the bank information and currency type.

Mode of Receiving Payment

- ○ PayNow
- ○ GIRO
- ◉ Telegraphic Transfer
- ○ Demand Draft

6 For payment via Telegraphic Transfer (Applicable to payment to Foreign Bank Accounts only)

Please note that all related bank charges from the remittance made through Telegraphic Transfer will be deducted from the amount paid.

Bank Name

Bank Account Number

Without dashes

Swift Code

Currency

Please select

Bank Account Overseas

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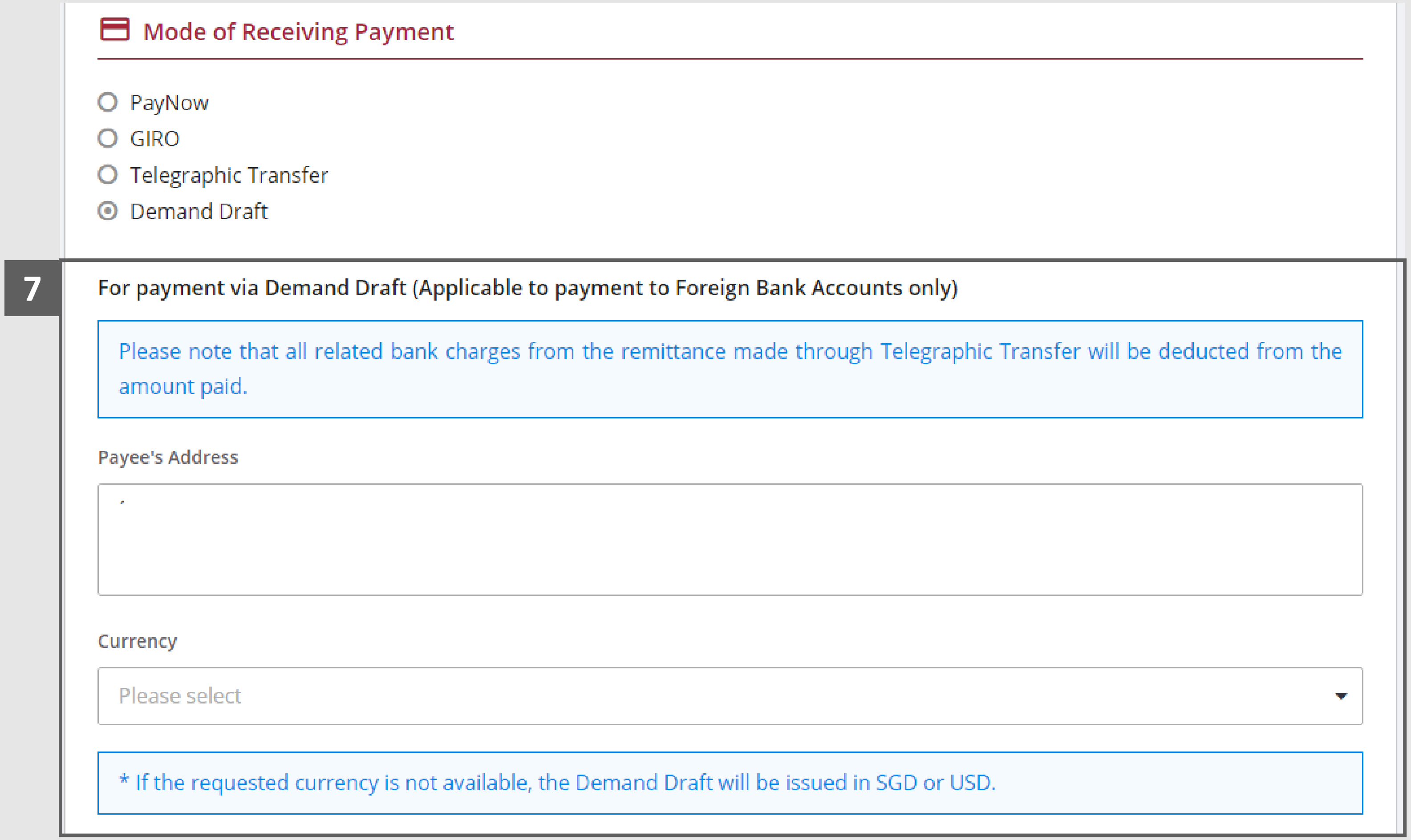
7 For receiving payment via **Demand Draft**, the BR will be required to enter the payee information and currency type.



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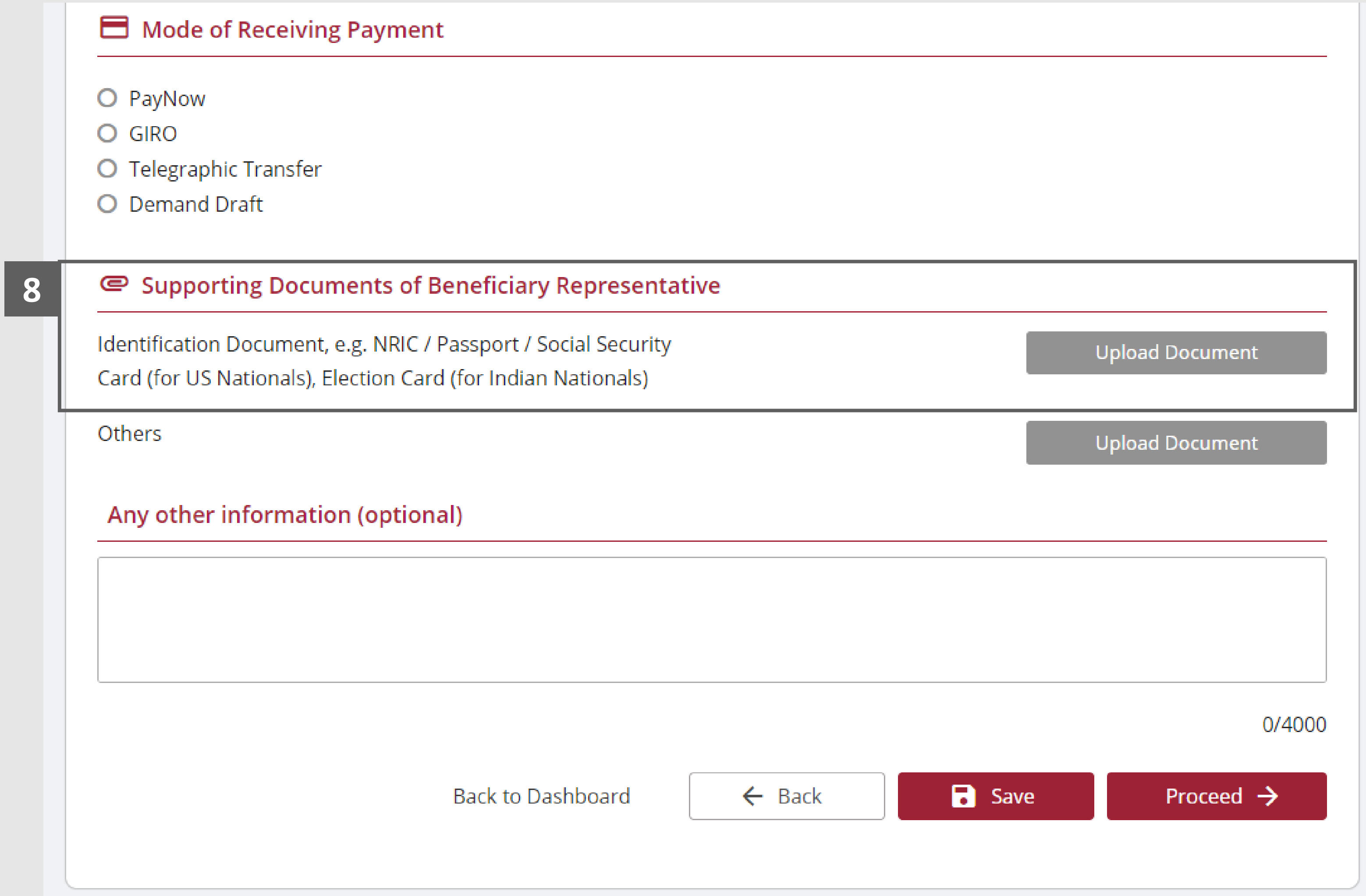
8 Click on the **Upload Document** button to provide the required Supporting Documents.



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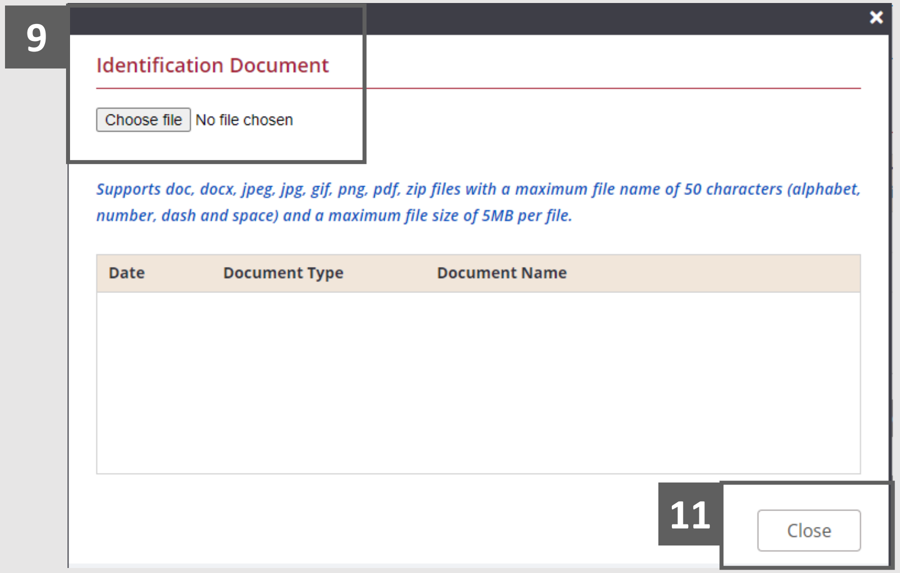
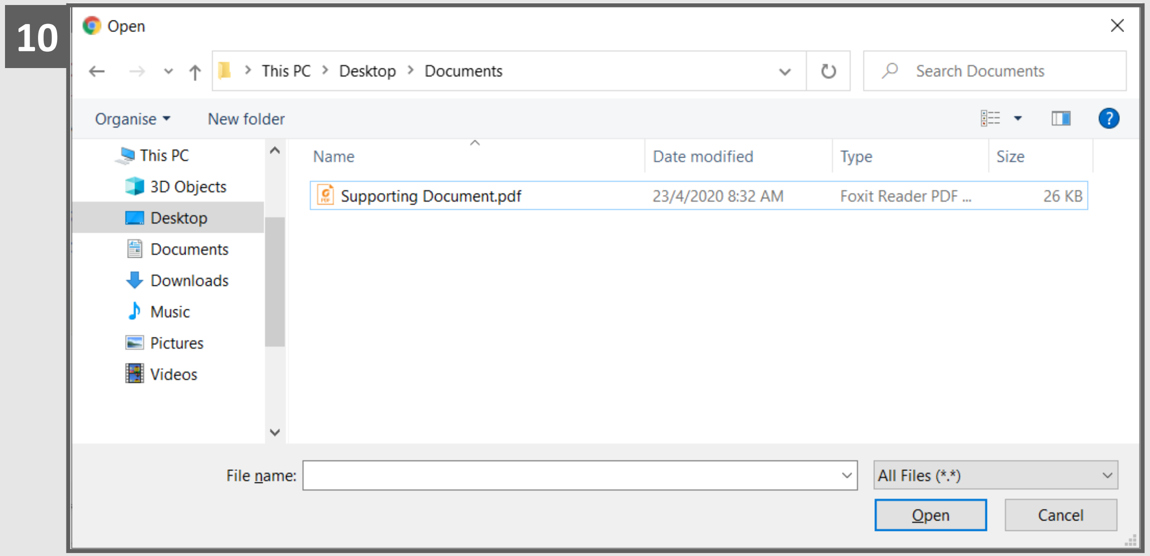
9 Click on the **Choose File** button to select a document to be uploaded.

10 Select the document and click on the **Open** button to upload the selected file.

11 Click on the **Close** button.





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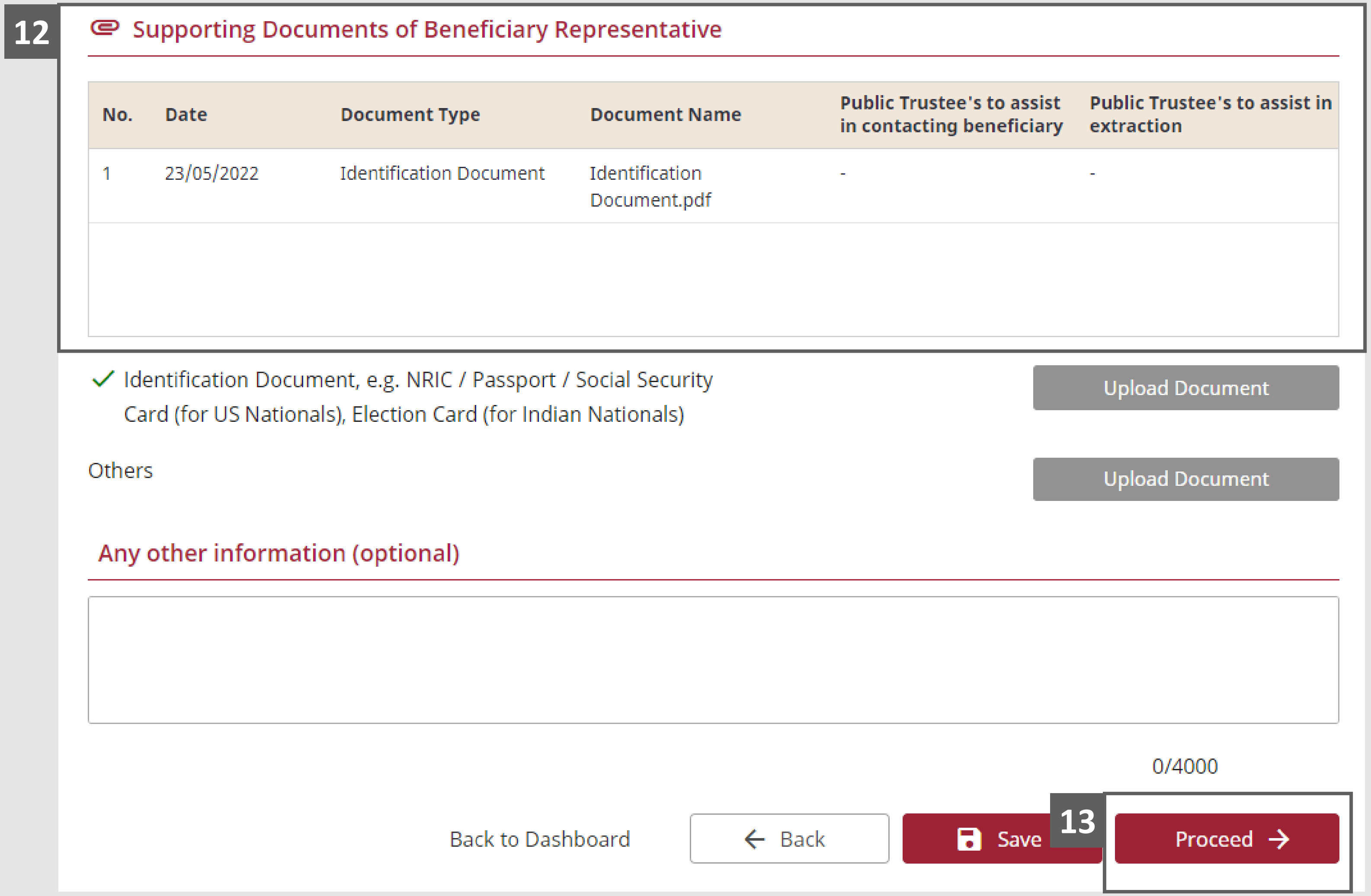
12 Continue to upload the required Supporting Documents of the BR.

Please refer to Steps 8 -12 (page 20 – 21) if you are unsure on how to upload a document.

13 Click on the **Proceed** button.



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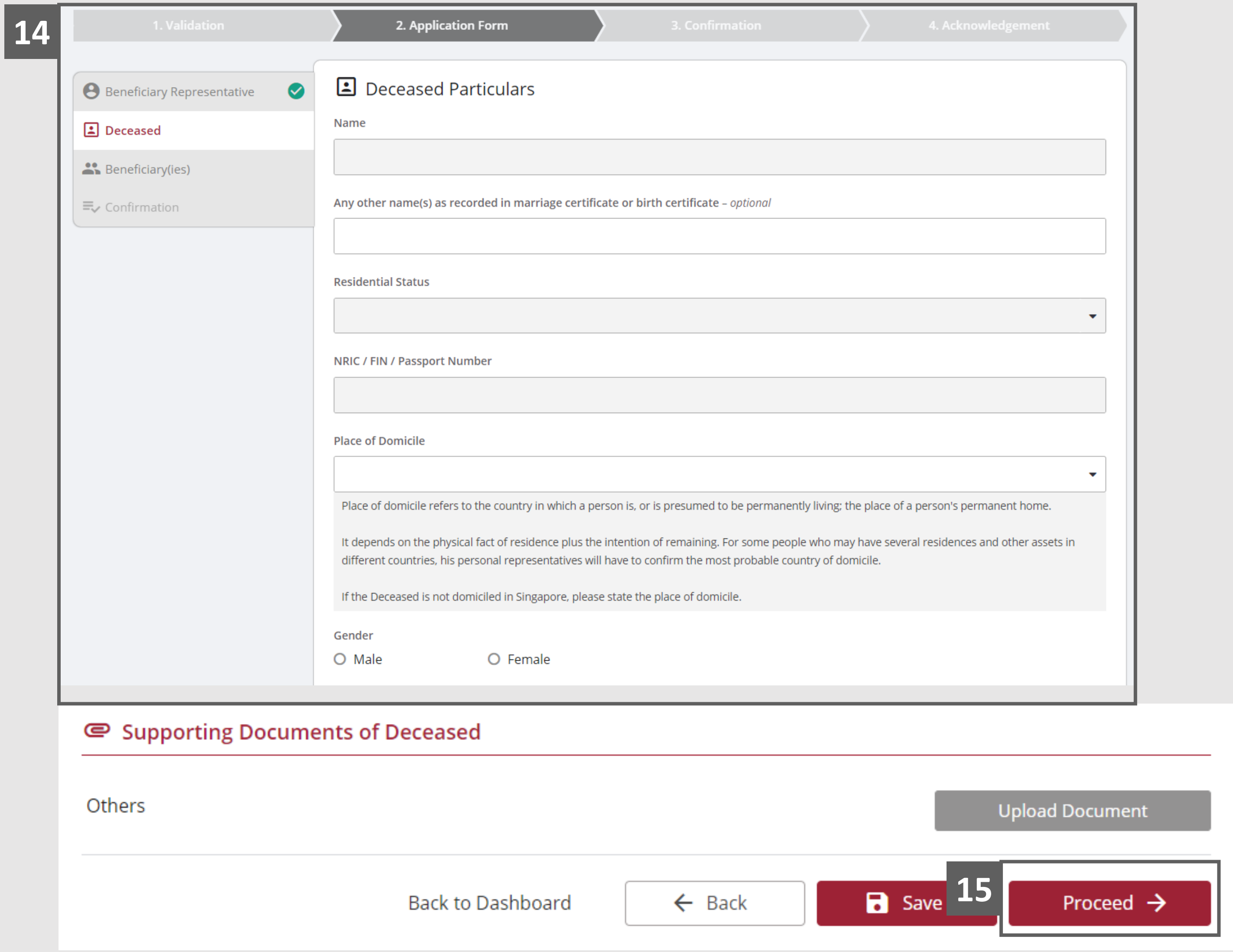
14 Continue to enter the **Deceased Particulars**.

15 Click on the **Proceed** button.



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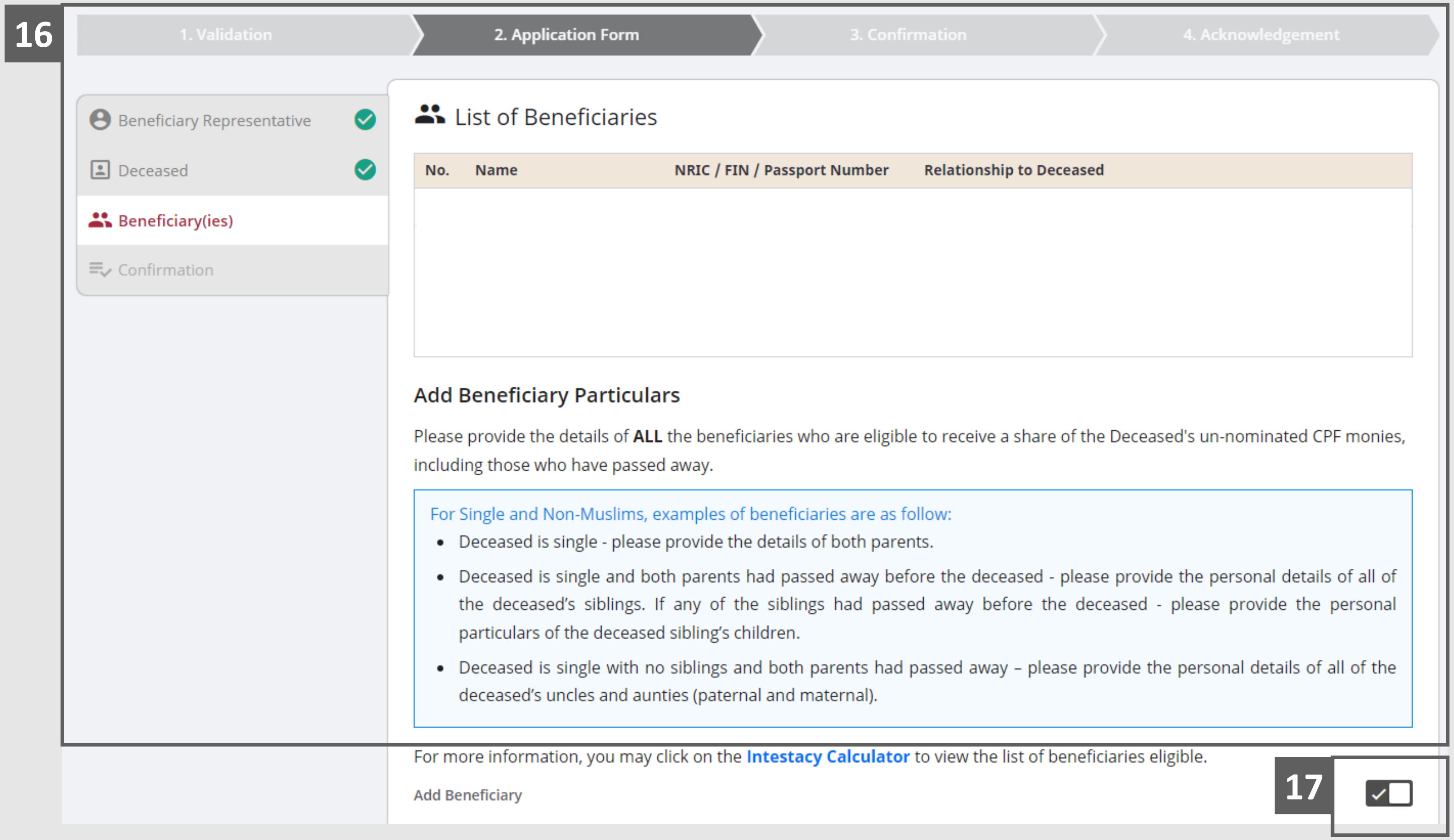
16 System will populate the BR as a beneficiary.

17 Turn on the option **Add Beneficiary** to enter other **Beneficiary Particulars**.



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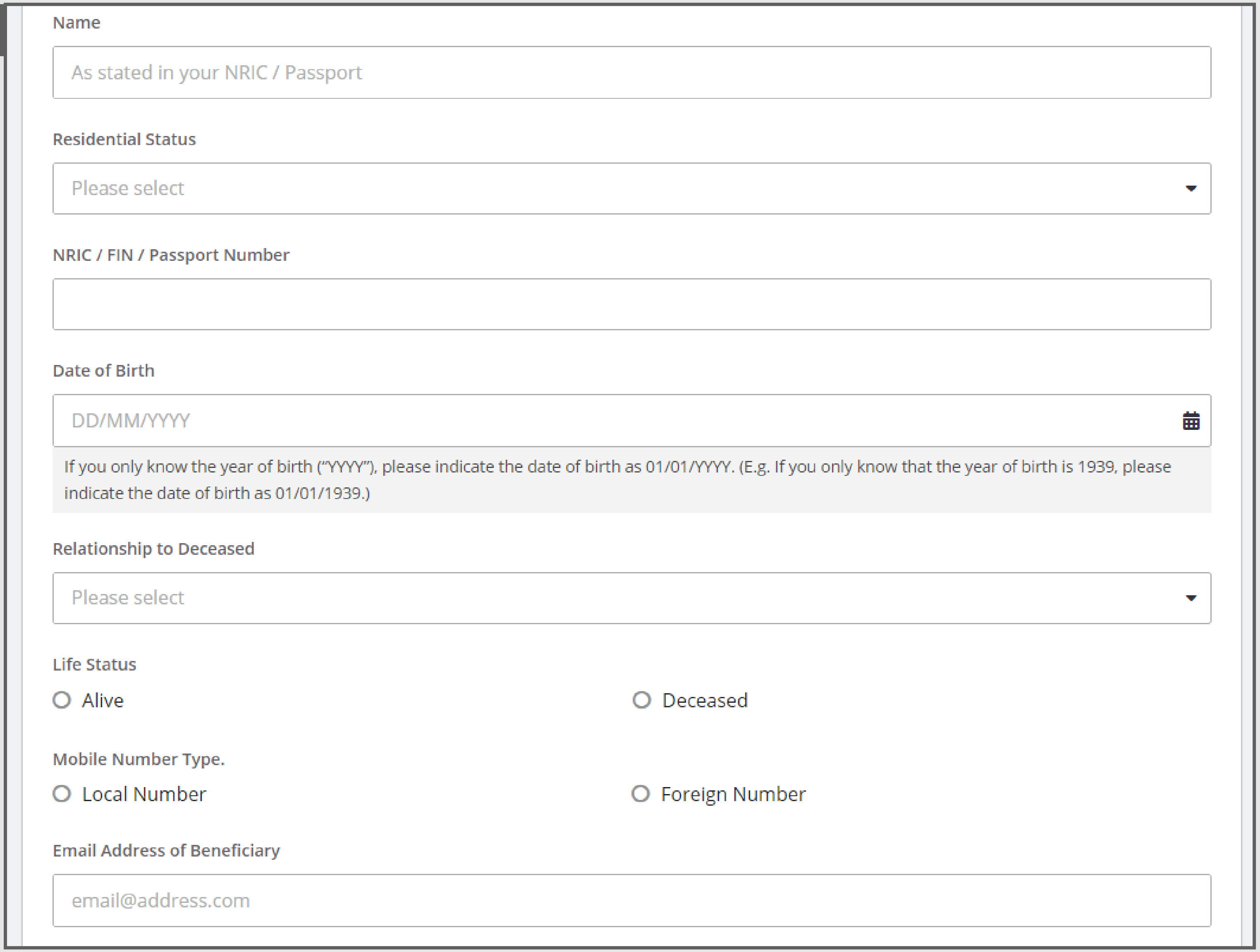
18 Continue to enter the **Beneficiary Particulars.**

18



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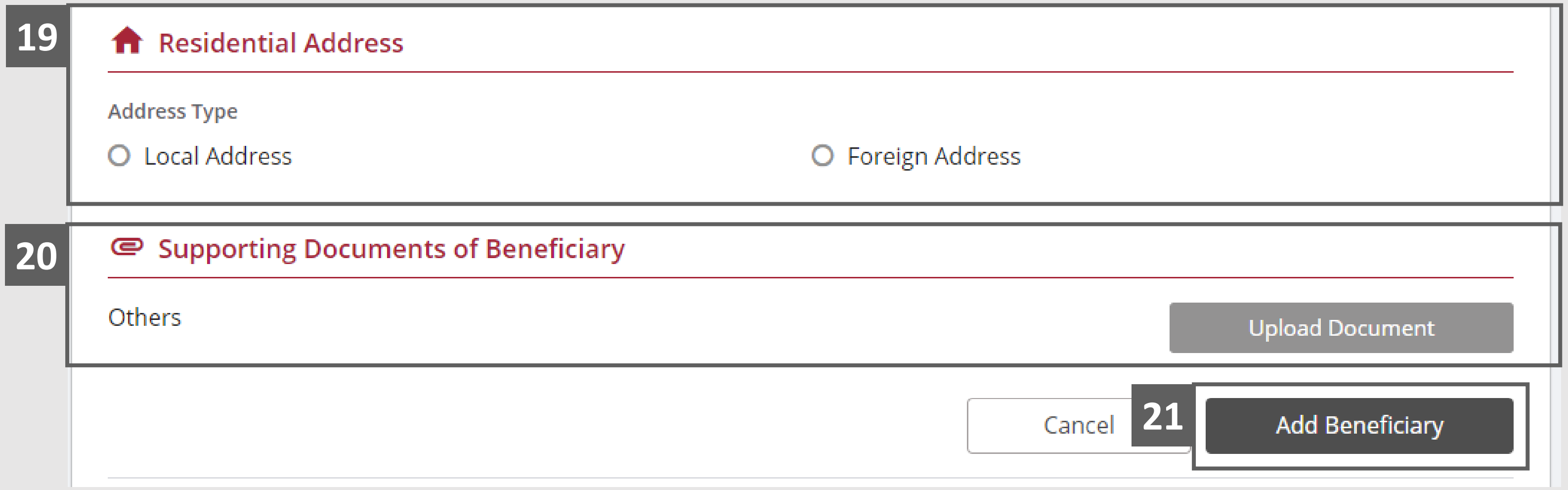
19 Continue to enter the **Beneficiary Particulars**.

20 Provide the required **Supporting Documents of Beneficiary**.

Please refer to Steps 8 -12 [(Page 20 – 21)](#) if you are unsure on how to upload a document.

Verify the Supporting Documents.

21 Click on the **Add Beneficiary** button if there is another beneficiary.



Beneficiary Representative ("BR") Application

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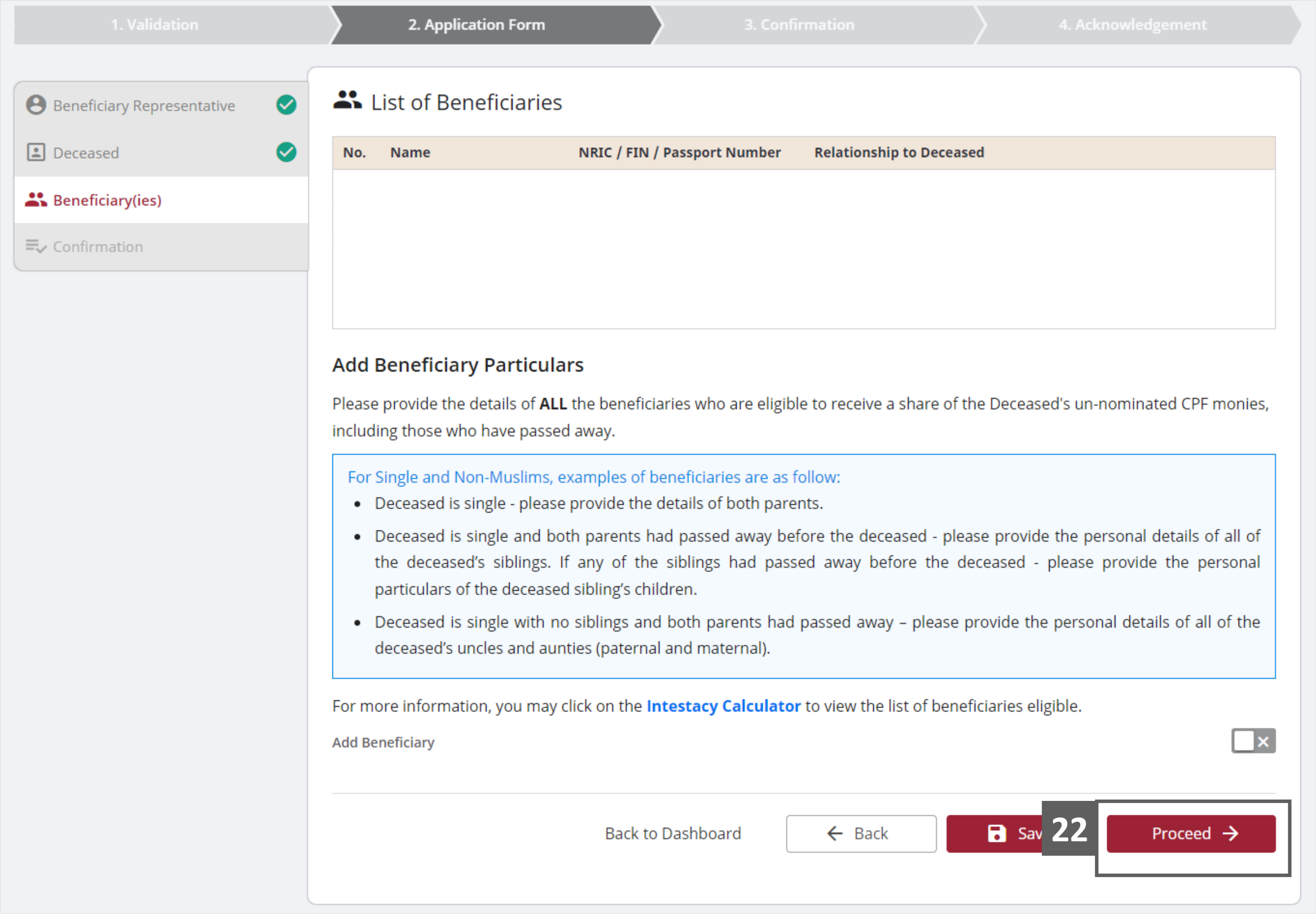
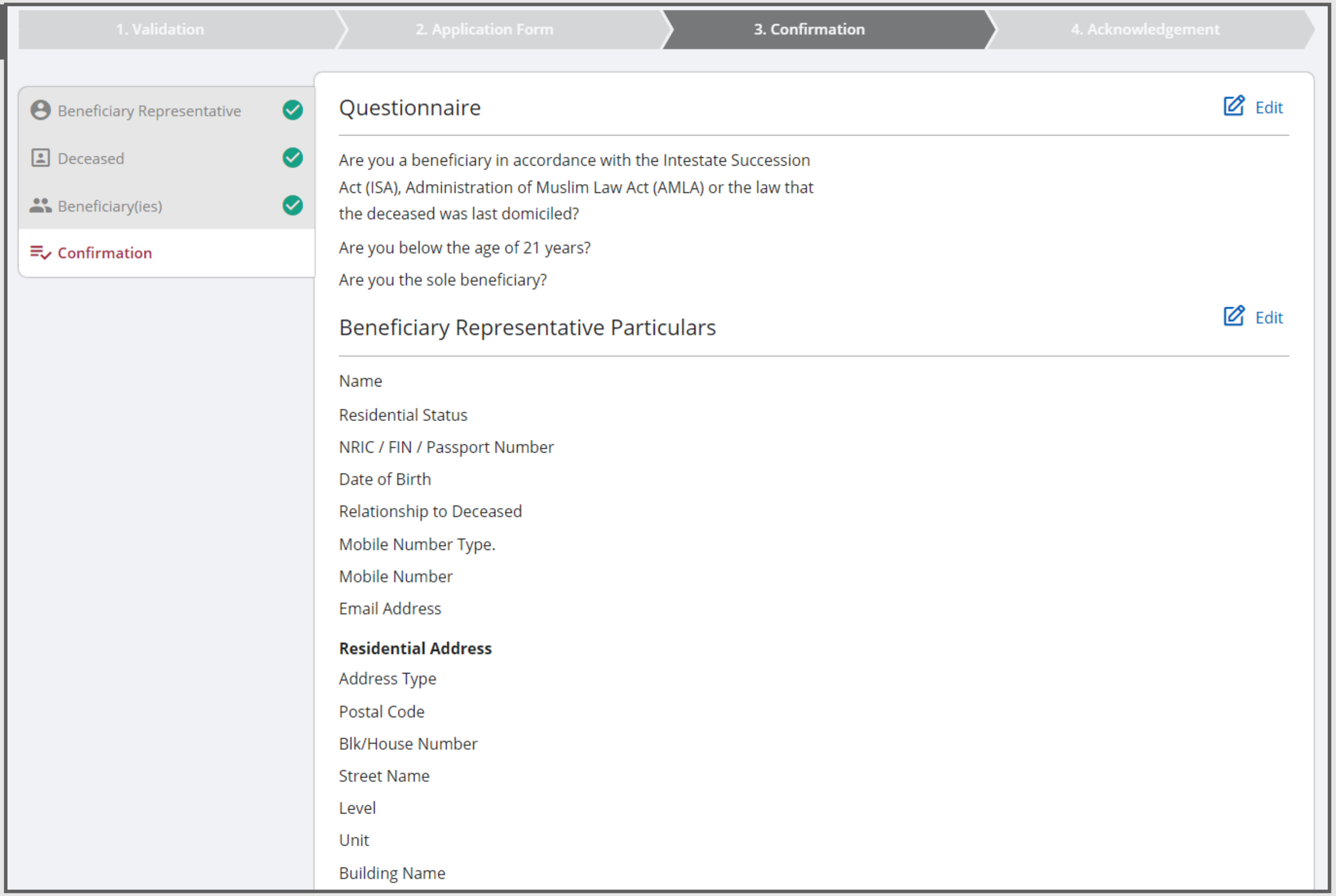
22 Click on **Proceed** button to continue.



Beneficiary Representative ("BR") Application

23 In the **Confirmation** page, review the information entered and click on the **Edit** link if the record needs to be updated.

23



Beneficiary Representative ("BR") Application

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23 Continue to review the application information.

23

Correspondence Address

Address Type

Postal Code

Blk/House Number

Street Name

Level

Unit

Building Name

Deceased Particulars

Edit

Name

Residential Status

NRIC / FIN / Passport Number

Date of Birth

Place of Domicile

Gender

Religion

Marital Status

Marriage Registration Location

Year of Marriage

Date of Marriage

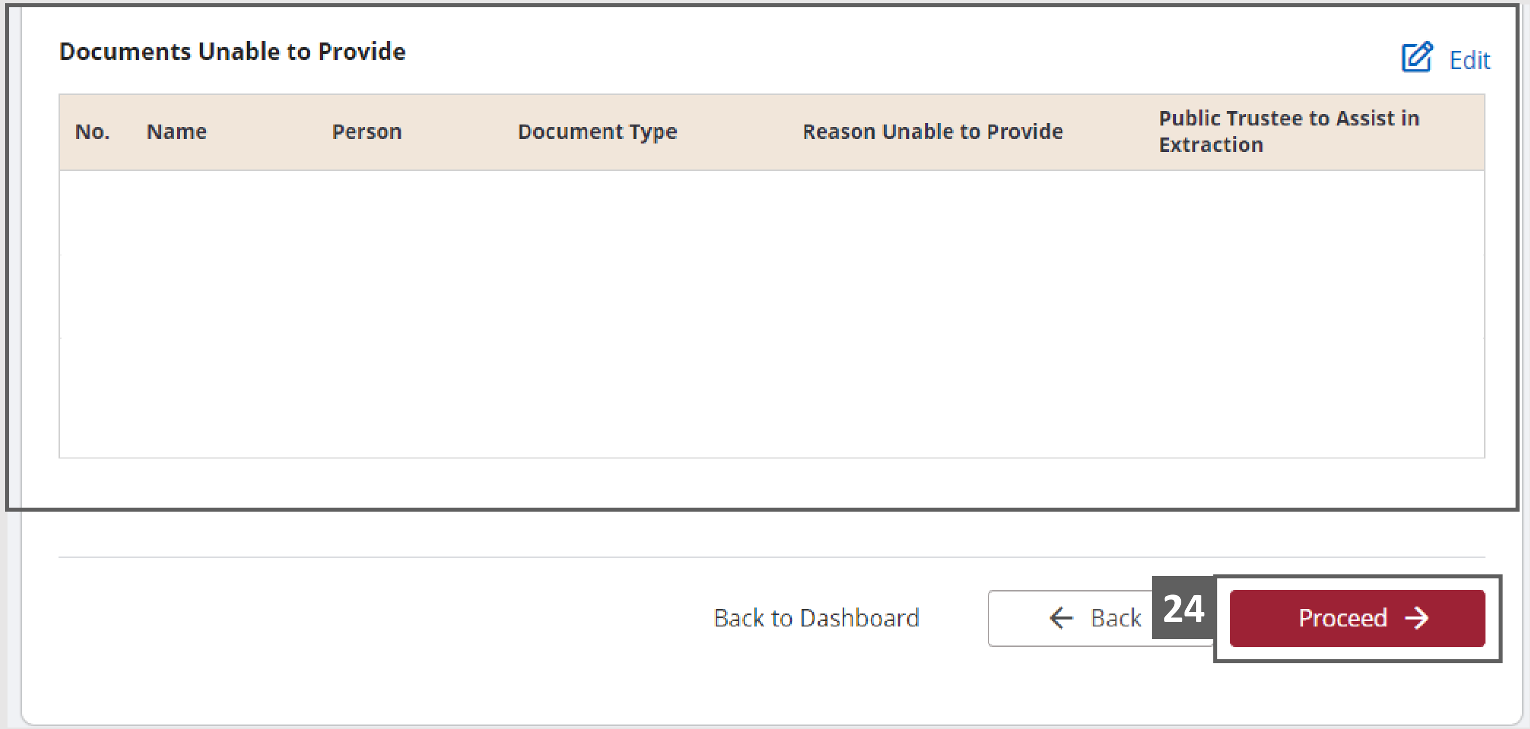
Country (or Jurisdiction) of Death Registration

Date of Death

Death Certificate Number

Beneficiary Representative ("BR") Application

24 Click on the **Proceed** button if there are no changes to be made. Otherwise, please **Edit** accordingly.



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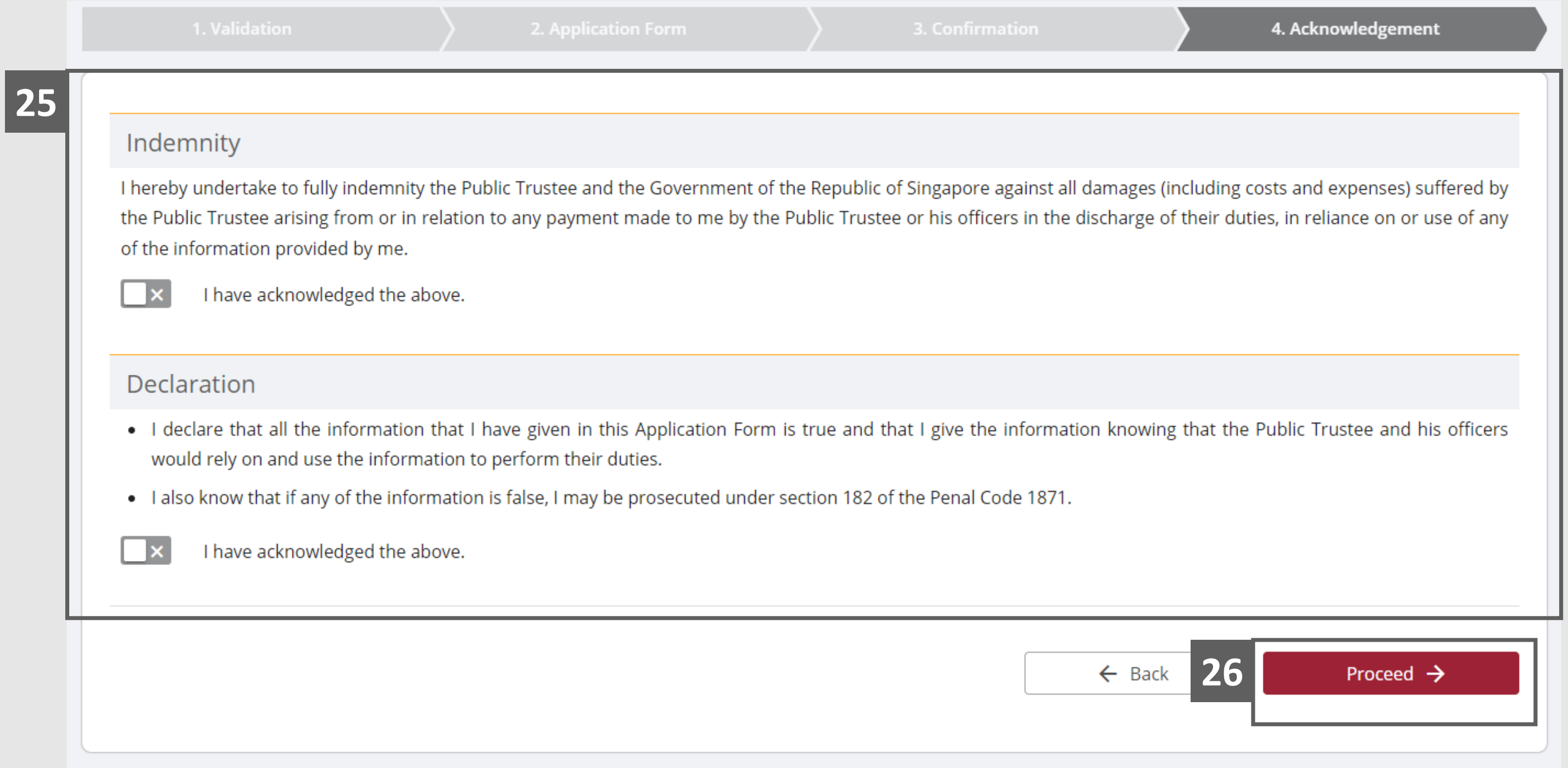
25 After reading through the information, turn on the option(s) to make the Indemnity and Declaration.

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



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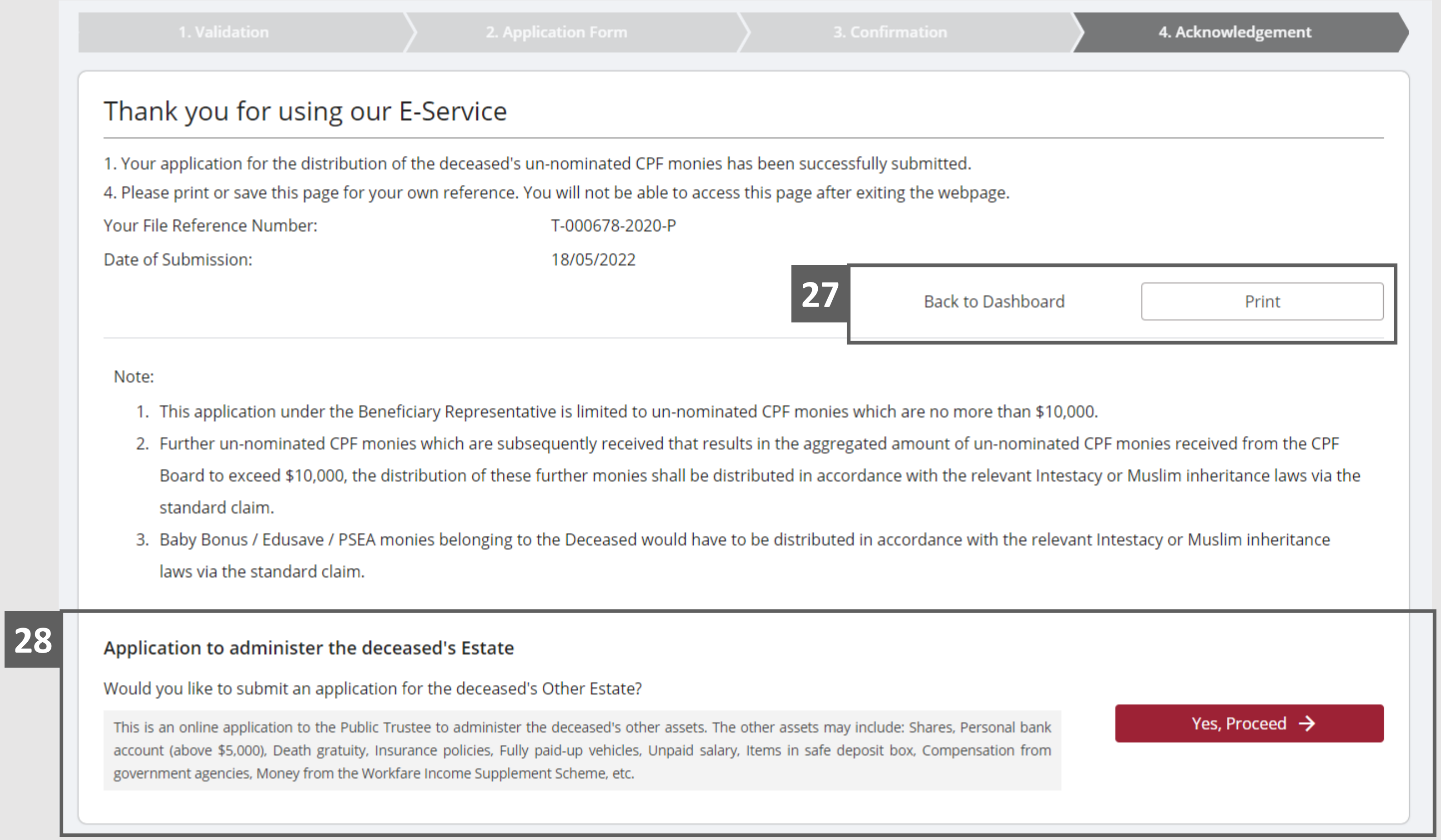
27 Click on the **Print** button to view the PDF document of the submitted application. Please save/print a copy of the submitted application as it will not be retrievable.

You may also click on the **Back to Dashboard** button to continue with the other E-services.

28 If you would like to apply for the deceased's estate, click on the **Yes, Proceed** button. This option will be available if no application has been submitted previously.



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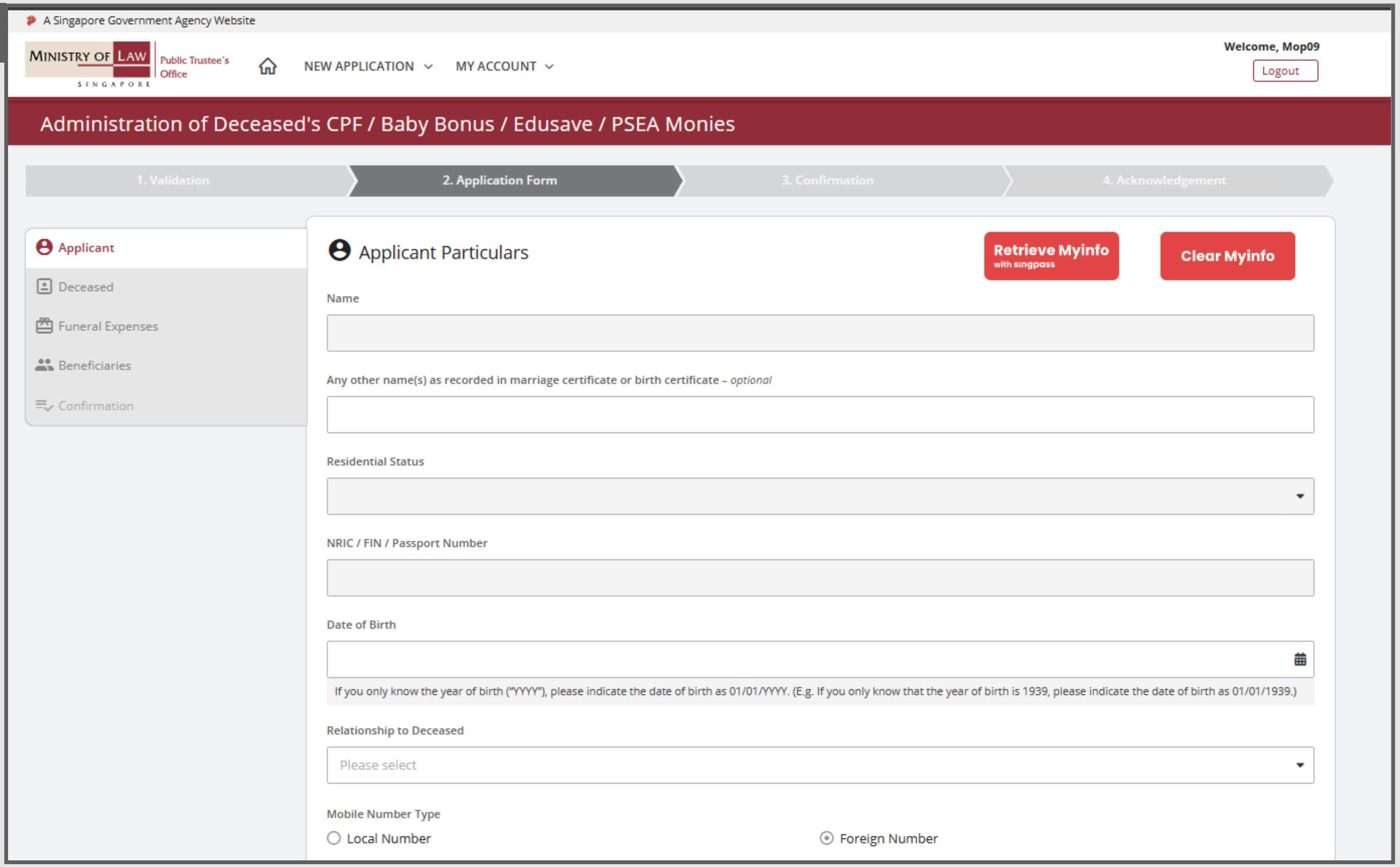
1

System will redirect to Administration of Deceased's CPF/ Baby Bonus / Edusave / PSEA Monies.

Enter the **Applicant Particulars**.

You may click on the ***Retrieve Myinfo*** *button to populate your personal information from MyInfo or click on the* ***Clear MyInfo*** *to clear MyInfo information if you would like to input the information.*

1



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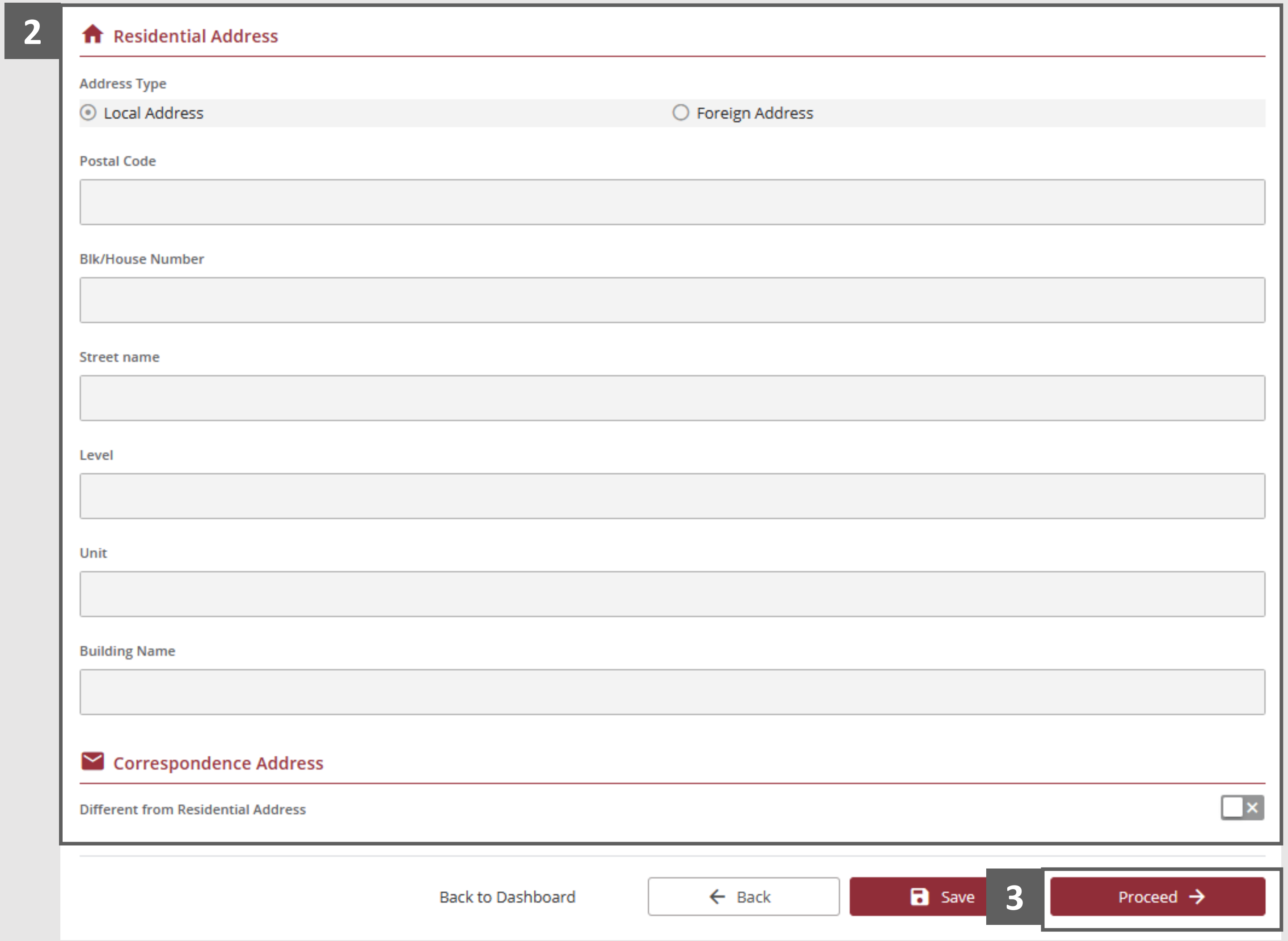
2 Continue to enter the **Applicant Particulars**.

3 Click on the **Proceed** button.



Beneficiary Representative ("BR") Application

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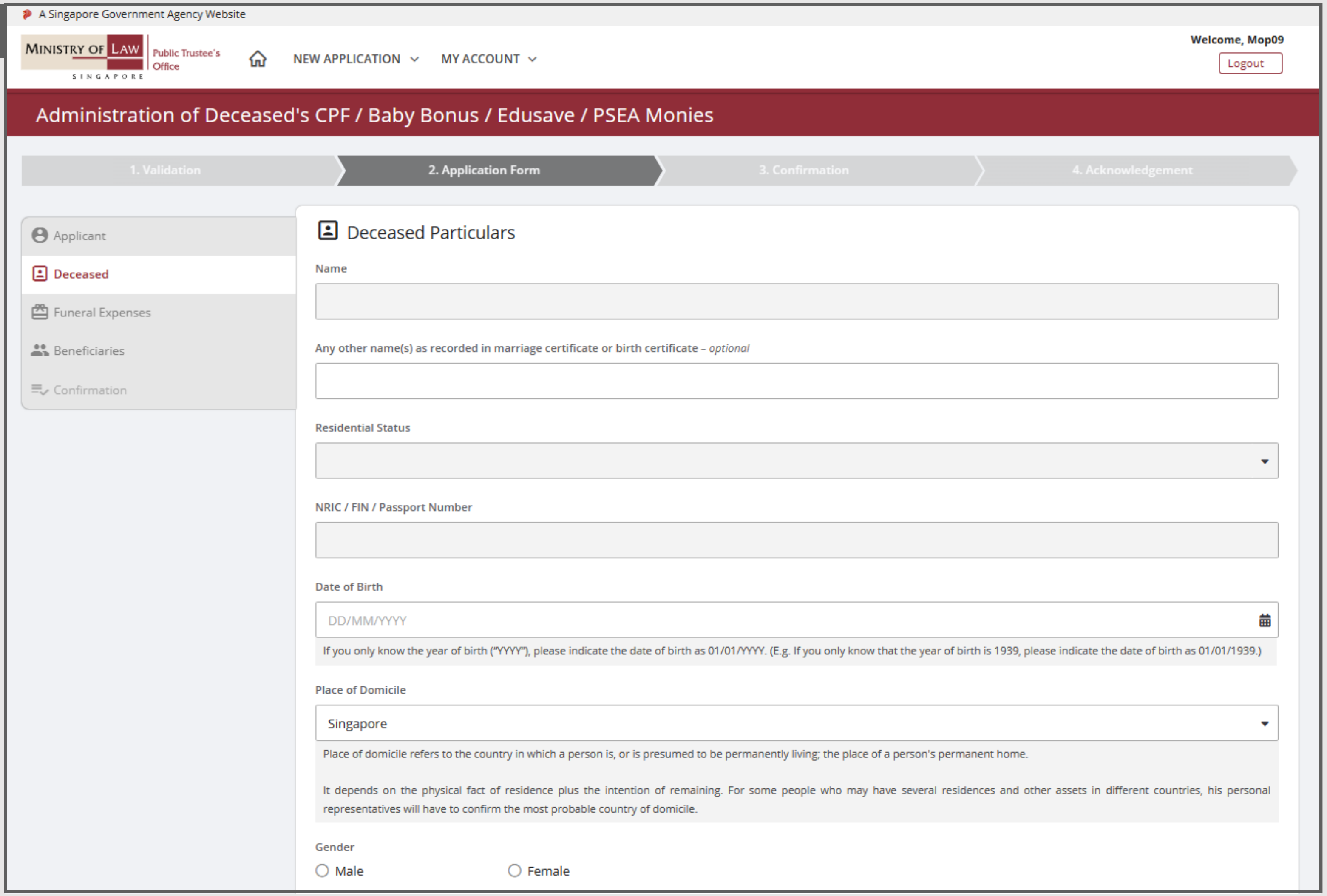
4 Enter the **Deceased Particulars**.

4



Beneficiary Representative ("BR") Application

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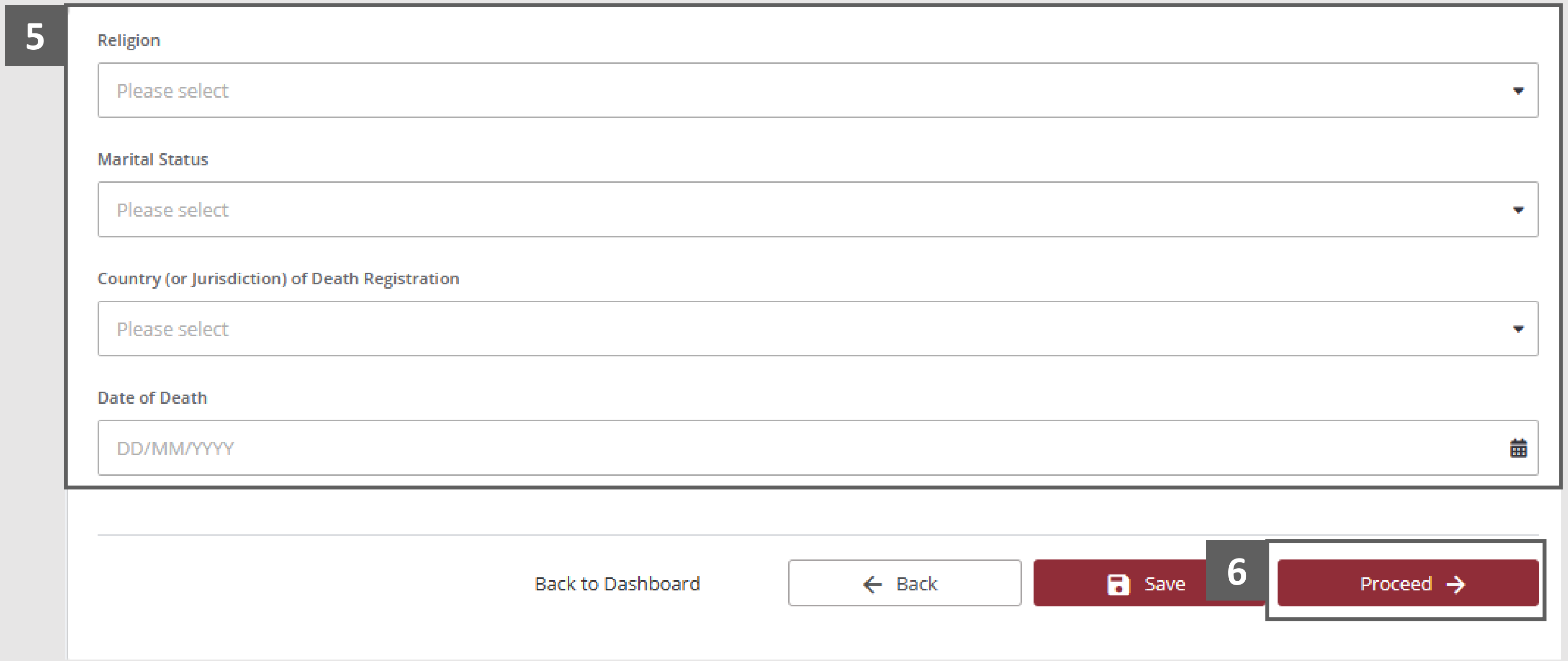
5 Continue to the **Deceased Particulars**.

6 Click on the **Proceed** button.



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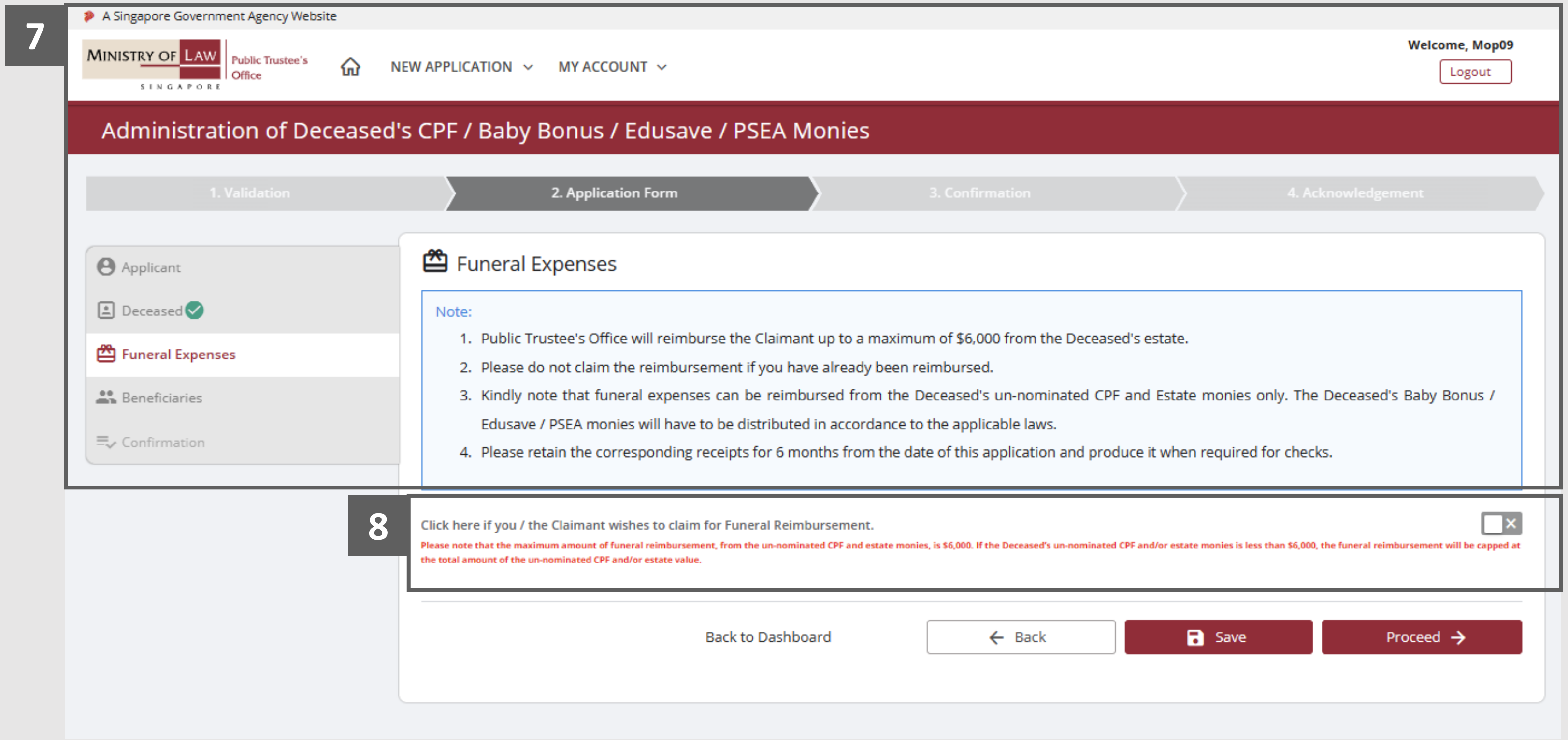
7 System will display the Funeral Expenses page.

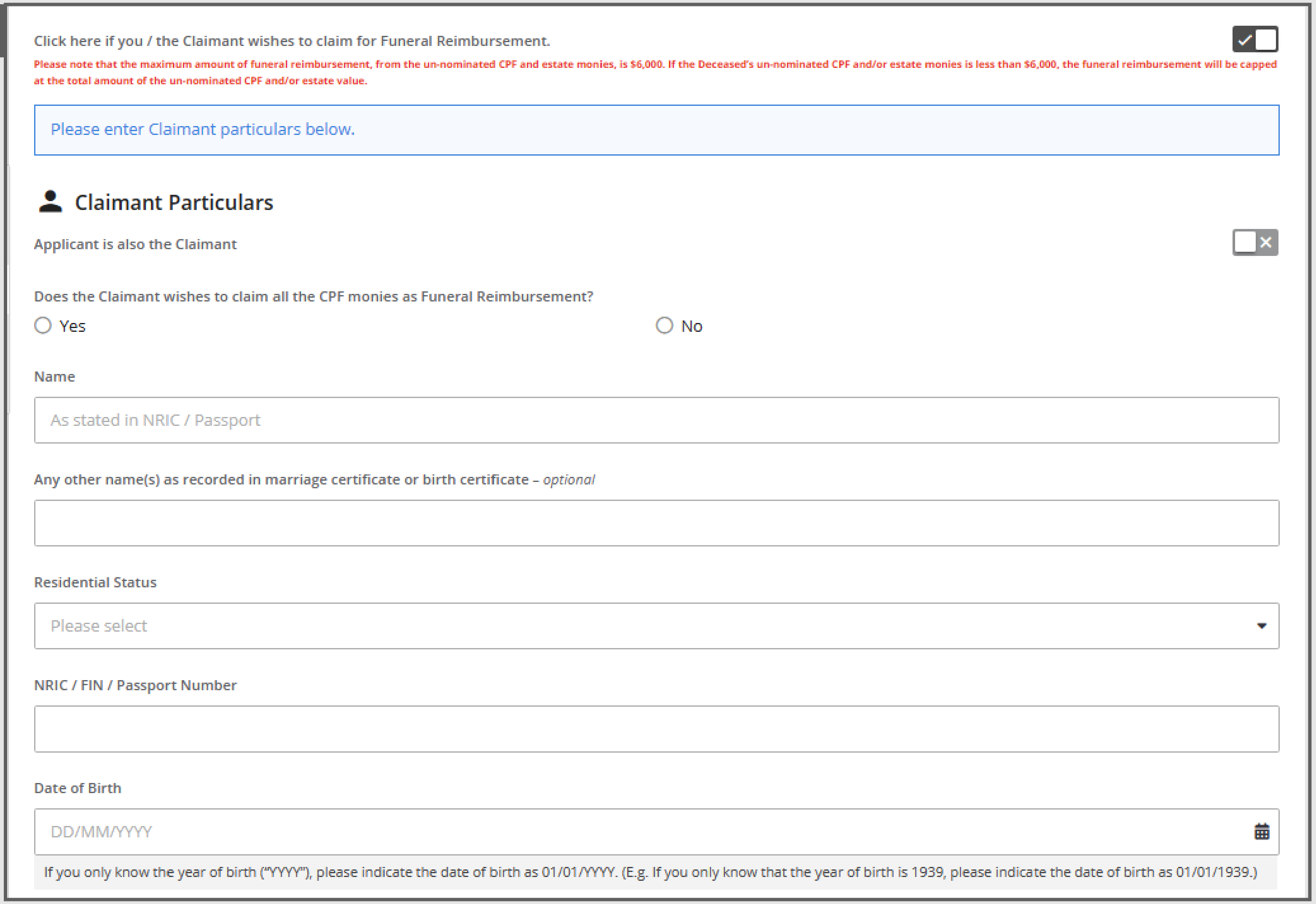
8 Click on the checkbox to add the **Claimant**.



9 Upon clicking checkbox, system will display the **Claimant Particulars**. Enter the **Claimant Particulars**.

Click on **Applicant is also the Claimant** and system will auto populate the **Claimant Particulars** as entered in the **Applicant Particulars**.

9



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10 Continue to enter the **Claimant Particulars**.

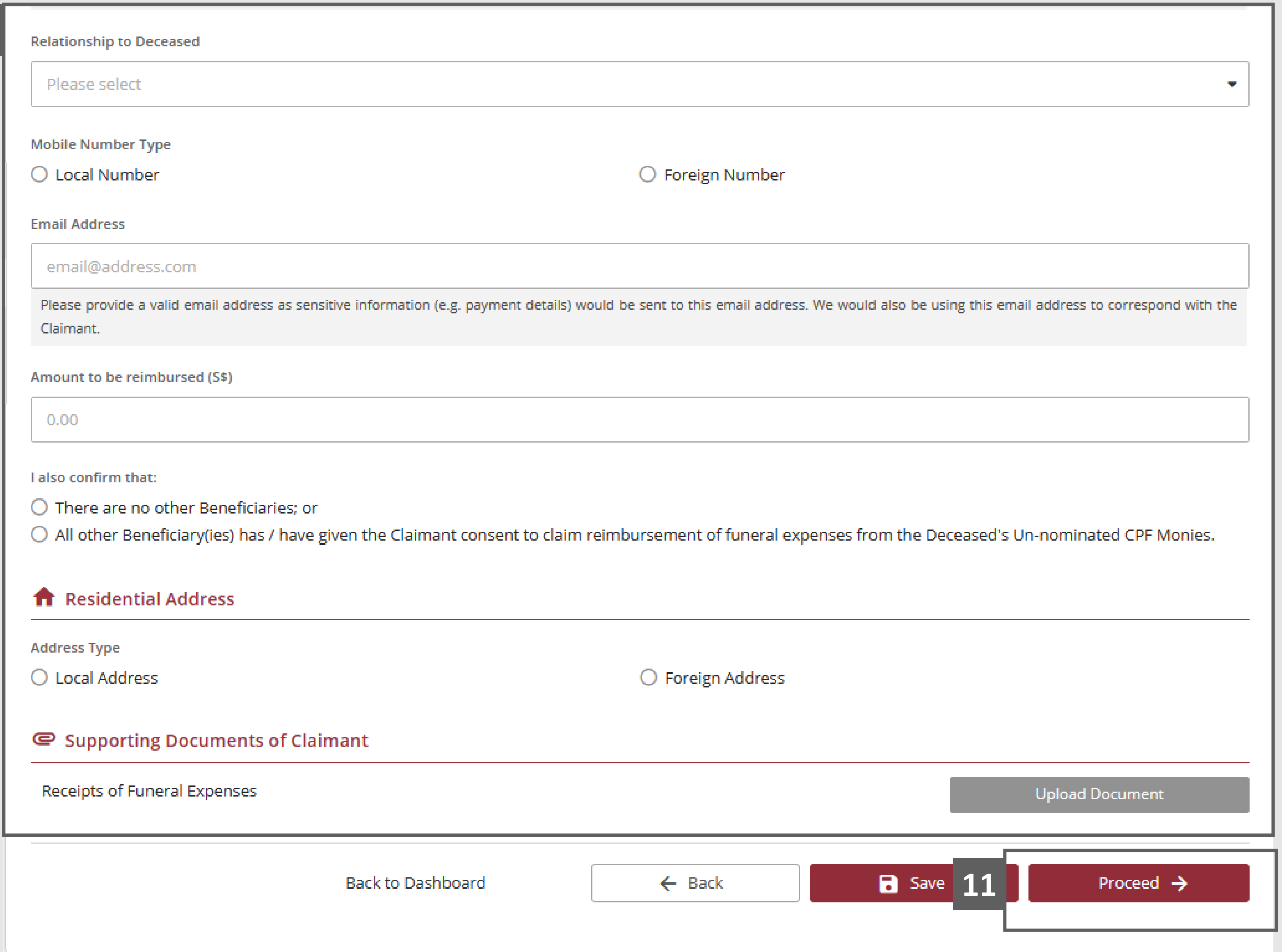
Provide the required **Supporting Documents of the Claimant**.

Please refer to Steps 8 -12 *(page 20 – 21)* *if you are unsure on how to upload a document.*

Verify the Supporting Documents.

11 Click on the **Proceed** button.

10



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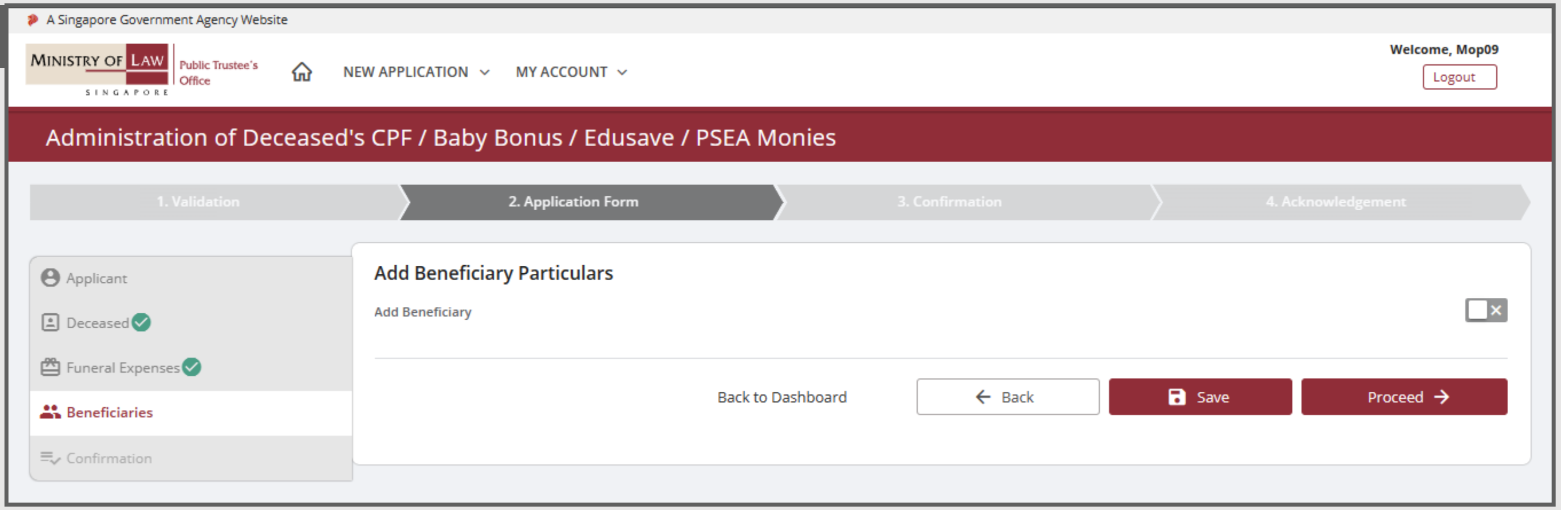
12 Click on **Add Beneficiary** to add another beneficiary.

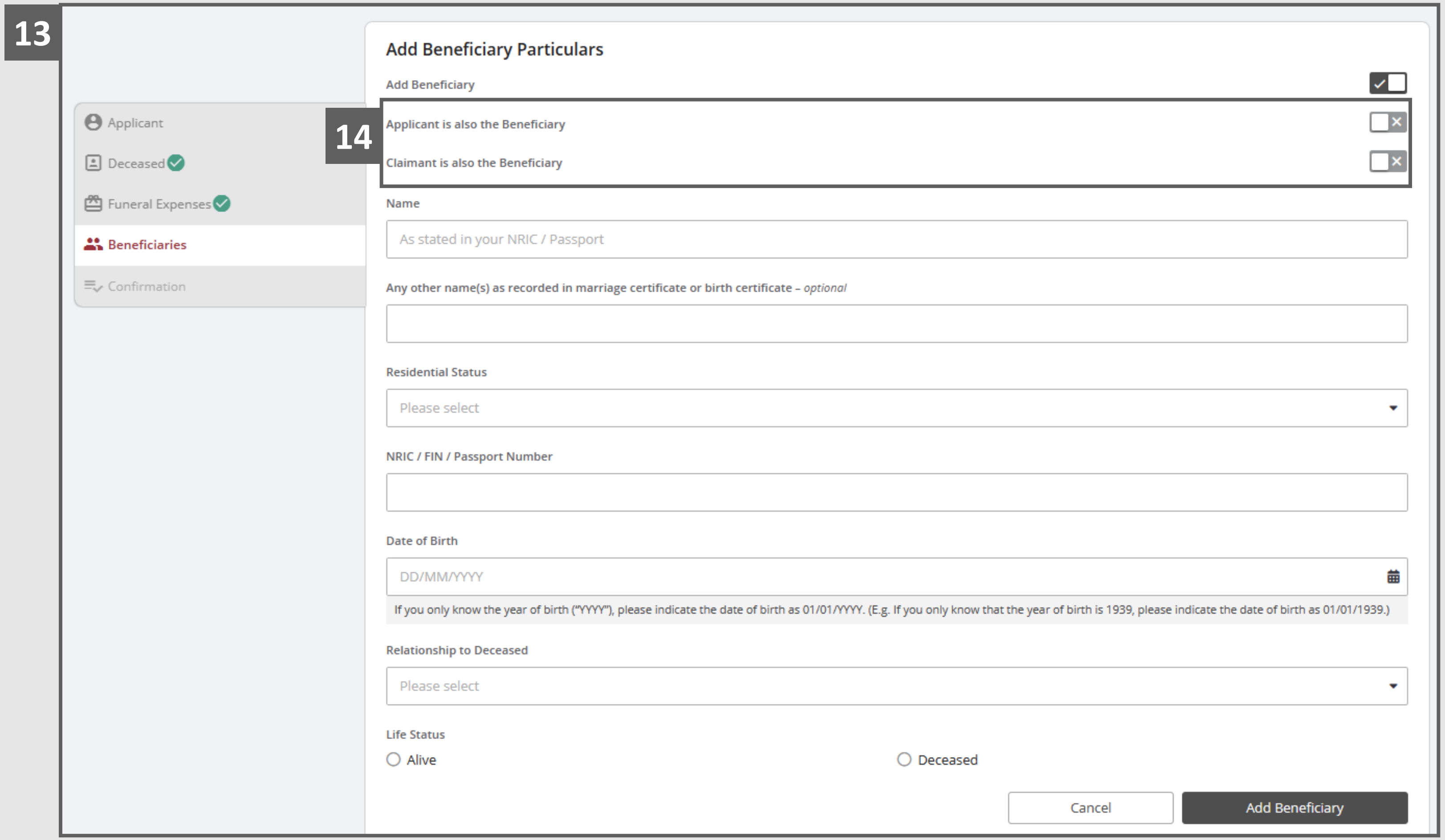
12



Beneficiary Representative ("BR") Application

13 Upon clicking **Add Beneficiary**, system will display **Beneficiary Particulars**.

14 Applicant and Claimant can be populated as the Beneficiary by clicking the checkbox.



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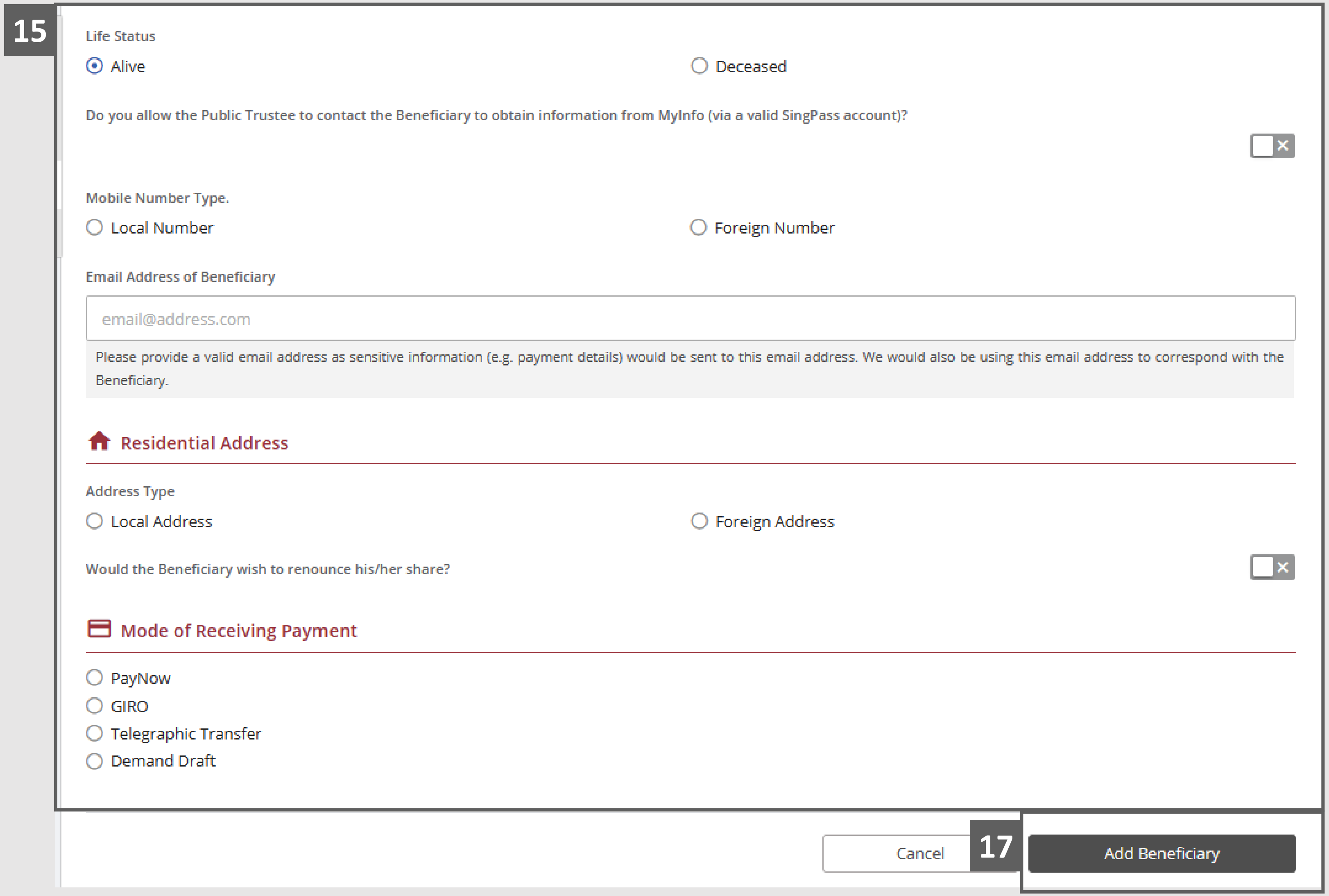
15 Upon selecting the Life Status, system will display the corresponding fields.

Please check [Page 16-19](#) for Mode of Receiving Payment options.

16 Click on **Add Beneficiary** button to add Beneficiary.



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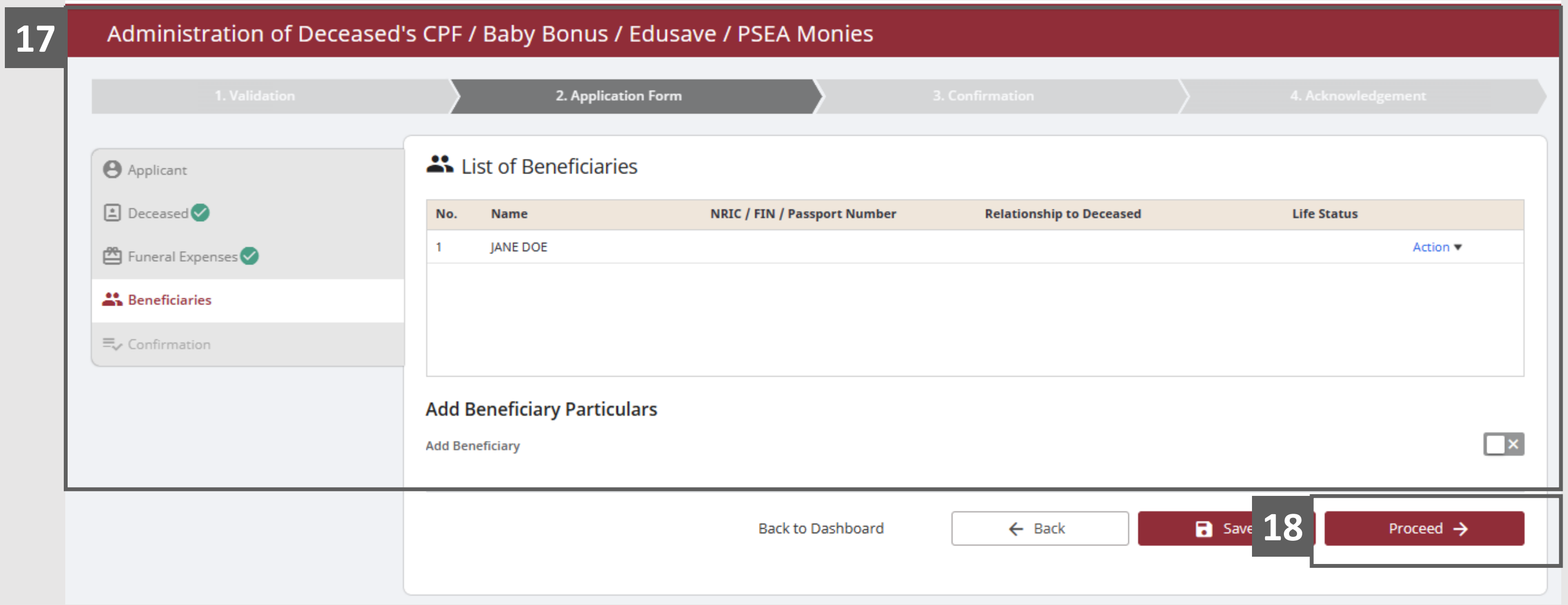
17 Upon adding the beneficiary, system will display the **List of Beneficiaries**.
Click on **Add Beneficiary** if there are more beneficiaries; or
Click on **Action** to **Edit** or **Delete** Beneficiary Record.

18 Click on the **Proceed** button.



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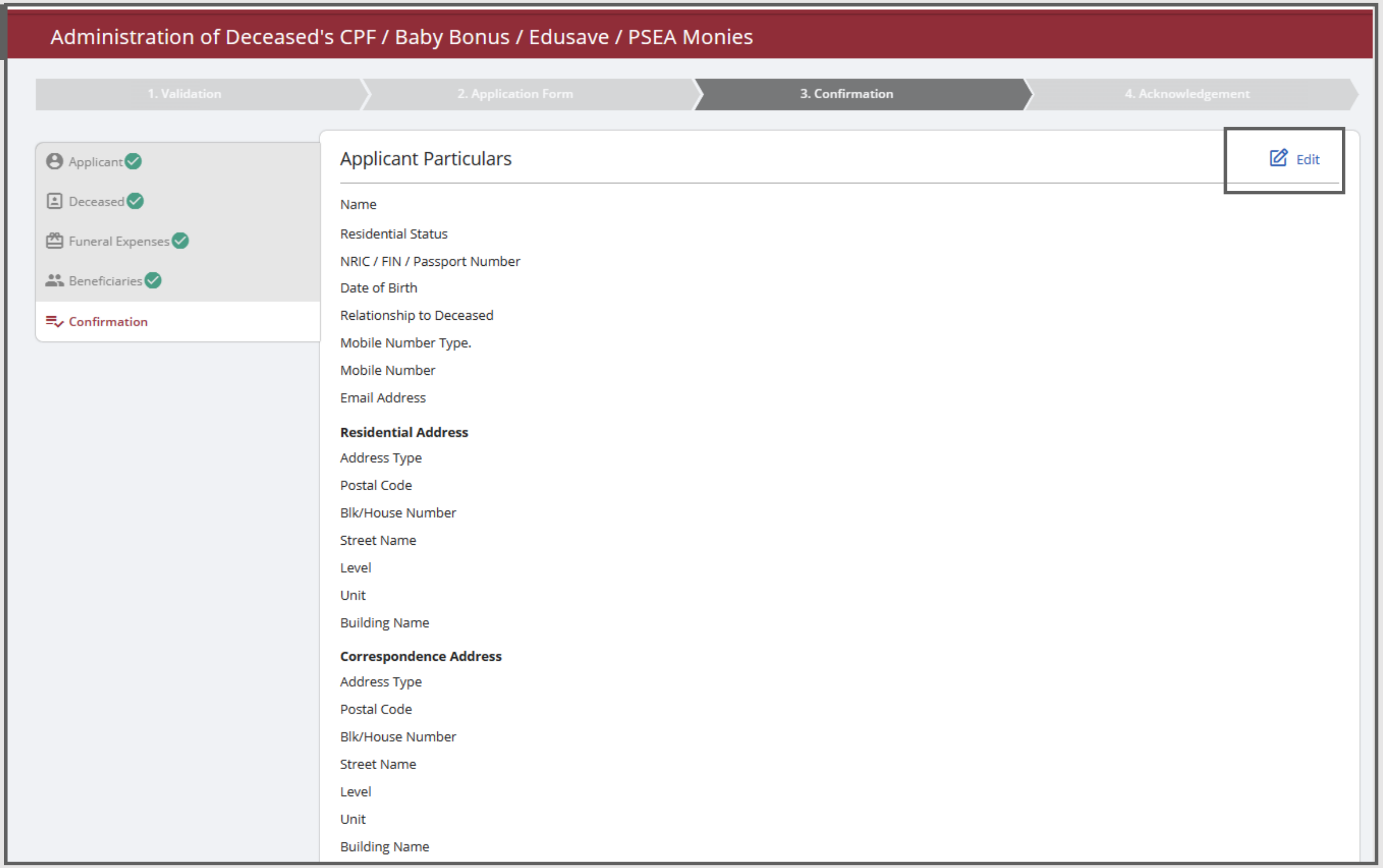
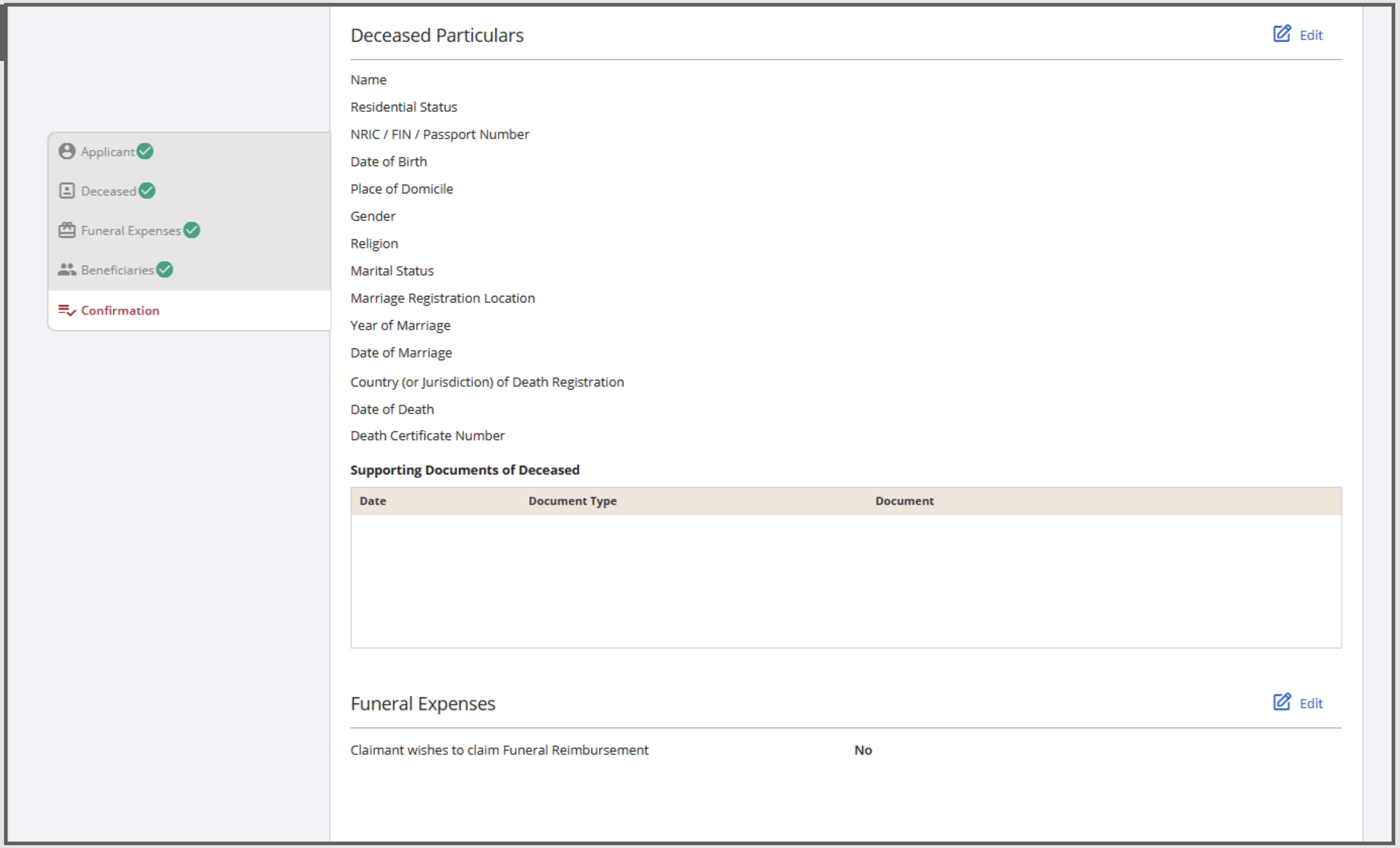
19 System will display the **Confirmation** page. Review all inputs. Click on the **Edit** link if the record needs to be updated.

19



20 Continue to review all inputs. Click on the **Edit** link if the record needs to be updated.

20



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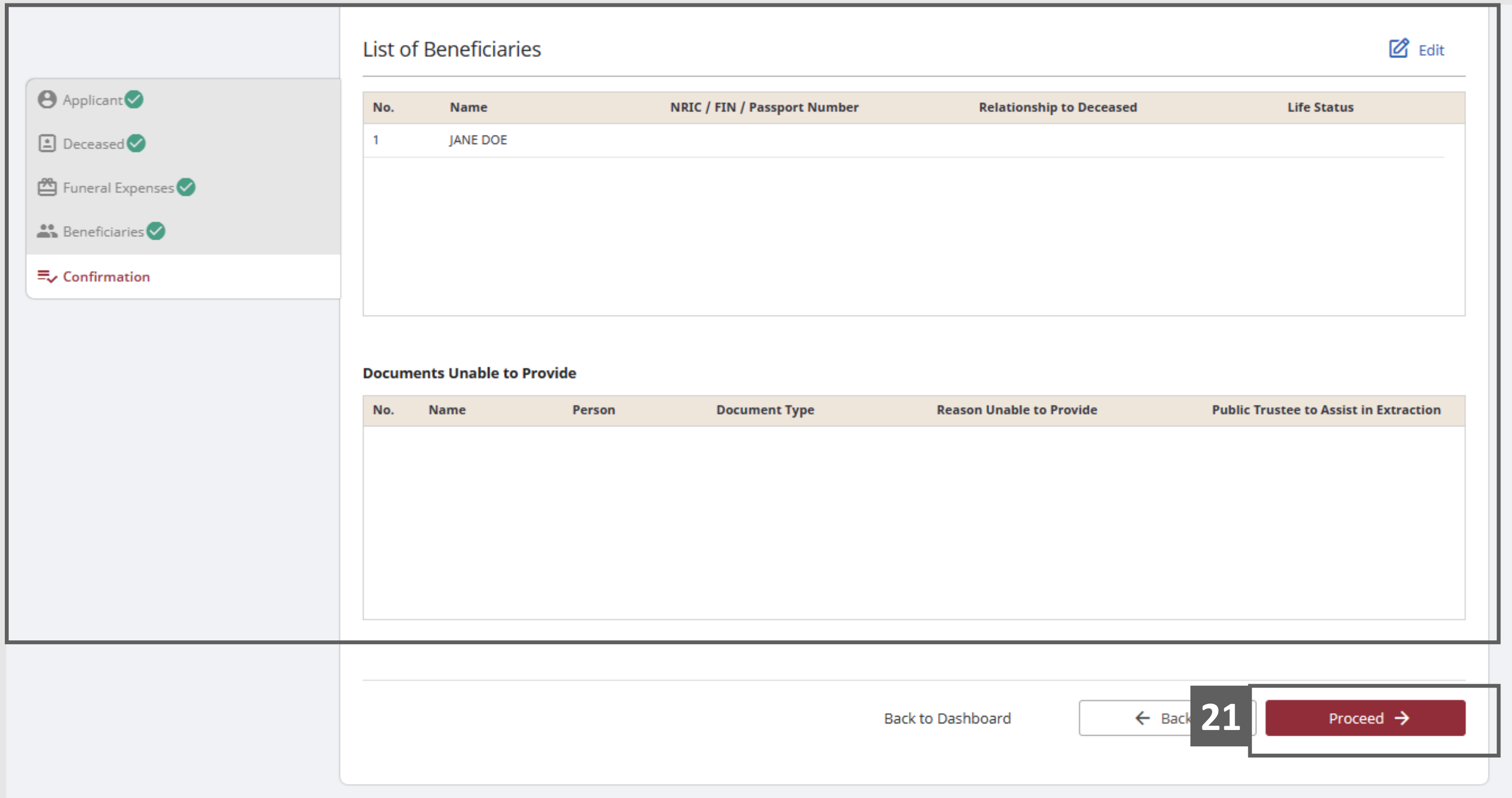
21 Click on the **Proceed** button if there are no changes to be made. Otherwise, please **Edit** accordingly.



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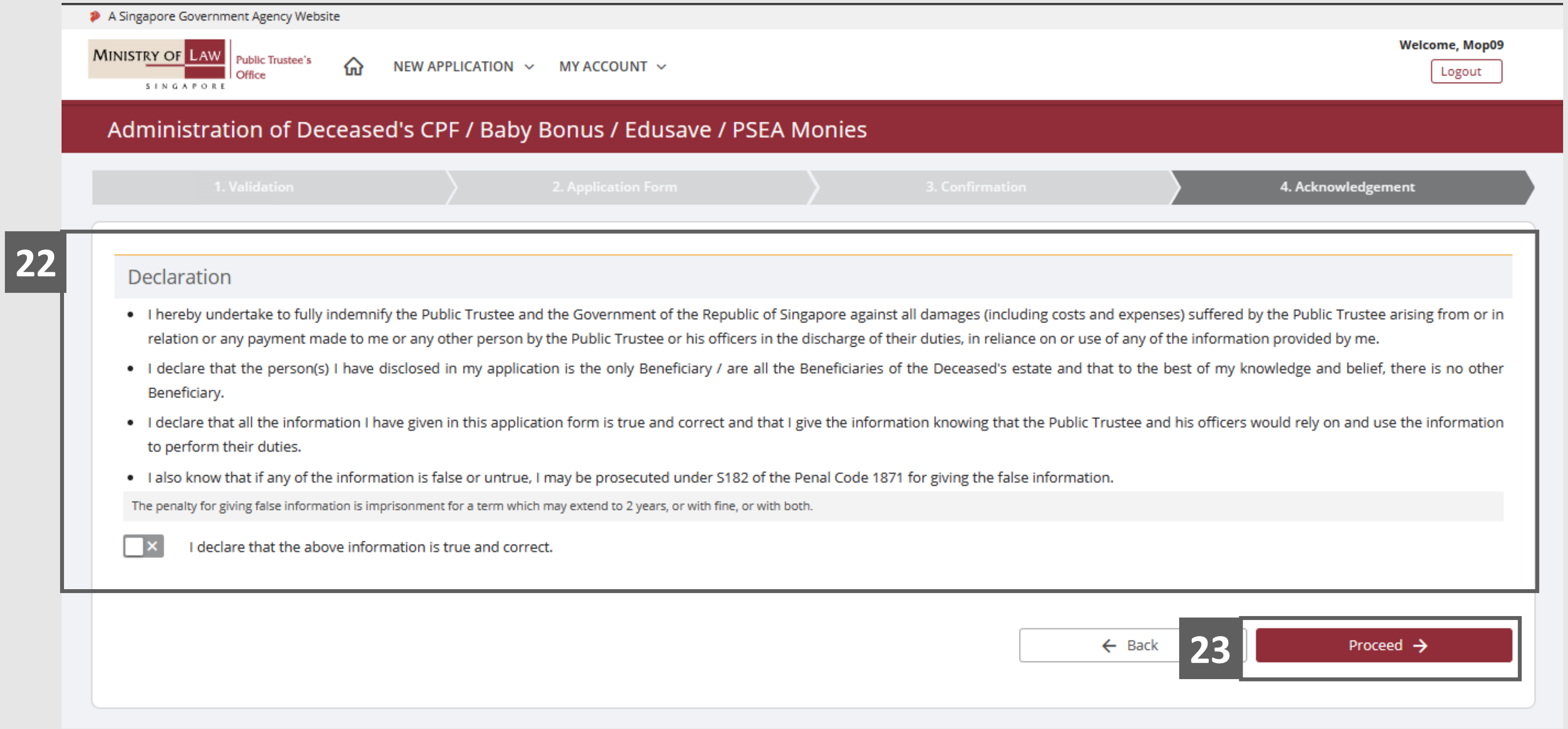
22 After reading the information, turn on the option to make the Declaration.

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



Beneficiary Representative ("BR") Application

MINISTRY OF LAW SINGAPORE
Public Trustee's Office

24 Click on the **Print** button to view the PDF document of the submitted application. Please save/print a copy of the submitted application as it will not be retrievable.

You may also click on the **Back to Dashboard** button to continue with the other E-services

25 If you would like to apply for the deceased's estate, click on the **Yes, Proceed** button. This option will be available if no application has been submitted previously.