

Frequently Asked Question - CPF Web-Linkup Service

Q1. Why do I see a message that the CPF Web-Linkup Service is no longer available after I select the “Authorise CPF” option during my application?

The Central Provident Board (CPF) will no longer provide the CPF Web-Linkup service, from 30 June 2020.

Q2 Why does DBS still show me this option when the service is no longer available?

We’re working to remove this option from our website. In the interim we apologise for the inconvenience caused.

Q3. I have submitted my SingPass credentials when I selected the CPF option. What happens?

Your SingPass credentials are secure. The error message that you saw was provided by the CPF Board. The session will terminate when you close the CPF web browser (i.e.cpf.gov.sg).

Note: CPF Web-Linkup service is no longer available from 30 June 2020. Please contact your bank to enquire on alternative ways to provide your CPF account information for use in their assessment of the application.

Q4. How do I continue with my application?

If you are requesting for a Credit Limit Review, Income Update, Reinstatement of account:	If you are applying for a new Credit Card or Cashline account:
<ul style="list-style-type: none"> - If you’ve selected the “Authorise CPF” option, after you see the error message, please click ‘OK’ to acknowledge the message, then close CPF web browser (i.e.cpf.gov.sg). - To continue your application, on dbs.com.sg by: <ol style="list-style-type: none"> a) Select “Upload Documents” b) Attach copies of the relevant documents c) Proceed to verify the details that you have provided in the application d) Click on “Submit” to complete the application process 	<ul style="list-style-type: none"> - You would have uploaded your supporting documents before the “Authorise CPF” option. - Should you see the error message, please click “OK” to acknowledge the message, then close CPF web browser (i.e. cpf.gov.sg). - You should see a message on the DBS website (i.e. dbs.com.sg) that states: <i>“Thank you for your application. Your application is being processed” to confirm that your application has been received. Your application will be assessed by the Bank based on the information and relevant documents you submitted with your application.”</i>

For ease of reference, please refer to the table below for the documents that are required for submission.

DBS Cards / Card Services application document checklist:

	Singaporeans / Permanent Residents	Foreigners
Employees (<u>less than 3</u> months)	<ul style="list-style-type: none"> • A copy of NRIC (Front & Back); and • A copy of Staff Pass; and • Latest computerized payslips; or • Company letter certifying employment and salary in SGD (dated within last 3 months from date of card application); and • A copy of your Telecommunication or Utility Bill (for new DBS/POSB Bank customers only) 	<ul style="list-style-type: none"> • A copy of valid Passport; and • A copy of your Employment Pass (Front & Back, min. 6 months validity); and • A copy of your In-Principal Approval (IPA) (<i>if your Employment Pass has less than 6 months validity</i>); and • Latest computerized payslip; or • Company letter certifying employment and salary in SGD (dated within last 3 months from date of card application); and • A copy of your Telecommunication or Utility Bill (for new DBS/POSB Bank customers only)
Employees (<u>more than 2</u> months)	<ul style="list-style-type: none"> • A copy of NRIC (Front & Back); and • Latest 3 months computerized payslips; or • Latest min 3 months CPF Contribution History Statement; or • Latest 1 year of Income Tax Notice Assessment with latest 3 months computerized payslips/ 12 Months CPF Statement; and • A copy of your Telecommunication or Utility Bill (for new DBS/POSB Bank customers only) 	<ul style="list-style-type: none"> • A copy of valid Passport; and • A copy of your Employment Pass (Front & Back, min. 6 months validity); and • A copy of your In-Principal Approval (IPA) (<i>if your Employment Pass has less than 6 months validity</i>); and • Latest 1 year of Income Tax Notice Assessment with latest computerized payslips; and • A copy of your Telecommunication or Utility Bill (for new DBS/POSB Bank customers only)
Variable / Commissioned-based employees Or Self-employed	<ul style="list-style-type: none"> • A copy of NRIC (Front & Back); and • Latest 1 year of Income Tax Notice Assessment; and • A copy of your Telecommunication or Utility Bill (for new DBS/POSB Bank customers only) 	<ul style="list-style-type: none"> • A copy of valid Passport; and • A copy of your Employment Pass (Front & Back, min. 6 months validity); and • A copy of your In-Principal Approval (IPA) (<i>if your Employment Pass has less than 6 months validity</i>); and • Latest 2 years of Income Tax Notice Assessment; and • A copy of your Telecommunication or Utility Bill (for new DBS/POSB Bank customers only)

Q5. How will I know that my application has been successfully submitted?

You will see the message that states “Thank you for your application. Your application has been approved / processed / unsuccessful” on the DBS website (i.e. dbs.com.sg).

Q6. Will my application be affected by this unavailability of CPF Web-Linkup service?

No, the unavailability of the the CPF Web-Linkup service will not impact the outcome of your application as it was one of the ways available for customers to provide their income information for assessment.

Your application will be assessed by the Bank based on the information and relevant documents you submit with your application. Please refer to the table above for the accepted documents for assessment.

Q7. When will I get a response on my application?

Please allow up to 7 working days for the Bank to assess the application. Incomplete information and documentation will delay the processing time.

Q8. Is there a way I can check on my application status?

Yes, please login to Internet Banking. Go to Apply > More Application Services > Select "View Application Status". Please allow 7 working days for processing. Incomplete information and documentation will delay the processing time.