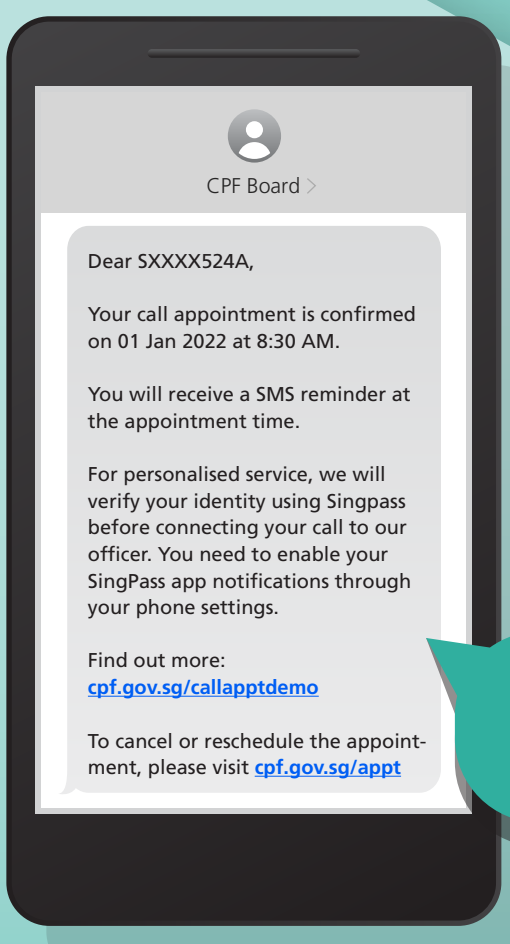
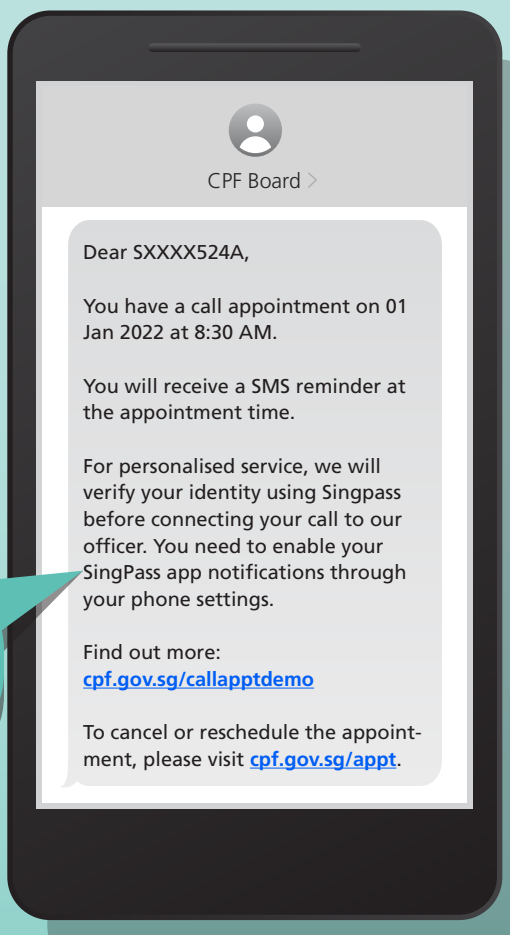
Call Appointment in 5 simple steps



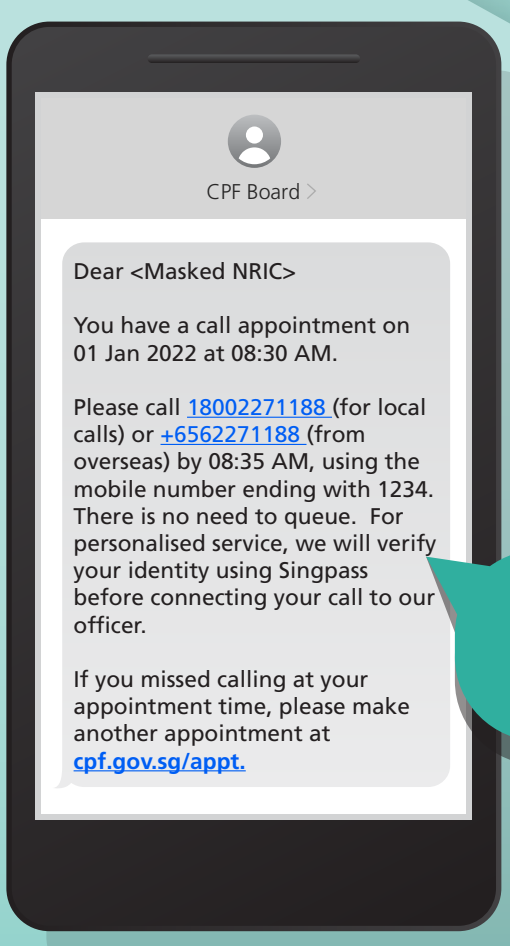
1

Confirmation message after booking a Call Appointment



2

Reminder message sent 1 day before Call Appointment



3

Reminder message sent at the appointment time and click the link to call in

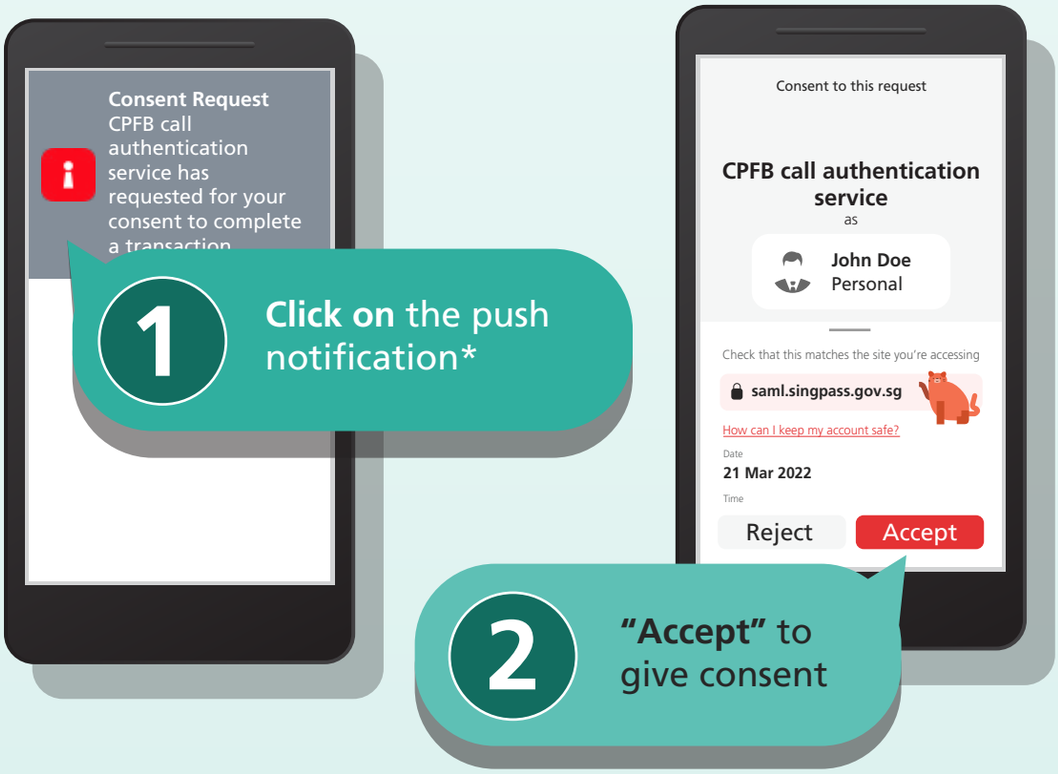
4

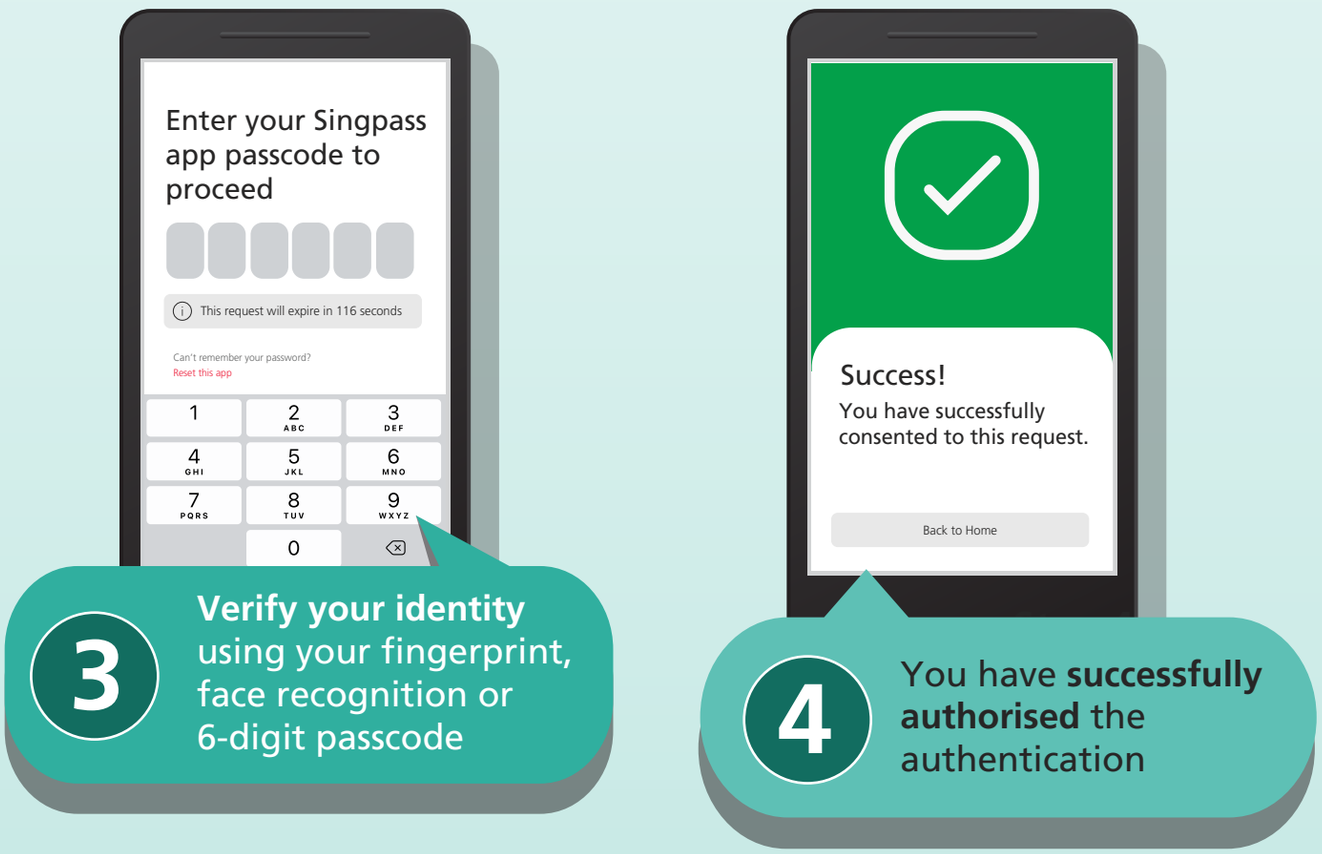
After clicking the link, CPF Hotline number will appear in your dial pad

5

"We would like to verify your identity using Singpass. Please get ready the information. Your call may be recorded for quality purposes."

Authenticate using Singpass app in 4 simple steps





You can download the Singpass app from the App Store or Play Store. You can log in to your Singpass app using your fingerprint, face recognition or a 6-digit passcode.

For more details on the set-up, please refer to the instructional guides (iOS users and Android users) at singpass.gov.sg.

*Please ensure that you have enabled Notifications on your mobile phone settings if you are using the Singpass app. Please visit cpf.gov.sg/enablenotification for details.

Authenticate using One-Time Password (OTP) via SMS in 2 Simple Steps

1 Check the SMS on your registered mobile phone for the 6-digit OTP

2 Key in the 6-digit OTP using the dial pad of your phone