

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 Jun 2022

Beneficiary Representative ("BR") Application

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")**.


A Singapore Government Agency Website

MINISTRY OF LAW Public Trustee's Office
SINGAPORE

Q ≡ LOGIN ▾


Public Trustee's Office E-Services

Public Trustee Motor Accident General ALL

1 → 


Deceased's Un-nominated Central Provident Fund ("CPF") Monies / Baby Bonus / Edusave / Post Secondary Education Account ("PSEA")

Estimated time to complete: 30 minutes.




Deceased's Assets other than Un-nominated Monies / Baby Bonus / Edusave / PSEA

Estimated time to complete: 30 minutes.



Maintenance and Allowance for Minor

Estimated time to complete: 10-15 minutes.



Statement of Account for Cases Held-in-Trust

Estimated time to complete: 5 minutes.

Beneficiary Representative ("BR") Application

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 Singapore Government Agency Website

MINISTRY OF LAW Public Trustee's Office SINGAPORE


Q ≡ LOGIN

Business Users

- Log in with singpass
- Register

Individuals

Scan with Singpass app to log in



singpass

Use password login instead

Don't have the Singpass app? Download now

- Register

Foreign Individuals

- Register

Beneficiary Representative ("BR") Application

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](#).

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.

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MINISTRY OF LAW Public Trustee's Office
SINGAPORE

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

Beneficiary Representative ("BR") Application

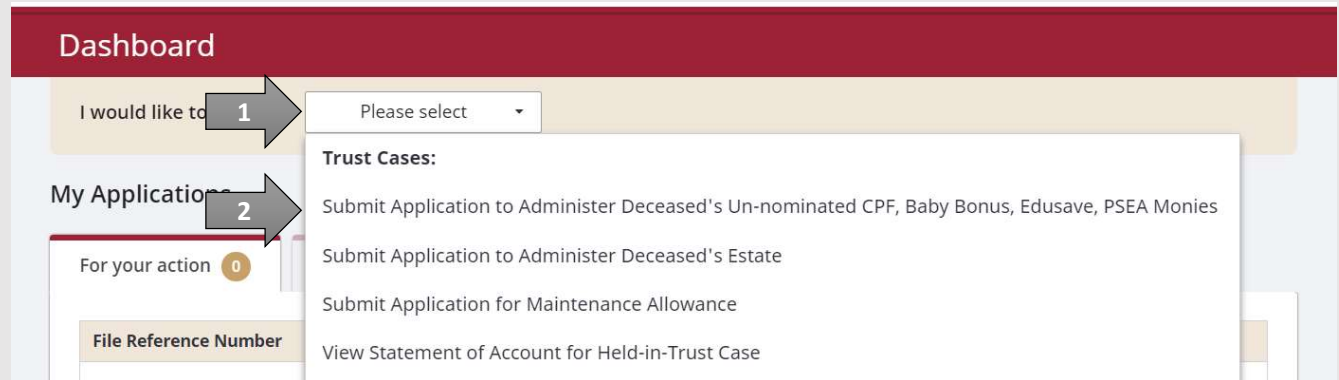
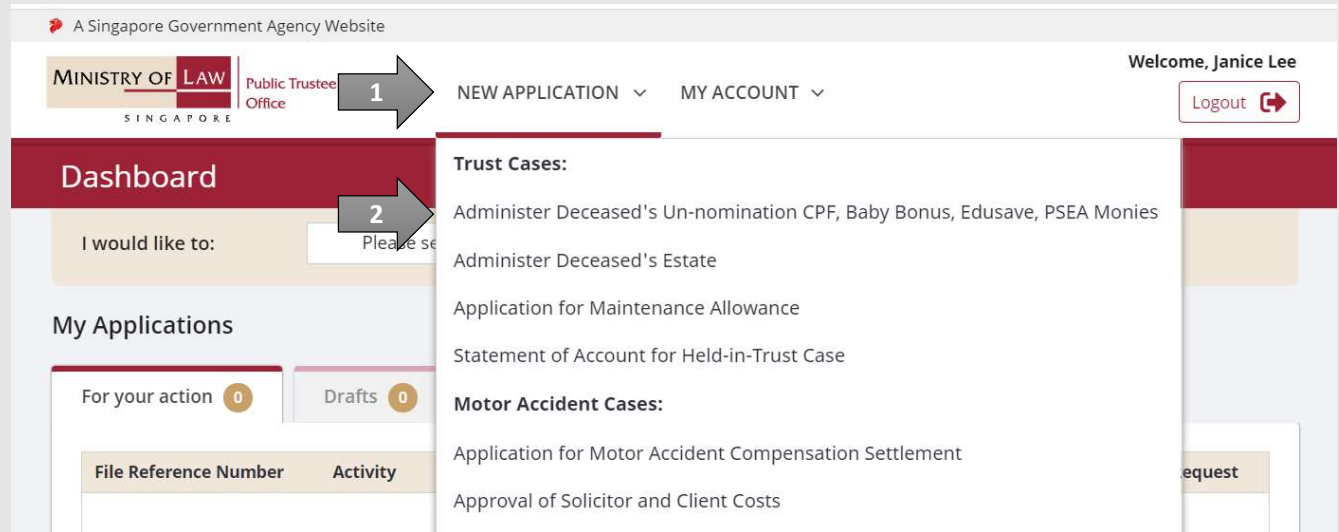
5. After you have logged in to the PTO E-Service Portal:

- 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.



Beneficiary Representative ("BR") Application

6. Read the notes carefully
AND
Click on the **Proceed** button.

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MINISTRY OF LAW Public Trustee's Office SINGAPORE

NEW APPLICATION MY ACCOUNT

Welcome, Janice Lee Logout

Administration of Deceased's CPF / Baby Bonus / Edusave / PSEA Monies

This is an online application to the Public Trustee to administer the distribution of the Deceased's un-nominated CPF / Baby Bonus / Edusave / PSEA Monies.

It should take about 30 minutes with complete information on hand to complete this application.


You will need the:

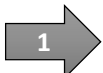

- Deceased's details
- Certificate of Inheritance (For Muslims only)
- Marriage Certificate of Deceased
- Decree Nisi Absolute (if the Deceased was divorced)

Additionally, you may want to prepare the following relevant information as needed.

- Claimant's details (if there is a claim for funeral reimbursement, if different from beneficiaries)
- Beneficiaries' details (e.g. spouse, children, parent, etc.)
- Death Certificate of Deceased (if Deceased passed away outside Singapore)
- Birth Certificate of Deceased
- Birth Certificate of Beneficiary(ies) (If Beneficiary(ies) is/are Deceased's child(ren) or sibling(s))
- Identification Document of Beneficiary(ies)
- Death Certificate of Beneficiary(ies) (if Deceased)
- Marriage Certificate of Deceased's Parents
- Death Certificate of Parent(s) (if Deceased)

Maximum file size submitted must not exceed 5 MB individually.

 **APPLICATION FORM**
Submit or edit your application form.

1  **Proceed** 

Beneficiary Representative ("BR") Application

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

OR

Enter the **Case Reference Number**.

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MINISTRY OF LAW Public Trustee's Office SINGAPORE

Welcome, Janice Lee Logout

NEW APPLICATION MY ACCOUNT

Administration of Deceased's CPF / Baby Bonus / Edusave / PSEA Monies

1. Validation 2. Application Form 3. Confirmation 4. Acknowledgement

Deceased Particulars

Residential Status
Please select 1

NRIC / FIN / Passport Number 2

or
Case Reference Number
T - 000000 - YYYY - 1

Back to Dashboard Save Proceed

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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MINISTRY OF LAW Public Trustee's Office SINGAPORE

NEW APPLICATION MY ACCOUNT

Welcome, Janice Lee Logout

Administration of Deceased's CPF / Baby Bonus / Edusave / PSEA Monies

1. Validation 2. Application Form 3. Confirmation 4. Acknowledgement

Deceased Particulars

Residential Status
Please select

NRIC / FIN / Passport Number

or

Case Reference Number
T - 000000 - YYYY -

Back to Dashboard

1 Proceed

Beneficiary Representative ("BR") Application

9. A questionnaire will be displayed.
10. Complete the questionnaire and click on the **Proceed** button.

File Reference Number

- - -

1 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

Back to Dashboard

Save **2** Proceed →

Beneficiary Representative ("BR") Application

11. The BR will be redirected to **Beneficiary Representative Particulars** form.

Enter the **Beneficiary Representative Particulars** information.

*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.*

Administration of Deceased's CPF

1. Validation 2. Application Form 3. Confirmation 4. Acknowledgement

Beneficiary Representative

Deceased

Beneficiary(ies)

Confirmation

Beneficiary Representative Particulars

1 Retrieve MyInfo with singpass Clear MyInfo

Name

As stated in your NRIC / FIN / Passport

Any other name(s) as recorded in marriage certificate or birth certificate - optional

Residential Status

NRIC / FIN / Passport Number

Date of Birth

DD/MM/YYYY

Relationship to Deceased

Please select

Mobile Number Type

Local Number Foreign Number

Email Address

email@address.com

Please provide a valid email address as sensitive information (e.g. payment details) would be sent to your email address. We would also be using this email address to correspond with you.

Beneficiary Representative ("BR") Application

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

Residential Address

Address Type

Local Address Foreign Address

Postal Code

Blk/House Number

Street name

Level

Unit

Building Name

SANTARLI BUILDING

Correspondence Address

Different from Residential Address

Beneficiary Representative ("BR") Application

13. Continue to select the **Mode of Receiving Payment**.



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 →

Beneficiary Representative ("BR") Application

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

Mode of Receiving Payment

- PayNow
- GIRO
- Telegraphic Transfer
- Demand Draft

For payment via PayNow

I consent for the payment to be paid to the PayNow account that is linked to **my NRIC**. I further consent to the [Terms and Conditions](#) attached herein.



Beneficiary Representative ("BR") Application

15. For receiving payment via **GIRO**, continue to enter the required bank information.

 Mode of Receiving Payment

PayNow
 GIRO
 Telegraphic Transfer
 Demand Draft

For payment via GIRO

Name of Bank


 Please select

Bank Account Number

Without dashes

Beneficiary Representative ("BR") Application

16. For receiving payment via **Telegraphic Transfer**, continue to enter the required bank information.

 Mode of Receiving Payment

PayNow
 GIRO
 Telegraphic Transfer
 Demand Draft

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


1

Bank Account Number

Without dashes

Swift Code

Currency

Please select 

Bank Account Overseas

Beneficiary Representative ("BR") Application

17. For receiving payment via **Demand Draft**, continue to enter the required payee information.

Mode of Receiving Payment

PayNow
 GIRO
 Telegraphic Transfer
 Demand Draft

For payment via Demand Draft (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.

Payee's Address

1

Currency

Please select

* If the requested currency is not available, the Demand Draft will be issued in SGD or USD.


Beneficiary Representative ("BR") Application

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

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) 

Others

Any other information (optional)

0/4000

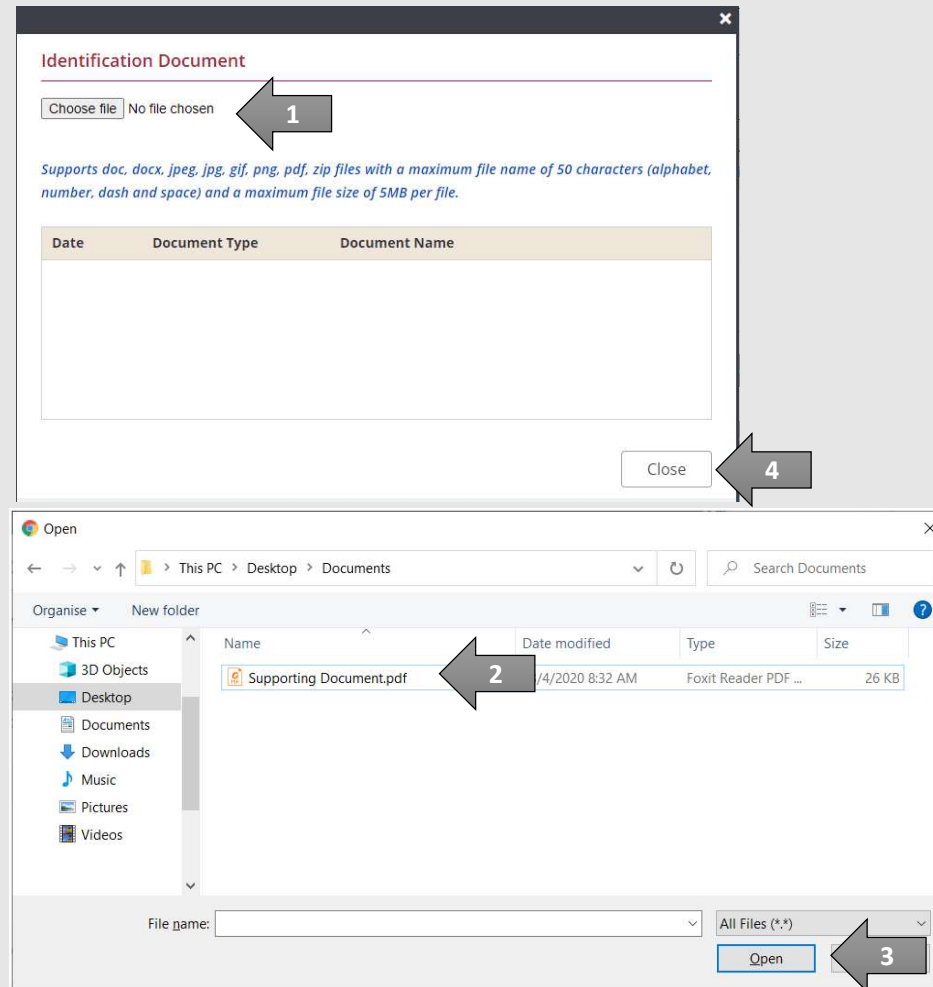
[Back to Dashboard](#)

Beneficiary Representative ("BR") Application

19. 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.



Beneficiary Representative ("BR") Application

20. Continue to upload the required **Supporting Documents of Beneficiary Representative**.

Please refer to Steps 18 – 19 (page 19 – 20) if you are unsure on how to upload a document.

AND

Click on the **Proceed** button.

Supporting Documents of Beneficiary Representative

No.	Date	Document Type	Document Name	Public Trustee's to assist in contacting beneficiary	Public Trustee's to assist in extraction
1	23/05/2022	Identification Document	Identification Document.pdf	-	-

✓ 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 **2** Proceed →

Beneficiary Representative ("BR") Application

21. Continue to enter the **Deceased Particulars** information.

AND

Click on the **Proceed** button.

1. Validation 2. Application Form 3. Confirmation 4. Acknowledgement

Beneficiary Representative ✓

Deceased

Beneficiary(es)

Confirmation

Deceased Particulars 1

Name

Any other name(s) as recorded in marriage certificate or birth certificate - optional

Residential Status

NRIC / FIN / Passport Number

Place of Domicile

Place of domicile refers to the country in which a person is, or is presumed to be permanently living; the place of a person's permanent home.

It depends on the physical fact of residence plus the intention of remaining. For some people who may have several residences and other assets in different countries, his personal representatives will have to confirm the most probable country of domicile.

If the Deceased is not domiciled in Singapore, please state the place of domicile.

Gender

Male Female

Supporting Documents of Deceased

Others

Upload Document

Back to Dashboard ← Back Save 2 Proceed →

Beneficiary Representative ("BR") Application

22. System will populate the BR as a beneficiary.
23. Turn on the option **Add Beneficiary** to enter **Beneficiary Particulars** information.

1. Validation 2. Application Form 3. Confirmation 4. Acknowledgement

Beneficiary Representative ✓
Deceased ✓
Beneficiary(ies)
Confirmation

List of Beneficiaries

No.	Name	NRIC / FIN / Passport Number	Relationship to Deceased
-----	------	------------------------------	--------------------------

Add Beneficiary Particulars

Please provide the details of **ALL** the beneficiaries who are eligible to receive a share of the Deceased's un-nominated CPF monies, including those who have passed away.

For Single and Non-Muslims, examples of beneficiaries are as follow:

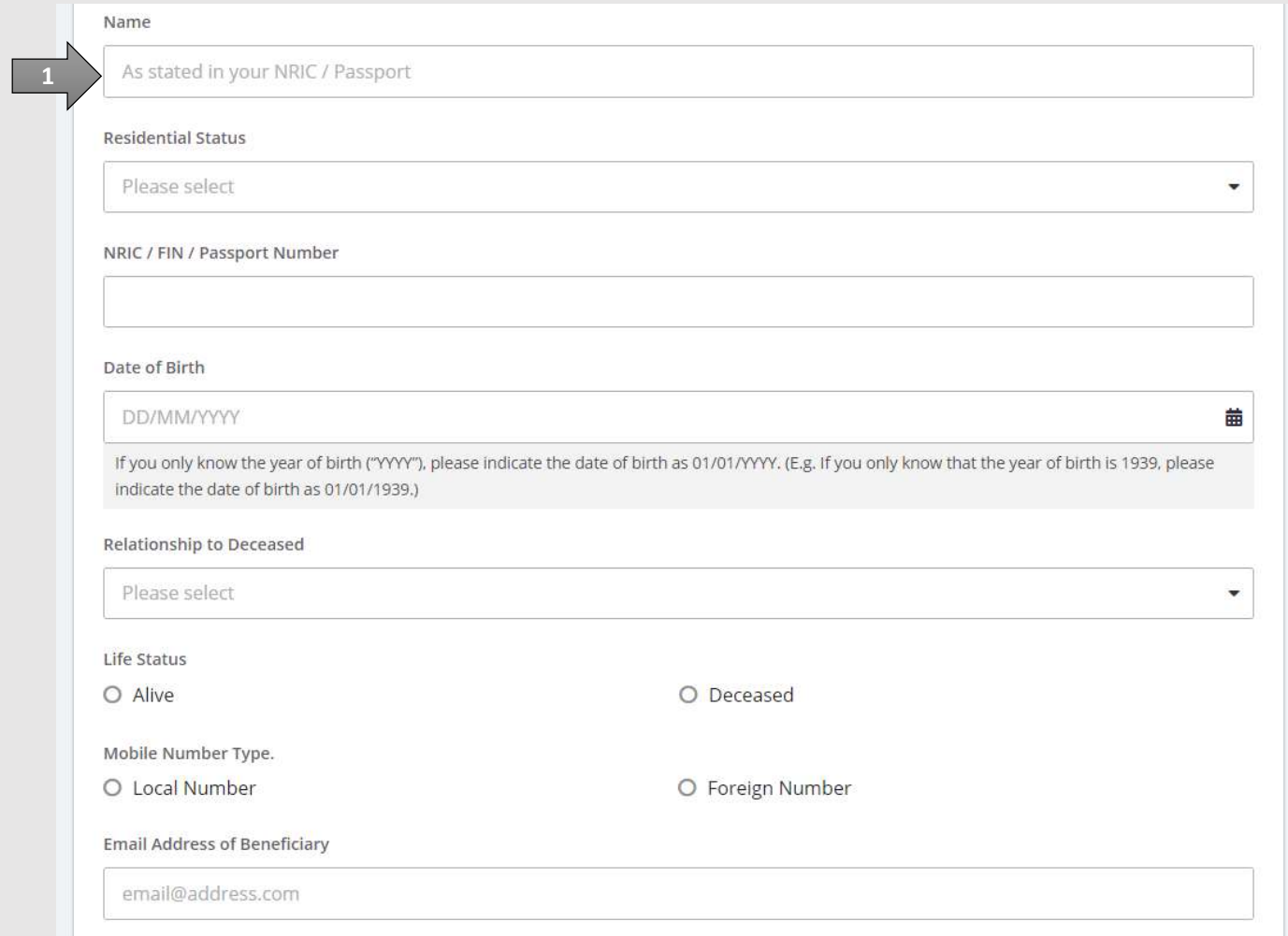
- Deceased is single - please provide the details of both parents.
- Deceased is single and both parents had passed away before the deceased - please provide the personal details of all of the deceased's siblings. If any of the siblings had passed away before the deceased - please provide the personal particulars of the deceased sibling's children.
- Deceased is single with no siblings and both parents had passed away - please provide the personal details of all of the deceased's uncles and aunts (paternal and maternal).

For more information, you may click on the [Intestacy Calculator](#) to view the list of beneficiaries eligible.

Add Beneficiary

Beneficiary Representative ("BR") Application

24. Continue to enter the **Beneficiary Particulars** information.



1

Name
As stated in your NRIC / Passport

Residential Status
Please select

NRIC / FIN / Passport Number

Date of Birth
DD/MM/YYYY

If you only know the year of birth ("YYYY"), please indicate the date of birth as 01/01/YYYY. (E.g. If you only know that the year of birth is 1939, please indicate the date of birth as 01/01/1939.)

Relationship to Deceased
Please select

Life Status
 Alive Deceased

Mobile Number Type.
 Local Number Foreign Number

Email Address of Beneficiary
email@address.com

Beneficiary Representative ("BR") Application

25. Continue to enter the **Beneficiary Particulars** information.

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

Please refer to Steps 18 – 19 (page 19 – 20) if you are unsure on how to upload a document.

Verify the Supporting Documents.

AND

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

The screenshot shows a web form titled "Residential Address" with a home icon. Below the title, there are two radio button options: "Local Address" and "Foreign Address". A second section is titled "Supporting Documents of Beneficiary" with a document icon. Under this section, there is a label "Others" and two buttons: "Upload Document" and "Add Beneficiary". A "Cancel" button is also visible. Three numbered arrows indicate the flow: arrow 1 points to the "Residential Address" title, arrow 2 points to the "Upload Document" button, and arrow 3 points to the "Add Beneficiary" button.

Beneficiary Representative ("BR") Application

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

1. Validation 2. Application Form 3. Confirmation 4. Acknowledgement

Beneficiary Representative ✓
Deceased ✓
Beneficiary(ies)
Confirmation

List of Beneficiaries

No.	Name	NRIC / FIN / Passport Number	Relationship to Deceased
-----	------	------------------------------	--------------------------

Add Beneficiary Particulars

Please provide the details of **ALL** the beneficiaries who are eligible to receive a share of the Deceased's un-nominated CPF monies, including those who have passed away.

For Single and Non-Muslims, examples of beneficiaries are as follow:

- Deceased is single - please provide the details of both parents.
- Deceased is single and both parents had passed away before the deceased - please provide the personal details of all of the deceased's siblings. If any of the siblings had passed away before the deceased - please provide the personal particulars of the deceased sibling's children.
- Deceased is single with no siblings and both parents had passed away - please provide the personal details of all of the deceased's uncles and aunts (paternal and maternal).

For more information, you may click on the [Intestacy Calculator](#) to view the list of beneficiaries eligible.

Add Beneficiary

Back to Dashboard < Back Save 1 Proceed >

Beneficiary Representative ("BR") Application

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

1. Validation 2. Application Form 3. Confirmation 4. Acknowledgement

Beneficiary Representative 1

Deceased ✓

Beneficiary(ies) ✓

Confirmation

Questionnaire

2 Edit

Are you a beneficiary in accordance with the Intestate Succession Act (ISA), Administration of Muslim Law Act (AMLA) or the law that the deceased was last domiciled?

Are you below the age of 21 years?

Are you the sole beneficiary?

Beneficiary Representative Particulars

2 Edit

Name

Residential Status

NRIC / FIN / Passport Number

Date of Birth

Relationship to Deceased

Mobile Number Type.

Mobile Number

Email Address

Residential Address

Address Type

Postal Code

Blk/House Number

Street Name

Level

Unit

Building Name

Beneficiary Representative ("BR") Application

29. Continue to review the application information.

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

30. Continue to review the application information.

AND

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

Documents Unable to Provide Edit

No.	Name	Person	Document Type	Reason Unable to Provide	Public Trustee to Assist in Extraction

Back to Dashboard ← Back **1** Proceed →

Beneficiary Representative ("BR") Application

31. After reading the information, turn on the option(s) to make the acknowledgement / declaration.

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

The screenshot displays a four-step process bar at the top: 1. Validation, 2. Application Form, 3. Confirmation, and 4. Acknowledgement. Step 4 is highlighted with a large arrow labeled '1'. Below the process bar, the form contains two sections: 'Indemnity' and 'Declaration'. The 'Indemnity' section includes a paragraph of text and a checkbox with an 'x' icon, which is pointed to by a large arrow labeled '2'. The 'Declaration' section includes a bulleted list of two statements and another checkbox with an 'x' icon, also pointed to by a large arrow labeled '2'. At the bottom right of the form, there are two buttons: a light grey 'Back' button and a dark red 'Proceed' button, with a large arrow labeled '3' pointing to the 'Proceed' button.

Beneficiary Representative ("BR") Application

32. 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 for the other E-services.

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

1. Validation 2. Application Form 3. Confirmation 4. Acknowledgement

Thank you for using our E-Service

1. Your application for the distribution of the deceased's un-nominated CPF monies has been successfully submitted.
4. 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-000678-2020-P
Date of Submission: 18/05/2022

2 Back to Dashboard 1 Print

Note:

1. This application under the Beneficiary Representative is limited to un-nominated CPF monies which are no more than \$10,000.
2. 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 to exceed \$10,000, the distribution of these further monies shall be distributed in accordance with the relevant Intestacy or Muslim inheritance laws via the standard claim.
3. Baby Bonus / Edusave / PSEA monies belonging to the Deceased would have to be distributed in accordance with the relevant Intestacy or Muslim inheritance laws via the standard claim.

Application to administer the deceased's Estate

Would you like to submit an application for the deceased's Other Estate?

3 Yes, Proceed →

This is an online application to the Public Trustee to administer the deceased's other assets. The other assets may include: Shares, Personal bank account (above \$5,000), Death gratuity, Insurance policies, Fully paid-up vehicles, Unpaid salary, Items in safe deposit box, Compensation from government agencies, Money from the Workfare Income Supplement Scheme, etc.