

**USER GUIDE ON POSB PAYROLL ACCOUNT OPENING FOR MIGRANT WORKERS
VIA BANK ACCOUNT MODULE ON WORK PERMIT ONLINE PORTAL**

With effect from 27 March 2020, applications to open POSB Payroll Accounts for new and existing MWs will be done by Corporate Representatives (Corp Reps) via the 'Bank Account' module on MOM's Work Permit Online Portal (WPOL).

With this new application channel, you can enjoy these benefits:

- Straight through account opening process
- MWs will be able to open accounts and have the card and pin mailers sent to them at the corporate address c/o the Corp Rep
- Migrant Workers' Centre (MWC) Membership –
<http://www.mwc.org.sg/wps/portal/mwc/home/services/mwcposbmembership/>

Overview of Account Opening Process

Step 1	Step 2	Step 3	Step 4
Corp Rep to apply via module in WPOL portal	Card and PIN mailers sent to MW at corporate address c/o the Corp Rep	MW to collect card and PIN mailers from Corp Rep	MW to activate card & account and set up apps

For further queries on the Account Opening Process, you may contact us at:



posbpayrollacct@dbs.com



6444 9866

6444 9986

Step 1: Apply via module in WPOL portal

(a) MOM's WPOL

1. Corp Rep to login
2. Select "Bank Account"
3. Click "Apply for a POSB Account"

WPOL Menu

[-] Logout

[+] Apply

[+] Withdraw

[+] Issue

[-] Bank Account

[-] Apply for a POSB Account

[-] Check POSB Account Application

[+] Renew

[+] Re-Submit

(b) Enter work permit number to search for MW

Apply for a POSB Account-PWPOLBA101-26/08/2019
Welcome, GOH WEI Masked
11111111K-PTE-01 - WOW PTE LTD

Apply for the worker's POSB account and Migrant Workers' Centre (MWC) membership

This is a joint initiative with POSB and MWC. You can use this to apply for the worker's POSB account to receive salary, and free MWC membership to enjoy its benefits.

Please do not continue if any of the following applies:

- The worker will be approaching another bank in Singapore to open his/her account.
- The worker already has a POSB account.

WP No. : * 

For more details on the free MWC membership, visit

www.mwc.org.sg/wps/portal/mwc/home/services/mwcposbmembership/

(c) Allow PDPA consent

1. Consent by MW to allow MOM to send MW’s personal particulars and work permit information to POSB and MWC for the purpose of account opening and MWC membership respectively.
2. Consent by employer to allow MOM to send employer’s personal particulars and contact information to POSB.

Both fields need to be “Yes” for application to be processed.

WORKER - YUAN Masked

FIN	: G123456N	WP No.	: 0 12345678
Nationality	: CHINESE	Sex	: MALE

Apply for the worker's POSB account and Migrant Workers' Centre (MWC) membership

1. The employer has obtained the worker's consent to apply for his/her POSB account to receive salary and MWC membership. The worker also consents to the Ministry of Manpower (MOM) sending his/her personal particulars and work permit information to POSB and MWC.

Yes No **1**

2. The employer consents to MOM sending its particulars and contact information to POSB.

Yes No **2**

For more information on POSB account, please visit <http://www.posb.com.sg/wp>
For more information on the MWC membership benefits, please click [here](#)

(d) CRS declaration

1. Select Tax Residency from Country List.
2. Key in the Tax ID No. (TIN). For Singapore, the TIN is your MW’s FIN Number.

3. Please provide the worker's tax residencies:

Important: Each country has its own tax residency rules. A person who stays in Singapore for more than half a year would be a **Singapore tax resident**. If the worker is a Singapore tax resident, his/her FIN is the Tax ID No. (TIN).

#	Country	Tax ID No.(TIN)
1	<-SELECT->	

My worker doesn't have a TIN in this country.

Reason:
(Please select if you have checked the above checkbox and click go)
<-SELECT-> **go**

#	Country	Tax ID No.(TIN)
2	<-SELECT->	

My worker doesn't have a TIN in this country.

Reason:
(Please select if you have checked the above checkbox and click go)
<-SELECT-> **go**

3. If your MW does not have a TIN in the country selected, you will need to select a reason from the dropdown list.

If you select 'Others', a free text field will be displayed to type in the reason.

3. Please provide the worker's tax residencies:

#	Country	Tax ID No.(TIN)
1	SINGAPORE	

My worker doesn't have a TIN in this country.

Reason:

<-SELECT->

- <-SELECT->
- 1-Country doesn't issue a TIN
- 2-Country doesn't require the TIN to be disclosed
- 3-Others

My worker doesn't have a TIN in this country.

Note: The Common Reporting Standard (CRS) is an automatic exchange of tax and financial information on a global level, developed by the Organisation for Economic Co-operation and Development (OECD).

Anyone applying for an account can consult a Tax Advisor or refer to the following websites for more information:

- IRAS

<https://www.iras.gov.sg/irashome/Individuals/Foreigners/Working-out-your-taxes/Tax-rates-for-Resident-and-Non-Residents/>

- OECD

<http://www.oecd.org/tax/automatic-exchange/crs-implementation-andassistance/tax-residency/>

(e) Provision of details

4. Please provide the worker's mobile number, and the contact details of the employer's representative for POSB to call if they need any clarification:

- a) Worker's Mobile Number:
- b) Worker's Email Address:
- c) Employer's Representative Name:
- d) Employer's Representative Number:

a) Mobile number provided should only be used by the MW.

b) Email address provided should only be used by the MW.

c) Corp Rep name provided should be that of the personnel who did the application.

Card and pin mailers will be sent to the corporate address c/o the Corp Rep.

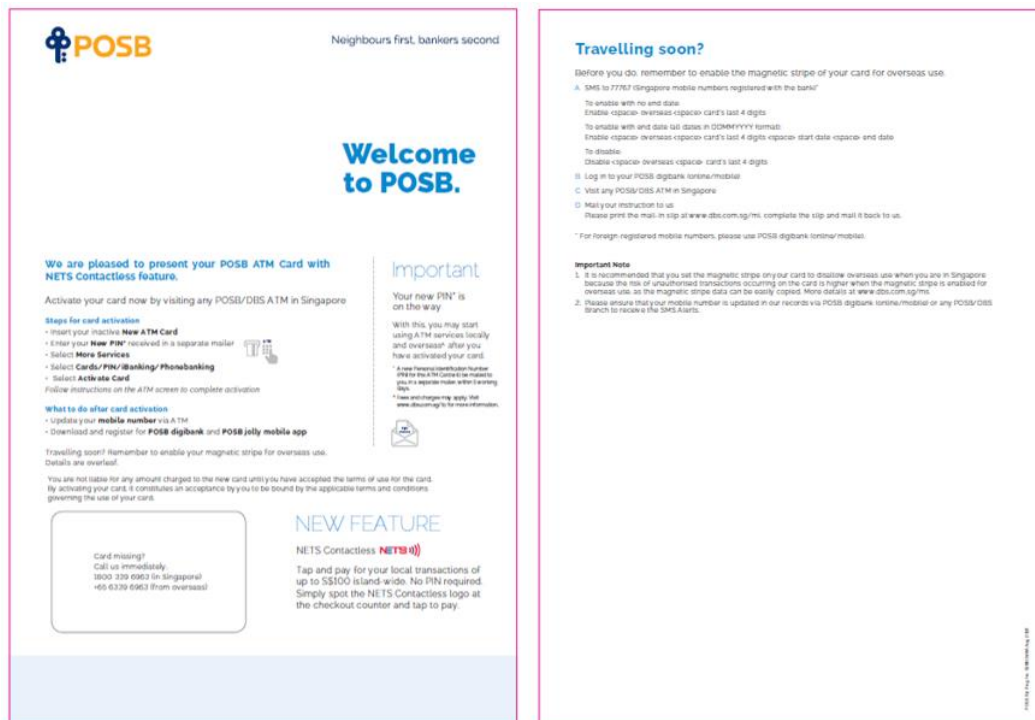
d) Corp Rep number provided should be that of the personnel who did the application.

The number will be used by the bank to contact the Corp Rep should there be a need.

Step 2: Card and PIN mailers sent to MW at corporate address c/o the Corp Rep

(a) Successful Account Opening

(a) Receive ATM card mailer



(b) Receive UnionPay ATM card

- NETS 2.0 enabled
- Entitles MWs to privileges offered under [MWC membership](#)



(b) Unsuccessful Account Opening

Receive Exception Handling Mailer

1. For MWs with existing accounts:

If a replacement card is needed, your MW needs to head to Work Permit Account Services Centre (WPASC) for card replacement.

<DATE>

<CONTACT_NAME>
<EMPLOYER_ADD1>
<EMPLOYER_ADD2>
Singapore <EMPLOYER_POD>

Dear <CONTACT_NAME>,

POSB Payroll Account: Existing account held by customer

Thank you for choosing to have a POSB Payroll Account for your employees through the Ministry of Manpower's (MOM) Online Portal.

Based on the bank's records, the following employees already have a Payroll Account:

S/N	Name
1	<PASS HOLDER NAME>
2	<PASS HOLDER NAME>
3	<PASS HOLDER NAME>
4	<PASS HOLDER NAME>

If you have any queries, please contact our Customer Service Hotline anytime at 1800 339 8888.

Thank you for choosing to bank with POSB.

Yours faithfully,

POSB

This is a computer-generated letter. No signature is required

2. For all other reasons, including CIN differing from bank records, wrong declaration for CRS made, etc.:

It is advisable for your MW to head to WPASC, and bring along:

- a. Original passport
- b. Original work permit
- c. Exception mailer

<DATE>

<CONTACT_NAME>
<EMPLOYER_ADD1>
<EMPLOYER_ADD2>
Singapore <EMPLOYER_POD>

Dear <CONTACT_NAME>

POSB Payroll Account: Request for Further Information

Thank you for choosing to have a POSB Payroll Account for your employees through the Ministry of Manpower's (MOM) Online Portal.

As the information through the MOM online portal is insufficient for us to process the account application, please facilitate the following employees to visit our POSB Account Services Centre:

S/N	Name
1	<PASS HOLDER_NAME>
2	<PASS HOLDER_NAME>
3	<PASS HOLDER_NAME>
4	<PASS HOLDER_NAME>

Please have your employees bring with them the following documents:

- 1) Original Passport AND
- 2) Original Work Permit AND
- 3) This letter

Our POSB Account Services Centre is located at:

7 Kaki Bukit Avenue 3
#01-08 to 12
Kaki Bukit Recreation Centre
Singapore 415814

Please show this letter to our staff at the POSB Account Services Centre who will then assist your employees to open their account.

If you have any queries, please contact our Customer Service Hotline anytime at 1800 339 6666.

Thank you for choosing to bank with POSB.

Yours faithfully,

POSB

This is a computer-generated letter. No signature is required

Note: Every MW would need to have a copy of the exception letter. i.e. If there are 3 MWs who need to head to WPASC, 3 copies of the exception letter would need to be passed to them.

Step 3: MW to collect card and PIN mailers from Corp Rep

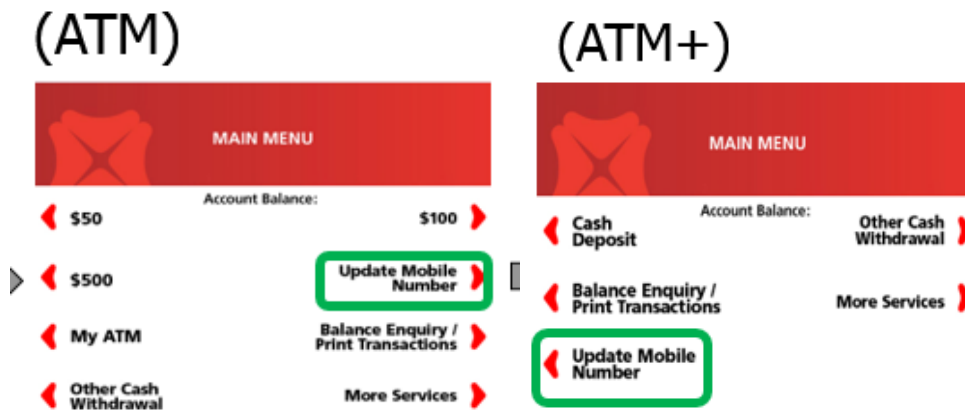
(a) For successful applications
2 separate mailers containing the ATM Card and new card PIN will be sent to the Corporate Address registered with MOM, addressed to the MW, care of the Corp Rep. Note: The new card PIN will be sent within 5 working days after receiving the new card.
(b) For unsuccessful applications
A letter will be sent to the company, addressed to the Corp Rep, asking him/her to proceed to WPASC for manual account opening. The MW will have to bring the following documents to the branch: <ul style="list-style-type: none">○ Original Passport○ Original Work Permit○ Exception mailer received

Step 4: MW to activate card & account and set up apps

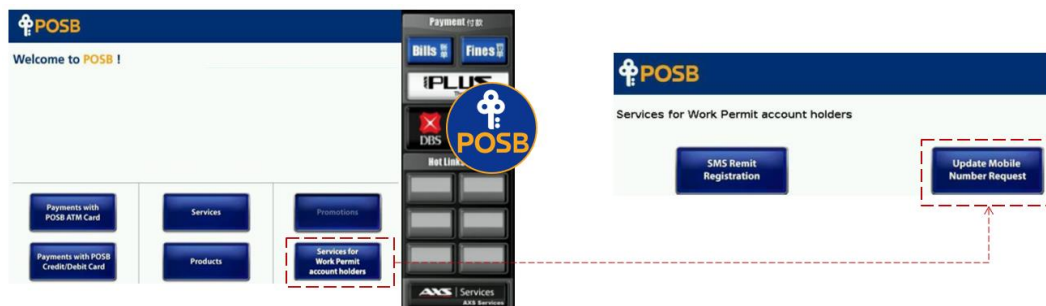
(a) Activate Card and Account at any POSB/DBS ATM
Your MW will need to provide the following details: <ul style="list-style-type: none">○ New Card PIN from mailer (6-digits)○ Passport Number (numeric digits only)○ Date of birth (ddmmyyyy) Activate via POSB/DBS ATM <ul style="list-style-type: none">○ Insert your inactive New ATM Card○ Enter your New Card PIN received in a separate mail○ Select More Services○ Select Cards/PIN/iBanking/Phone Banking○ Select Activate Card○ Follow instructions on the ATM screen to complete activation. POSB/DBS ATM activation is available from 7am to 11pm (Mon-Sat) and 7am to 9.30pm (Sun and Public Holidays). Find the nearest ATM using our Locator. Important notes: Activation of account and ATM card must be done within 100 days. Any delays could result in account closure. Your MW would need to update his/ her mobile number at any POSB/DBS ATM or AXS machines to use POSB jolly and/ or POSB digibank Mobile.

(b) Update mobile number via ATM or AXS machine

1. ATMs:



2. AXS machines:



(c) Download and log in¹ to POSB jolly / POSB digibank Mobile

POSB jolly™

Manage your POSB Payroll Account, remit money overseas and top up prepaid SIM using the POSB jolly™ app. Learn more [here](#).



POSB digibank Mobile

The mobile banking app that lets your MW check his/ her account balance, make funds transfer and remit back home via DBS Remit at S\$0 fee. Anytime, anywhere!



- Download via App Store or Google Play Store
- Set up digibank profile using card number, card PIN and digital token registration code
 - Launch digibank Mobile and choose "Get Started" at login page
 - Fill in the details on screens
 - Create user ID & digibank PIN², complete digibank profile set-up and log out
- Log in with newly created user ID & digibank PIN and activate digital token using registration code received in mailer

¹MW card and account needs to be activated first before MW can log in to digibank.

²Note that digibank PIN can be set the same as bank card PIN. Subsequent change of digibank PIN will not affect bank card PIN and vice versa.

