



Frequently Asked Questions

Q1: Why should I submit my CPF statement online?

Submitting your CPF statement electronically to the bank is safe, fast and convenient.

Q2: What product type do I choose if I am applying for both a Personal Line of Credit and credit card from HSBC?

Select "Personal Line of Credit / Personal Loan" under product type when submitting your CPF statement online.

Q3: How do I submit my CPF statement online if my CPF account number starts with an 'A', 'B', 'C', or 'D'?

If your CPF account number starts with an 'A', 'B', or 'D', first select your prefix as 'S' then input your CPF account reference in full (including the first letter of your reference).

If your CPF account number starts with a 'C', first select your prefix as 'T' then input your CPF account reference in full (including the first letter of your reference).

Q4: I am not an HSBC customer but would like to apply for an HSBC product. Can I still submit my CPF statement online?

Yes, you can.

Q5: What do I need to use this service?

You need to have your CPF account number and SingPass to log in.

Q6: How do I submit my CPF statement online?

Step 1: Click on the 'Submit CPF statement online now' icon;

Step 2: Enter your CPF account number and select the bank product you are applying for on the pop-up screen (you only need to submit once, if applying for more than one product);

Step 3: Click on 'Submit'

Step 4: Enter your SingPass ID on the 'Welcome' page and click on 'Submit'

Step 5: Enter your SingPass and click on 'Login'

Q7: Do I have to pay for this service?

No. This service is available free of charge.

Q8: What are the operating hours of this service?

This service is available daily except from 1am to 2am (Singapore time)

Q9: Is HSBC able to view my CPF statement without my consent?

No. Your account details are kept private and confidential. The bank can only obtain your CPF details upon your consent. To give consent, you will need to follow the steps for submitting your CPF statement online.

Q10: Do I still need to fill in an application form for the product I would like to apply for, as I have already submitted my CPF statement online?

Yes. CPF statement online only allows the bank to retrieve your CPF Statement. We will need your personal details through the application form.

Q11: Is the transmission of my CPF information secure?

Yes. All CPF information retrieved by the bank from CPF is secured by SSL 128-bit encryption.