

## Frequently Asked Questions on Foreign Worker Levy Billing System

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**1. Q: What is iFWLB?**

A: The iFWLB is an online Foreign Worker Levy Billing System that allows employers of foreign workers to view their levy bills and make levy payments through the Internet. This service is available free-of-charge to all employers of foreign workers.

**2. Q: What are the services available in the iFWLB?**

A:

- a) To view and print
  - the detailed breakdown of current levy bill and the past 3 months' levy bills
  - the payment details
  - the adjustment details such as reasons for the adjustments made and amounts of adjustments made
  - the detailed breakdown of levy in respect of the foreign workers employed by the employer
- b) To register employees as users of iFWLB (applicable to business employers only)
- c) To make electronic payments via the Internet

You can log on to iFWLB using your SingPass (Singapore Personal Access).

**3. Q: How do I apply for SingPass?**

A: Other than CPF members, SingPass would also be available to Singaporeans reaching the age of 15, employment pass holders and their dependants, as well as any other residents (excluding Work Permit holders) who require it.

For enquiries about SingPass, you may refer to <https://www.singpass.gov.sg>

**4. Q: Do I need an Internet banking account to make e-payment?**

A: Yes. You need to have an Internet banking account from the participating eNet debit banks in order to make e-payment. Please check with the banks directly on the application of the Internet banking account.

**5. Q: Do I have control over my bill payments?**

A: Yes. Bill payment allows you to decide the date of payment and amount to be paid. No payment is made unless you activate the payment by clicking on the "submit" button.

**6. Q: When will the amount be deducted?**

A: After you have entered your PIN and clicked the "submit" button, the money will be deducted immediately from your designated account.

**7. Q: How do I know if the payment is successful?**

A: An acknowledgement page with a unique transaction reference will be presented to you for all successful payments. You may print the acknowledgement page for your own reference.

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8. **Q: What happen if I do not have enough money in my bank account?**  
A: The transaction will be rejected.
9. **Q: I have made a payment yesterday. Why is it not reflected in the bill when I logged into iFWLB today?**  
A: Payment made at AXS and any e-payment made shall be updated at the earliest by the 3rd working day. For payment made via other means (e.g. Cash, Cheques), it shall be updated at the earliest by the 5th working day.
10. **Q: Who should I check with if the items in my bill are incorrect?**  
A: You may check with the CPF Board at Tel: 1800-227 1188.
11. **Q: Can I print the current bill and make payment at the Post Office or at CPF Board?**  
A: No. You can print the payment advice online at [http://mycpf.cpf.gov.sg/NR/rdonlyres/08D6AE58-2398-4410-9371-5195384AD3B1/0/ES\\_FWL\\_50A.pdf](http://mycpf.cpf.gov.sg/NR/rdonlyres/08D6AE58-2398-4410-9371-5195384AD3B1/0/ES_FWL_50A.pdf) to make payment at any SingPost.
12. **Q: Can the bill be sent to my email account?**  
A: You may view the bill in the iFWLB web pages. The bill will not be sent to your email account.
13. **Q: Do I have to use my own PC when accessing iFWLB?**  
A: You can use any PC that has Internet connection.
14. **Q: What will happen if I forget to log out or leave my computer idle for a period of time?**  
A: You will automatically be logged off from the iFWLB session after 30 minutes. To access the iFWLB again, you will have to re-login.