

User Guide for Internet Foreign Worker Levy Billing System (Business Employers)

1 Internet Foreign Worker Levy Billing System (iFWLB)

The iFWLB, an online Foreign Worker Levy Billing System, allows employers of foreign workers to view their current and last 3 months' levy bills and to make electronic payments via secured means through the internet.

This service aims to simplify and improve the efficiency of accessing levy billing and is available **free-of-charge** to all employers of foreign workers.

You may access the iFWLB via one of the following websites:

<http://www.mom.gov.sg> (Select the option "Work Permit [Foreign Worker])

<http://mycpf.cpf.gov.sg/Employers/Gen-Info/FWL/FWL.htm>

<http://ele.ecitizen.gov.sg/Services/> (Select the option "Employment")

2 Functions of the iFWLB

- a) To view and print
 - current levy bill
 - previous months' levy bills (up to the past 3 months)
 - payment details
- b) To register employees as iFWLB users (applicable to business employers only)
- c) To make electronic payments via the Internet (eNETS Debit)

3 System Requirements

Hardware – Pentium PC, minimum 64 MB RAM

4 Application for iFWLB Access

Application for iFWLB Super User accounts can be done through online registration via the MOM website.

The employer will need to have a SINGPASS (Singapore Personal Access) to register and access the iFWLB. The employer must also have a valid email account as the registration outcome will be made known to them via email.

5 Type of Users

There are 2 types of users access :

a) Super Users

The Super User is one who performs the administrative role for the iFWLB account. The Super User who is identified by the company will be able to register and amend particulars of the company's employees. The Super User can also access all the functions available in the iFWLB.

Once the Super User has left the company or is no longer responsible for the administrative role, the company has to inform Work Pass Division (MOM) to terminate the Super User . Alternatively, another Super User of the same company can terminate the account via iFWLB.

Each employer can register up to 2 Super Users.

b) Normal Users

Employees of the company who have been registered by the Super User are known as "Normal Users". They have access to all the functions available in the iFWLB except for administrative functions.

The Super User can terminate the access rights of the Normal Users once they have left the company or no longer need to access iFWLB without the need to inform Work Pass Division (MOM).

The Super User(s) or Normal User(s) of a company can only access their company's levy billing information.

Each employer can register up to 10 Normal Users.

6 Login Procedure

Upon successful registration, users will be able to access the iFWLB functions using the SINGPASS.

For queries about the SINGPASS, you may refer to <https://www.singpass.gov.sg>

7 Change of Company Particulars

The employer should inform Work Pass Division (MOM) of any changes in the business address, telephone, fax number and email account within 14 days of such changes.

8 Termination of Business/Company by the Employer

If the employer ceases his business/company or faces insolvency proceedings, he has to inform Work Pass Division (MOM) to terminate the iFWLB account within 14 days of the cessation.