

Claim Lodgement (Employee)

A Quick Guide to filing a claim as an employee on EmPOWER

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Legend

This lightbulb indicates important information to note when using EmPOWER!

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How do I file a claim against my employer?

For Employee



Access TADM eServices Website

#1

Go to TADM eServices Website (www.tal.sg/tadm/eservices) and select your persona .

In the table of eServices, click on  and you will be directed to log in with **Singpass** to file your claim.

Eligibility Check

#3

Fill in the fields under the **Employment Information** section.

- If you are not currently in employment, proceed to select the **“Reason for leaving employment”**

Under **Claim Item** section:

- Select the “Dispute Type” and respective “Claim Item”. Proceed to fill in the additional fields.
- Click  if claim item has multiple claim periods. For example, you are filing a salary-related claim for January to March 2023.
- Click  to file more than one claim item. For example, you are filing a salary-related claim and a dismissal claim.

#2

Submit a Claim

You will be redirected to the **Submit a Claim** page. Click on  to begin the claim filing process.

An employee may file a claim for Employment (salary-related) and / or Dismissal claim, against an employer.



Are you still in employment?

Dismissal claims can be filed after you have left employment. Select **“No”** to the question **“Are you still in employment”** if you wish to file a dismissal claim.



How do I file Multiple Claims?

You may file both an Employment and a Dismissal claim concurrently.

Separate filing fee applies to Employment and Dismissal claims.

How do I file a claim against my employer?

For Employee



#4

Verify Particulars Stage

Click on  to be redirected to login with your Singpass. The **Personal Information** section will be auto populated with your details.

At the **Employer Information** section, fill in the Company UEN and click  to auto-populate the fields.

Alternatively, find the company UEN via the [Search UEN](https://www.uen.gov.sg/ueninternet/faces/pages/uenSrch.jspx) website or <https://www.uen.gov.sg/ueninternet/faces/pages/uenSrch.jspx>

#5

Employment Detail Stage

Fill in the fields under the **Employment Detail** section:

- Some fields will be auto-populated from the information provided earlier.



How do I save my application?

Throughout the application, click  at the bottom of the page to save the details you have provided to return to the application at a future date. The draft will be saved for 5 working days.

#6

Claim Detail Stage

The claim items will be auto-populated based on the information provided earlier.

Click on the individual **"Claim Item"** to view additional fields.

[> Claim Item 1 - Payment of salary](#)

How do I file a claim against my employer?

For Employee



#7

Claim Item

Provide additional detail on the claim items indicated in the eligibility check stage.

- For **Employment Claims**, provide the claim period(s). If required, click [Add claim period](#). Make use of the calculator tool to [Calculate](#) the claim amount.
- For **Dismissal Claims**, state the reasons for wrongful dismissal in detail. If needed, [Add dismissal reason](#)

File multiple claim items by clicking

[Add another claim item](#)



Are the Claim Details correct?

Do ensure that the claims and employer details are accurate as claim details will be sent to your employer to respond to the claim.

#8

Supporting Documents

Include any supporting documents required for your claim by clicking on [Upload Files](#)

Drag and drop or browse files
JPG, PNG, JPEG, PDF, DOCX, XLSX, CSV, MSG, PPT, PPTX, TXT, MP3, WMA, M4A, WAV, MP4, WMV, MPEG only.
Each file size must not exceed 5MB.

Select the **Category of Document** and click [Attach](#) to upload the document.



How do I make payment?

You will be redirected to pay the claim filling fees. If filling fees are not paid within 3 working days from date of case creation, the case will be cancelled.

#9

Review Stage

Scroll down the page to review the information that you have provided at each stage.

At the header of each section, click [Edit](#) to be redirected to the stage you wish to edit.

Once you have verified all information, click [Submit →](#) to complete the filling process.

How do I pay for claim filing fees?

For Employee



#1

Make Payment for Filing Fees

You will be directed to pay the filing fee(s) after filing the claim.

Alternatively, you may access your dashboard to make payment:

1. Under **"My Next Steps"**, there will be a notification to make payment for the claim filing fees.
2. Under **"My Cases"**, where you can click **"View All"** for the full list of cases, identify the Claim with status **"Pending Fee Payment"**. Click on [View Case](#) to make payment.

You will be redirected to the Payment Details page.

#2

Payment Details and Review

Select the fee(s) you wish to make payment for by clicking the checkbox and check the **Total Amount Payable**.

Click [Next →](#) to be redirected to the **Review Page**.

Once you have reviewed and declared all information to be accurate, click [Click here for payment via Debit/Credit Card](#) to make payment online.

#3

Online Payment Service

You will be redirected to the Online Payment Service page. Select Payment Mode as **Credit Card** or **Debit Card**.

Click on [Continue >](#) to fill in your card details before clicking [Submit](#) to complete payment.



How do I make payment in person?

If you are unable to make payment online, head down to **TADM Services Centre** to make payment in person using VISA, MasterCard, EZ Link, NETS@FlashPay and NETS. Cash is not accepted. Indicate by clicking the checkbox below:

I am unable to make the payment online. I would make the payment at TADM Services Centre.



What's Next?

Please allow **3-5 working days** for our officers to process your claim.

You will be notified of the next steps accordingly via your preferred communication channel.

How do I verify filing details for officer-assisted filing?

For Employee



#1

Access TADM eServices Website

To verify filing details after an Advisory Officer has input the claim form on your behalf, access TADM eServices (www.tal.sg/tadm/eservices) and select your persona .

In the table of eServices, click on  and you will be directed to log in with **Singpass** to access the system dashboard.

#2

Access the Case

Under “My Cases”, identify the case that requires your verification. The case status will be “**Draft**”.

Click on  to begin verifying filing details.

#3

Verify Filing Details

Navigate the different stages to review information recorded by the Advisory Officer and make amendments, if needed.

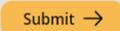
- **Verify Particulars:** Review personal information, addresses, employer information and employer contact details.
- **Employment Detail:** Review employment information.
- **Claim Detail:** Review claim item(s) and upload supporting documents (if needed).

#4

Review Stage

After reviewing each stage, you will be directed to review all information.

At the header of each section, click  to be redirected to the stage you wish to edit.

Once you have verified all information, click  to complete the verification process.



What's Next?

You will be redirected to pay for the claim filing fees. If filing fees are not paid within **3 working days**, the case will be cancelled.

Please refer to the previous section for detailed steps.