

# Claim Lodgement (Employer)

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

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### Legend

This lightbulb indicates important information to note when using EmPOWER!




# How do I file a claim against an employee?

For Employer



## #1 Access TADM eServices Website



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

 Employer / Company Representative

In the table of eServices, click on [File a claim \(only for notice pay\)](#) and you will be directed to log in with **Corpass** (using your Singpass) to file your claim.

## #3 Verify Employer Details Stage


The **Employer Information** section will be auto populated with your Company UEN.

Using the auto populated Company UEN, click  Search Company to populate the rest of the fields and click  Update Company to make updates.

Proceed to fill in the **Company Representative Details** section.

## #2


## Submit a Claim

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

An employer may only file a claim for Employment (Salary in lieu of Notice), against an employee.



## Save your 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.

# How do I file a claim against an employee?

For Employer



#4

## Verify Employee Detail Stage

Under the **Employee Detail** section, provide the details of the employee whom you are claiming against.


Proceed to fill in the fields under the **Employment Detail** section.

#5

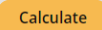
## Claim Detail stage

Select "**Salary in lieu of Notice**" as the Claim Item for the Employment Claim

Under the **Claim Period**,

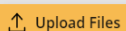
- Indicate the start and end date of the claim period(s) and click  , if needed.

Under the **Claim Calculator**,

- Proceed to fill in the appropriate amount for the fields in the table. Click on  and review the **Computed Claim Amount**.

#6

## Supporting Documents

Include any supporting documents required for your claim by clicking on 




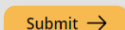
Select the **Category of Document** and click  to upload the document.

#7

## Review Stage

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

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

Once you have verified all information to be accurate, click  to complete the filing process.



## How do I make payment?

You will be redirected to pay for the claim filling fees. If filling fees are not paid within 5 working days from date of case creation, the case will be cancelled.

# How do I pay for claim filing fees?

For Employer



#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. 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 Employer



#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](http://www.tal.sg/tadm/eservices)) and select your persona

👉 [Employer / Company Representative](#)

In the table of eServices, click on [Dashboard](#) and you will be directed to log in with **Corppass** (using your Singpass) to access the system dashboard.

#2

## Access the Case

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

Click on [View Case](#) to begin verifying filing details.

#4

## Review Stage

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

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 verification process.

#3

## Verify Filing Details

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

- **Verify Employer Details:** Review employer information, addresses and company representative details
- **Verify Employee Details:** Review employee information, addresses and employment details.
- **Claim Detail:** Review claim item(s) and upload supporting documents (if needed).



## 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.