

Claim Lodgement (Union Rep)

A Quick Guide to lodging a claim as a
Union Representative 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 employer?

For Union Representative



Access TADM eServices Website

#1

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

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

#2

Submit a Claim

You will be redirected to the **Submit a Claim** page. Click on [Start](#) to begin the claim filing process.

A Union Representative may file a claim on behalf on an employee for Employment (salary-related) and / or Dismissal claim, against an employer.

Eligibility Check Stage

#3

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

- If the employee is 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 [Add claim period](#) if claim item has multiple claim periods. For example, you are filing a salary-related claim for January to March 2023 .
- Click [Add another claim item](#) to file more than one claim item. For example, you are filing a salary-related claim and a dismissal claim.



Is the Employee still in employment?

Dismissal claims can be filed after employee has left employment. Select **“No”** to **“Are you still in employment”** has left to proceed with filing.



Eligibility Check Failed?

Please reach out to TADM for advice on claim assessment.

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For Union Representative



#4

Verify Particulars Stage

Provide details in the **Personal Information** section and proceed to select the **“Union Type”**.

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

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

Under **Union Information** section, provide the Union Name and Union Representative Details.



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.

#5


Employment Details Stage

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

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



How do I save my application?

Throughout the application, click  **Save** 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 an employer?

For Union Representative



#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 both parties 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.

#9

Review Stage

Scroll down the page to review the information 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 to be accurate, click [Submit →](#) to complete the filing process.



What's Next?

If you are representing a **General Branch Union**, no fee payment is required.

If you are representing an **Ordinary Branch Union**, you will be redirected to pay for the claim filing fees. If filing 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 Union Representative



#1

Make Payment for Filing Fees

If you are an Ordinary Branch Union Representative, proceed to make payment for filing fee(s).

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 TADM/TAFEP 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.



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.

#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.



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.