

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



#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](https://www.uen.gov.sg/ueninternet/faces/pages/uenSrch.jspx) 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.

#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 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**.

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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 **Corppass** (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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#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](#)



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



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 filling fees. If filling fees are not paid within 5 working days from date of case creation, the case will be cancelled.

#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 filling process.

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.