

Claim Lodgment (Employer)

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

Content Page

**How do I file a claim
against my employee?**

Employer, p.2

1



**How do I pay for claim
filing fees?**

Employer, p. 5

2



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

Employer, p.6

3



Legend

This lightbulb indicates
important information to
note when using
EmPOWER!



How do I file a claim against an employee?

For Employer



#1

Access TAL eServices Website

Go to TADM eService Website (www.tal.sg/tadm/eservices) and select that you're filing as an Employer

● [An employer - only for notice pay](#)

Proceed to log in with **Corppass** (using your Singpass).

[File using Singpass](#)

#2

Submit a Claim

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

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

#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.



Save your 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.

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 [Add claim period](#), if needed.

Under the **Claim Calculator**,

- Proceed to fill in the appropriate amount for the fields in the table. Click on [Calculate](#) and review the **Computed Claim Amount**.

#6

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.

#7

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.



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 make changes to a claim?

For Employer



Can I change my claim details before making payment?

As no amendments can be made once you have submitted your claim, you will need to cancel the claim and refile.



Can I change my claim details after making payment?

If you have a case officer or mediator assigned, please contact them directly via your dashboard or based on the contact details provided in your notification(s).

If your case is at the e-Negotiation stage, please allow the e-Negotiation process of 1 week to complete.

#1

How to cancel a claim

If you are not at your claim, access your dashboard to retrieve your claim.

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

1. Under **"Cancellation Note"**, select the checkbox:

I would like to cancel the case because:

- I need to edit my claim details; or
- I do not wish to pursue further

2. Ensure that the reason for the claim cancellation is as stated.
3. Do not select the **"I Agree"** checkbox under the Declaration statement.
4. Click on [Cancel My Claim Lodgement](#) to confirm the cancellation of the case.
5. The claim will be cancelled and you can refile a new claim if needed.

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

For Employer



#1

Access TAL eServices Website

To verify filing details after an Advisory Officer has filed a claim on your behalf, access TADM eServices (www.tal.sg/tadm/eservices) and log in with **Corppass** (using your Singpass) to access the system dashboard.

EMPLOYER / COMPANY REP

#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.

#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).

#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.



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.