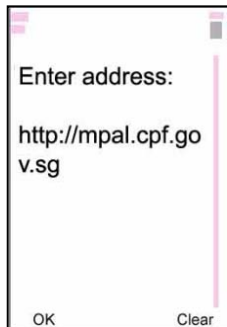


## Instructions to set up mPAL – my cpf in your mobile phone

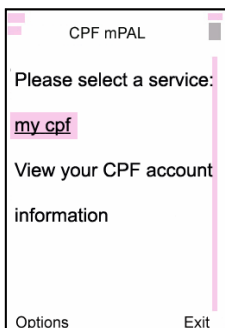


Step 1: Go to the web services icon on your mobile phone.

Select **Go to Address**.



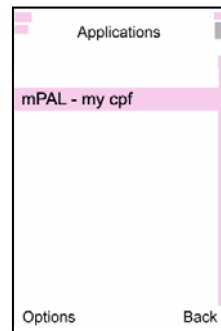
Step 2: Enter **http://mpal.cpf.gov.sg**



Step 3: Select **my cpf**.

Select **Yes or Yes, ask once** if you are asked whether you wish to continue with the download. The programme will be downloaded to your mobile phone.

## Instructions to access mPAL – my cpf



Step 1: Launch **mPAL – my cpf**.



Step 2: Enter your CPF Account No. and your 8-digit CPF Phone PIN. [For Singaporeans, your CPF Account No. is your NRIC No.]

Select **Yes or Yes, ask once** if you are asked whether you wish to continue with the download or allow data network.

You can now choose to view your account balance, contribution history and other personal CPF information.

## FAQ

### 1. How do I set up GPRS access on my mobile phone?

Please contact your mobile service provider and ask for **WAP over GPRS** to be set up in your mobile phone. There is usually no charge for such service.

**M1:**1627

**SingTel:**1626

**StarHub:**1633

### 2. How do I get my CPF Phone PIN?

If you have your SingPass, you can get your CPF Phone PIN immediately via our website at [www.cpf.gov.sg](http://www.cpf.gov.sg). If you do not have your SingPass, you will need to reset your Phone PIN personally at any CPF Service Centre with your NRIC or passport.

### 3. Is mPAL - my cpf secure?

Yes, this service operates in a secured environment. You can only access the service with your CPF Phone PIN. Once you exit from the service, your information will not be stored in your mobile phone.

### 4. Do I have to pay to use this service?

This is a free service provided by the Board. However, you will need to bear the GPRS charges. Please check with your mobile service provider for details on the charges.

### 5. Who can I contact if I need help when using mPAL - my cpf?

You may call our Call Centre at 1800-227-1188 or email us at [m-service@cpf.gov.sg](mailto:m-service@cpf.gov.sg)