

## UNAUTHORISED TRANSACTION CLAIM FORM

PART I: PARTICULARS OF CLAIMANT (SHOULD BE AN ACCOUNT HOLDER)			
<b>Customer Name</b> <small>(As per NRIC/FIN/UEN)</small>			
<b>NRIC/FIN/UEN No.</b>			
<b>Contact No.</b>		<b>Email Address</b>	
<b>Registered/Mailing Address</b>			

PART II: CLAIM PAYMENT DETAILS
<p>If SingFinance has assessed that the account holder(s) is/are not liable for any loss arising from the unauthorised transaction(s), SingFinance will credit the account holder's affected SingFinance account(s) in accordance with the investigation outcome and aligned with SingFinance's E-Services Terms and Conditions.</p> <p>If the SingFinance account(s) has/have been closed, SingFinance will issue a Cashier's Order in the name of the SingFinance account.</p>

For enquiries on the subject claim, you may contact us at our Customer Service Hotline: [6438 7060](tel:64387060) (Mon - Fri: 9:00 am - 6:15 pm; excluding public holidays). Alternatively, please email us at [feedback@singfinance.com.sg](mailto:feedback@singfinance.com.sg)

**PART III: UNAUTHORISED TRANSACTION DETAILS (OUTGOING TRANSACTIONS)**

SingFinance Account No.*	Date (DD/MM/YYYY) *	Time (HH:MM)	Transaction Type* (e.g. FAST)	Counterparty Name*	Counterparty Bank*	Counterparty Account No.*	Amount (SGD) *

\* *Mandatory Field*

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**PART IV: DETAILS OF INCIDENT**

**Chronology and Description of Incident**

**(a) Name and NRIC/FIN (last 4 characters) of the other joint account holder(s) of the affected SingFinance account(s) (other than the claimant under PART I above);**

**(b) Details of account holder’s affected account(s) with other bank/financial institution (“FI”) (other than SingFinance), if any;**

<b>Account No.</b>	<b>Name of Bank/FI</b>	<b>Account Holder(s) Name</b>

**(c) The type of authentication device, access code and device used to perform the payment transaction(s);**

**(d) The name or identity of any account user for the SingFinance account, which refers to the User ID required to log into SingFinance online services or mobile app;**

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**(e) Whether the SingFinance account, authentication device, or access code (definition of access code is with reference to the E-Payments User Protection Guidelines) (“EUPG”) was lost, stolen, or misused and if so:**

- **the date and time of the loss or misuse,**
- **the date and time that the loss or misuse was reported to SingFinance, and**
- **the date, time and method that the loss or misuse was reported to the police**  
*(if yes, please provide police report within 3 calendar days from the submission date of this form)*

**(f) Where any access code is applicable to the SingFinance account,**

- **how did the account holder or any account user record the access code, and**
- **whether the account holder or any account user had disclosed the access code to anyone?**

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- (g) Any other pertinent information about the unauthorised transaction(s) that is known to the account holder, such as:**
- **a description of the scam incident, including details of the communications with the suspected scammer(s);**
  - **details of the remote software downloaded (if any) as instructed by the scammer(s);**
  - **whether the account holder has received any one-time passwords (“OTPs”) and/or transaction notifications from SingFinance, and where applicable/possible, confirmation from telecommunication operators to verify the receipt status only if the account holder is able to obtain it; and**
  - **suspected compromised applications (if any) in the account holder’s device.**

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## PART V: DECLARATION

### Acknowledgement of Terms & Conditions

1. I/We have read and understood the prevailing EUPG issued by the MAS.
2. I/We have read and understood SingFinance E-Services Terms & Conditions.
3. I/We confirm that the reported transaction(s) is/are Unauthorised Transaction(s) as defined under the EUPG.
4. I/We am/are aware that the investigation period with reference to the EUPG will commence from the date of the acknowledgement of this “Unauthorised Transaction Claim Form”:
  - 21 business days for straightforward cases
  - 45 business days for complex cases
5. I/We am/are aware that failure to provide information requested by SingFinance for the purpose of this claim investigation may result in a delay in the assessment or the rejection of the claim.
6. I/We have not submitted unauthorised transaction(s) claim or similar form with any other banks/FI for the same unauthorised transactions.
7. I/We consent for my/our personal data to be collected, used and disclosed by SingFinance for the purposes of investigating the unauthorised transaction claim and to facilitate any other requests submitted in this form, in accordance with SingFinance’s Privacy Policy (available at [www.singfinance.com.sg/privacy-policy/](http://www.singfinance.com.sg/privacy-policy/)).

## PART VI: SIGNATURE OF CLAIMANT

### For Sole Proprietorship

Name of the Sole Proprietor	Signature	Date

### For Retail Customer(s)

Name of the Main Account holder	Signature	Date

### For Retail Customer(s)

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Name of the Joint Account holder	Signature	Date
Name of the Joint Account holder	Signature	Date

PART VII: FOR INTERNAL USE ONLY		
Name of Attending Officer	Authorised Signature	Date
Name of Verifying Officer	Authorised Signature	Date

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