

Digital Essentials for Pensioners



Managing your pension matters has never been easier. Simply log in to the Pensioner's Portal on HRP Internet or Workpal for instant access.

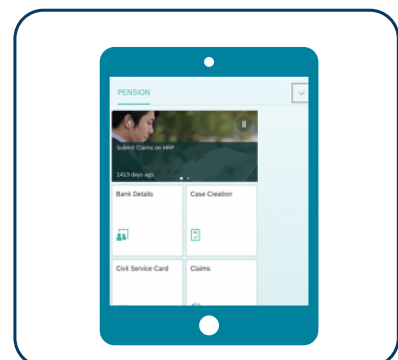
How to Access the Pensioner's Portal

Access your pension matters instantly  via HRP Internet

- Access via: <https://www.hrp.gov.sg> by inputting the URL using web browsers such as Chrome or Safari



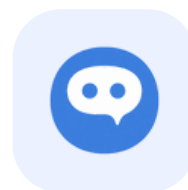
- Accessible via devices such as **computers, smartphones and tablets**



How to Access the Pensioner's Portal



Access your pension matters anytime, anywhere with Workpal – your mobile pension app



Download Workpal



Scan the QR code below for
iOS Devices:



<https://go.gov.sg/workpal-helpcenter>
-ios

Scan the QR code below for
Android Devices:



<https://go.gov.sg/workpal-helpcenter>
-android

The Workpal app is compatible with the following mobile phones:

- Phones with **iOS version 15.6 and above**
- Phones with **Android version 7.0 and above**
- Pensioners do not require a Singapore Public Service email address to set up the app



Key Features of the Pensioner's Portal



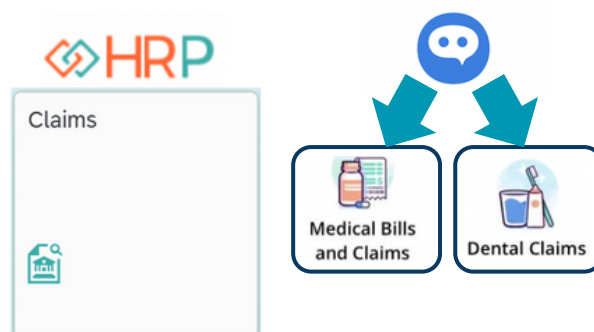
View Statement of Account

- Monthly pension payments
- Medical/dental reimbursement
- Co-payment share of medical charges



Manage Medical/Dental claims

- Submit and track medical/dental claims via both HRP and Workpal



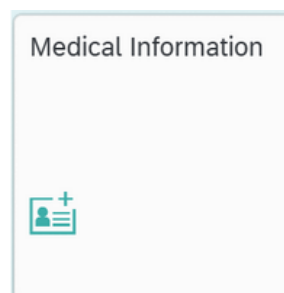
Update Personal Particulars

- Personal and contact details
- Dependant information
- Next-of-kin/caregiver particulars



Review Medical Information

- Monitor subsidy limits and usage
- Check list of eligible dependants
- Review reimbursement amounts



Download Letters and Forms

- Retirement letter
- DDA Form
- Application/undertaking Forms

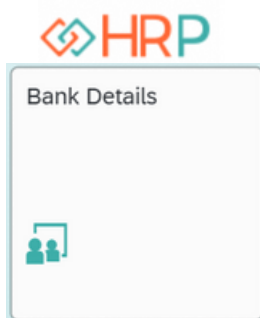


Key Features of the Pensioner's Portal



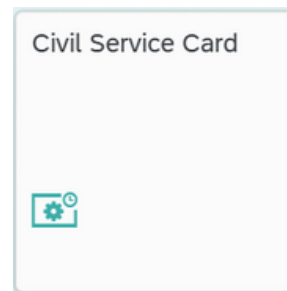
Update your Bank Details

- Update Bank and/or Account number



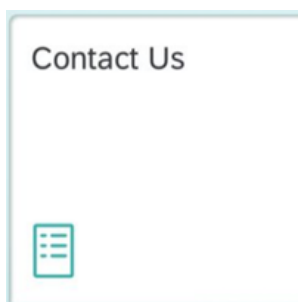
Access E-Civil Service Card

- Generate and download e-CSC for self and eligible dependants



Contact for Pensioner Queries

- Select your preferred method to contact Pensions Office on your queries



Download Support Materials

- Workpal and Internet claim submission guide
- Pensioner's Handbook



List of Useful Guides and Links



Download the attached Guides:

- Pensioner's Handbook (PDF)
- Pensioner Claim Submission Guide via HRP Internet (PDF)
- Pensioner Claim Submission Guide via Workpal (PDF)
- Workpal Download Guide (PDF)
- Guide to view Statement of Account via Workpal (PDF)

Access the Most Up-to-Date Guides:

- Visit <https://www.agd.gov.sg/pensioners-gov/>
- Or scan the QR code below:



Contact Pension Office:

- Submit helpdesk ticket via:
<https://app.helpdesk.agd.gov.sg/>

