User guide for eGIRO application

(updated as of September 2024)
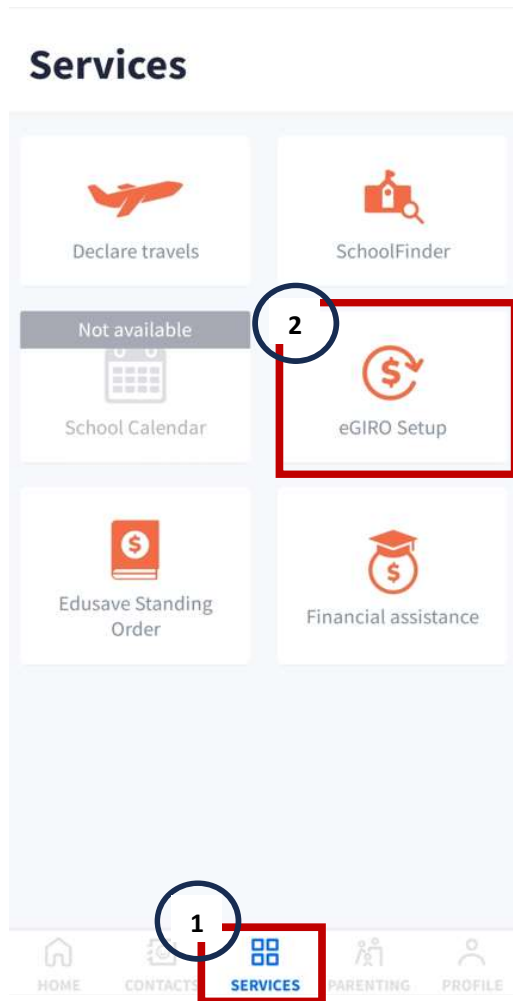
Table of Contents

Accessing the e-Giro Application Form

There are two methods to access the form.
- Mobile Devices: Parents Gateway App
- Desktop/Laptop: MOE eGIRO portal

Parents Gateway App

1. Upon successful login, click on **Services** (bottom menu)
2. Click on **eGIRO Setup**

MOE eGIRO Portal

1. Navigate to https://www.moe.gov.sg/financial-matters/fees/egiro

➢ Whichever way you choose, you will see the following page.

Apply for eGIRO

Use our digital service to apply for GIRO arrangement for your child's school and miscellaneous fees at primary, secondary or pre-university level.

ⓘ The following applies to primary schools, secondary schools, junior colleges, and Millennia Institute. For MOE Kindergartens, SPED schools, independent schools, polytechnics and the ITE, visit their respective websites for payment information.

You can apply for your child's school and miscellaneous fees to be paid through GIRO.

The same GIRO arrangement will also be extended to cover their payment of enrichment programmes, school charges and deduction of national examination fees (Primary School Leaving Examination and GCE Examinations), where applicable.

Acceptable bank accounts

Account holders from the following banks can sign up for the GIRO scheme with MOE through this page:

中国银行 BANK OF CHINA   citi   DBS   HSBC   Maybank

OCBC Bank   POSB   standard chartered   UOB

Other bank account holders will need to complete a hardcopy GIRO application form and submit the original signed form to your child's school.

Child Development Account (CDA), joint account with 2 signatories and corporate accounts are not accepted.

Things to note about your application

We will email you about your application status within 2 working days of receiving your application. Please avoid submitting duplicate applications for the same request.
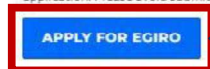
APPLY FOR EGIRO ⟵ **Click this button to apply for eGIRO**

You will be redirected to a website hosted by DBS, the service provider for e-GIRO with MOE. You will need to have internet banking access for this service.

1. Fill in your personal details. All fields are mandatory.
2. Select your preferred bank from the dropdown list.
3. Read and accept the terms and conditions by checking the box.

eGIRO   Direct Debit Authorisation (DDA)

You are signing up to join GIRO scheme with Ministry of Education.
This eGIRO application will take less than 10 minutes to complete.

Please enter the following details. All fields are mandatory.

Ministry of Education
SINGAPORE

Applicant name	Name of person submitting this application.
Applicant NRIC/FIN	NRIC/FIN of person submitting this application.
Applicant e-mail	Email of person submitting this application.
Bill reference no.	UIN of the student applying for GIRO.
Account holder's name	Name of Account Holder (as stated per bank)

2 Select bank   Select Bank ⌄
Please scroll down to see more bank selection

3 ☐ By providing and submitting the information as set out on this portal, you consent to the Government of Singapore's (as represented by the Ministry of Education [MOE] and its service providers) collection, use and processing of the information in Singapore and overseas, as well as the

---

NOTE:

a) We are currently unable to accept eGIRO online application from Industrial and Commercial Bank of China (ICBC) although option is available in the drop-down list. In addition, joint accounts requiring 2 signatories, OCBC joint accounts, and corporate accounts cannot be accepted for e-GIRO applications. If you wish to set up GIRO with MOE using these accounts, you may submit a hardcopy GIRO application form to your child's school instead.

b) Mainstream schools are not approved institutions for the use of CDA funds by MSF. Therefore, CDA funds cannot be used for payment of school fees and enrichment programme fees. Please apply for eGIRO using other bank accounts.

---

4. Click 'Submit' to proceed.

MOE and its service provider(s) shall not, in any event, be liable for any loss, expense, damage, cost or any other liability incurred or suffered arising from or in connection with (i) any inaccuracy or incompleteness of the information entered by you; (ii) any system, server or connection failure, error, omission, interruption, delay in transmission, computer virus or other malicious, destructive or corrupting code, agent, program or macros; (iii) your use of the services pursuant to which you are providing and submitting the information on this portal.
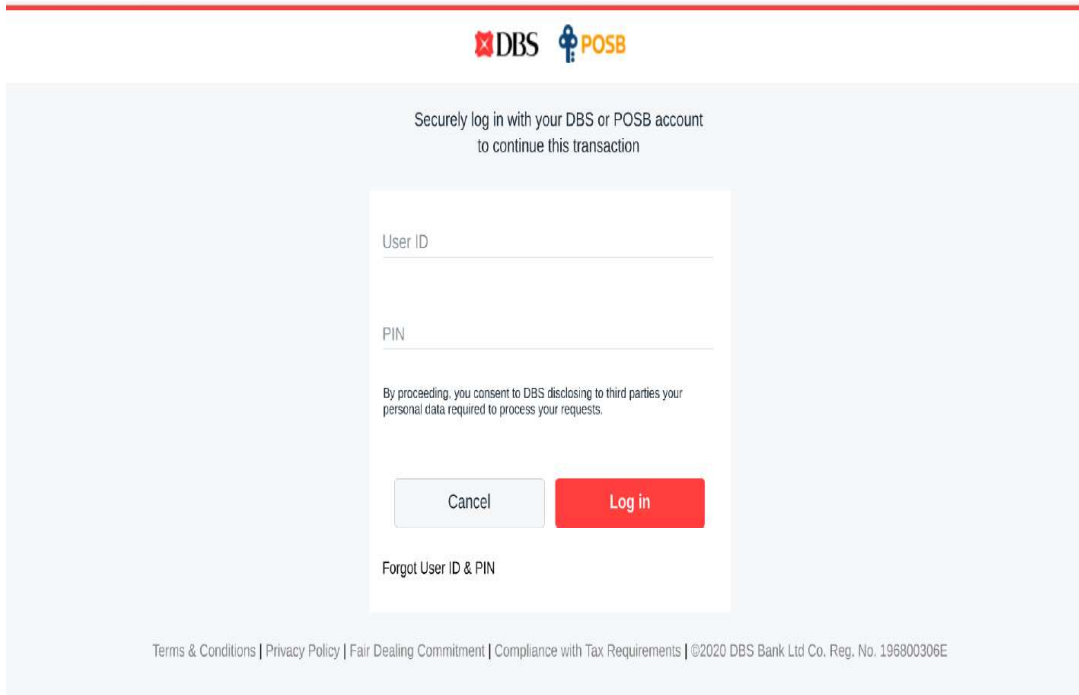
If you encounter any issues and/or require assistance, please click here for answers to our Frequently Asked Questions or submit your feedback at www.moe.gov.sg/feedback.

4 SUBMIT

5. You will be re-directed to your selected Internet banking portal to complete the transaction. Please see below for DBS, OCBC and UOB. Alternatively, you can use the table of content (above) to navigate to your relevant bank section.

e-GIRO application with DBS bank account

i)   At the internet banking portal, log in using your User ID and pin number.

ii)   To verify that you are at the correct page, the purple e-GIRO logo will be visible at the top of the screen.

eGIRO logo
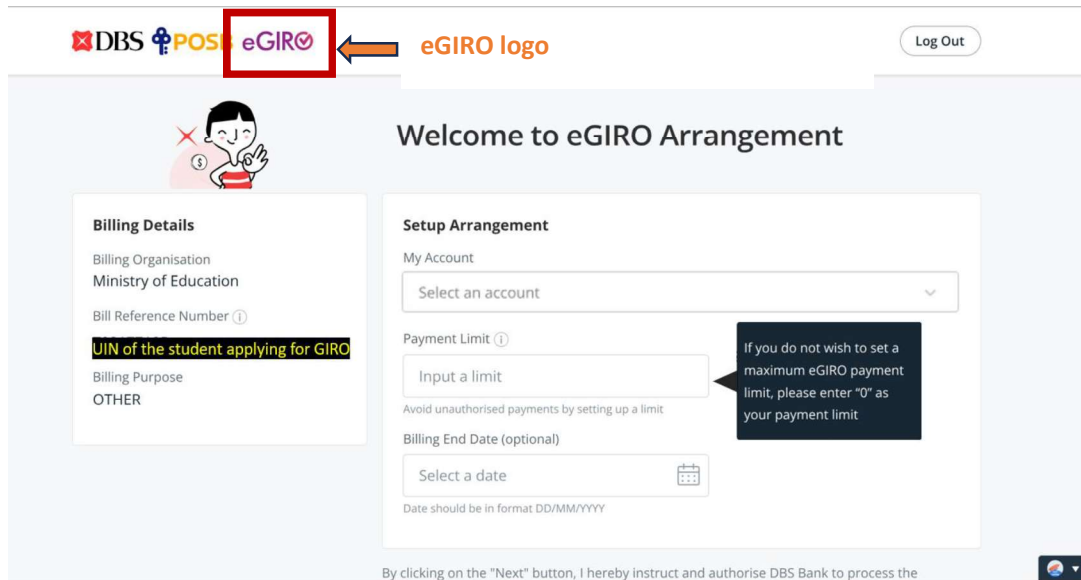
iii) Billing details will be auto filled.

iv) If you wish to set a payment limit, please ensure it is enough to cover at least 3 months of school fees. You may check your child's estimated school fees at the MOE website.

v) Leave the Billing End Date as blank. If you wish to set an expiry date, please ensure it is after your child's expected final graduation from school to avoid premature termination.

Auto-filled section
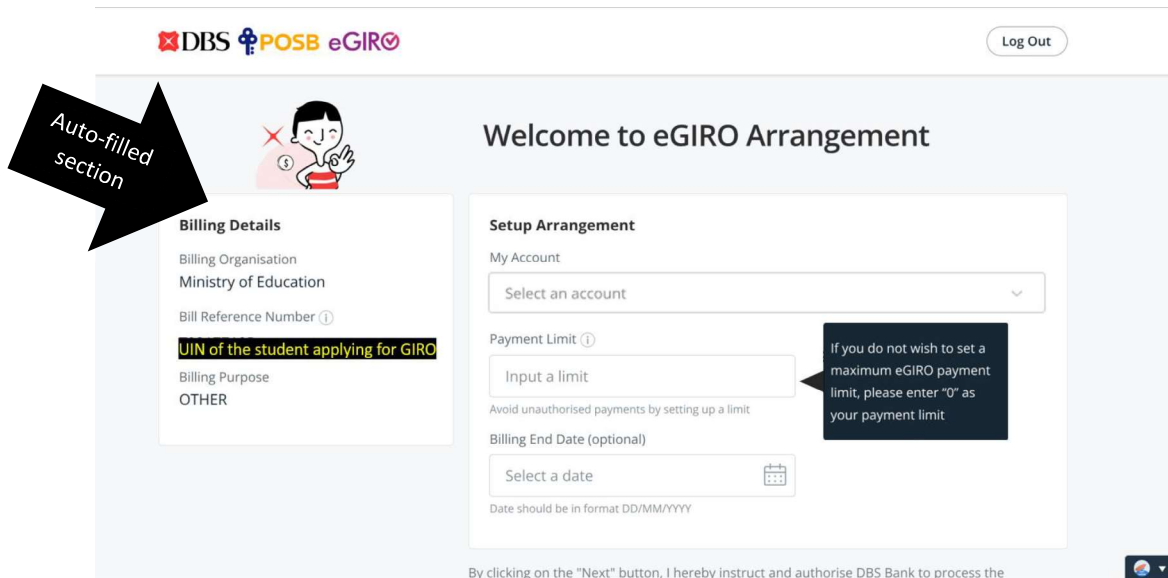
vi)   Review the submitted details. Click 'Submit' to proceed.

vii)   Follow the 2FA instructions to complete your e-GIRO application.

viii)   Upon successful submission, you will see the following screen. Click 'Log Out' to logout of your internet bank portal.

DBS POSB eGIRO

Your request has been Submitted

You will be redirected to the Billing Organisation page after you click on Log Out. You can log in to IB to check on the status of your GIRO set up.

Billing organisation transaction reference number
BOMIN0012J01MIN20240820110219771254
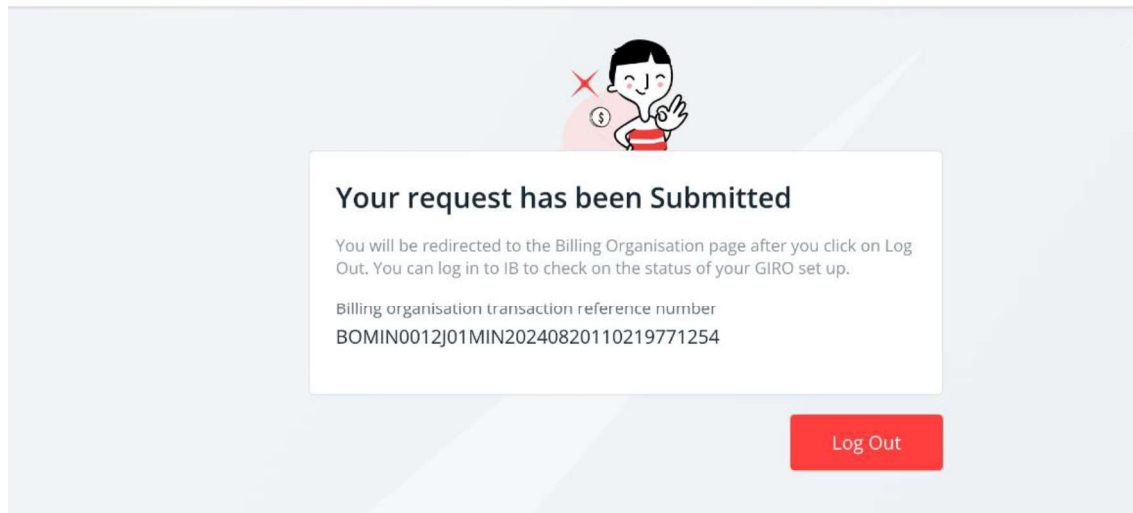
Log Out

ix) Upon log out, you will see the following screen.
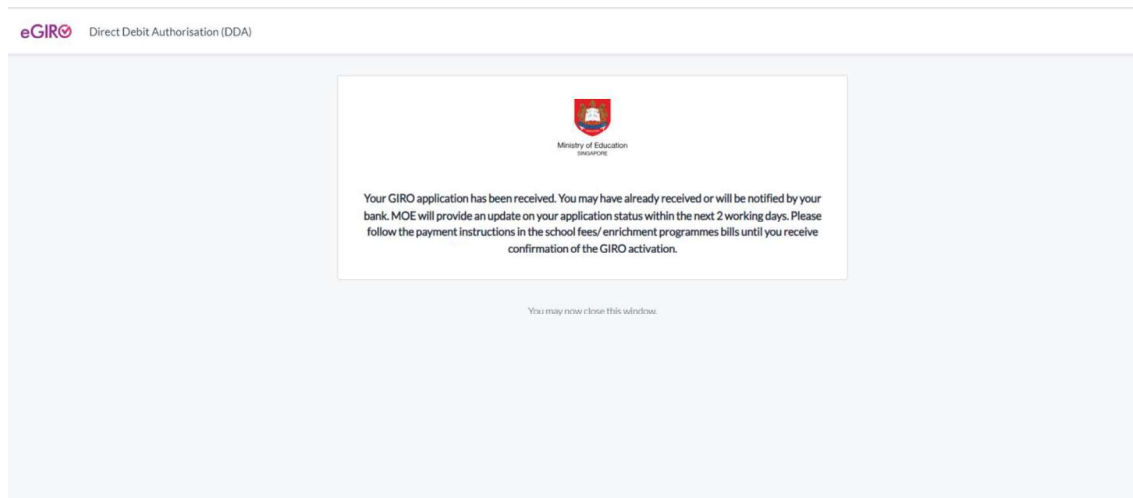
eGIRO Direct Debit Authorisation (DDA)

Ministry of Education
SINGAPORE

Your GIRO application has been received. You may have already received or will be notified by your bank. MOE will provide an update on your application status within the next 2 working days. Please follow the payment instructions in the school fees/ enrichment programmes bills until you receive confirmation of the GIRO activation.

You may now close this window.

NOTE:

Applicants can expect an email from MOE regarding their application status within 2 working days.

a) Successful applicants will be notified about the processing timeline for the eGIRO application.
b) Unsuccessful applicants will be informed of the possible issues and guidance on resubmission.

e-GIRO application with OCBC bank account

i) At the internet banking portal, log in using your access code and pin number or Singpass.
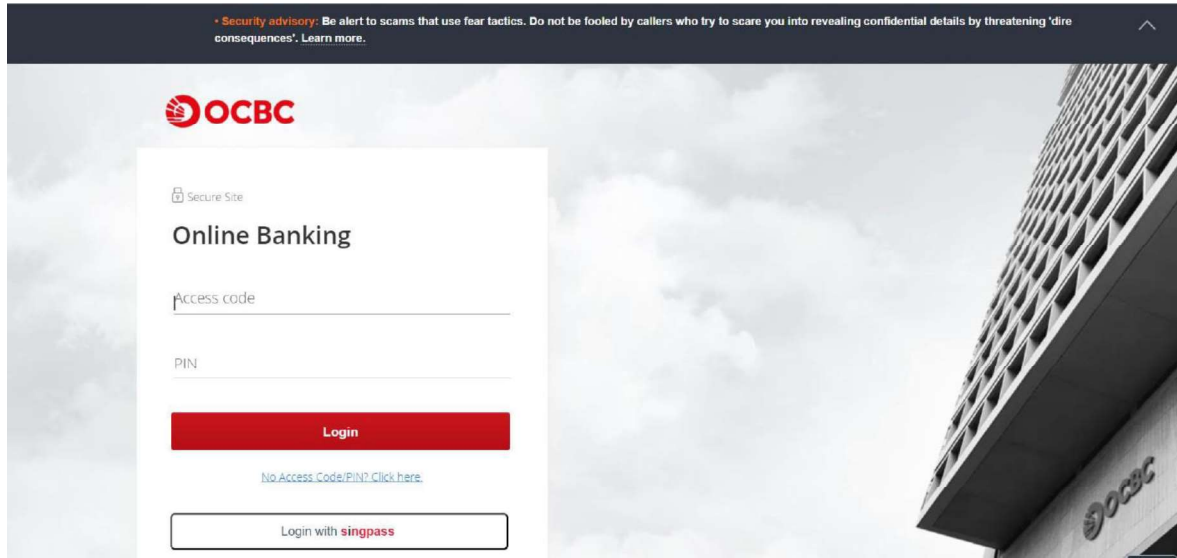
ii) To verify that you are at the correct page, the purple e-GIRO logo will be visible at the top of the screen.
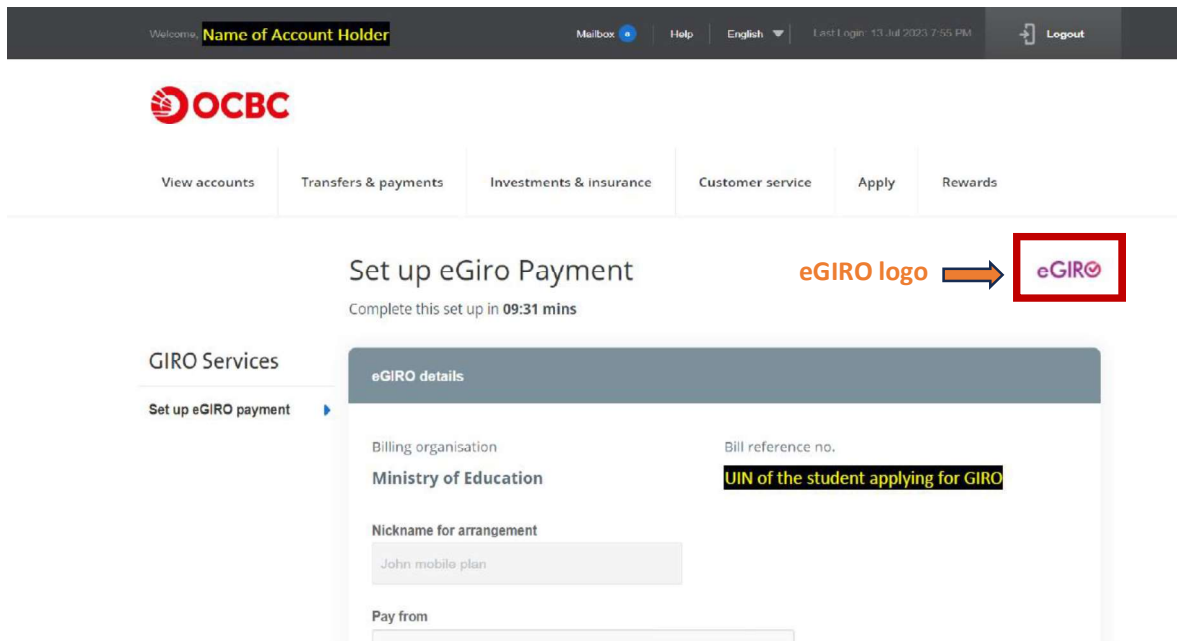
iii)   Billing reference no. will be auto filled. Indicate a nickname for the arrangement, select your preferred bank account.

iv)   If you wish to set an expiry date, please ensure it is after your child's expected final graduation from school to avoid premature termination.

v)   Payment limit may be pre-populated from your bank settings. Please ensure it is enough to cover at least 3 months of school fees You may check your child's estimated school fees at the MOE website.

vi)   Click 'Next' to continue.

NOTE:
a)   You may not see some bank accounts in the drop-down list, as they are not accepted for e-GIRO transaction. Please refer to the FAQ link "Why are some of my accounts missing?" in the same page.

vii)   Review the submitted details.

viii)   Scroll and review the OCBC terms to the end. The Submit icon will change its colour. Click 'Submit' to continue.

ix)   Upon successful submission, you will see the following screens.


NOTE:

Applicants can expect an email from MOE regarding their application status within 2 working days.

a) Successful applicants will be notified about the processing timeline for the eGIRO application.
b) Unsuccessful applicants will be informed of the possible issues and guidance on resubmission.

e-GIRO application with UOB bank account

i)   At the internet banking portal, log in using your username and password.
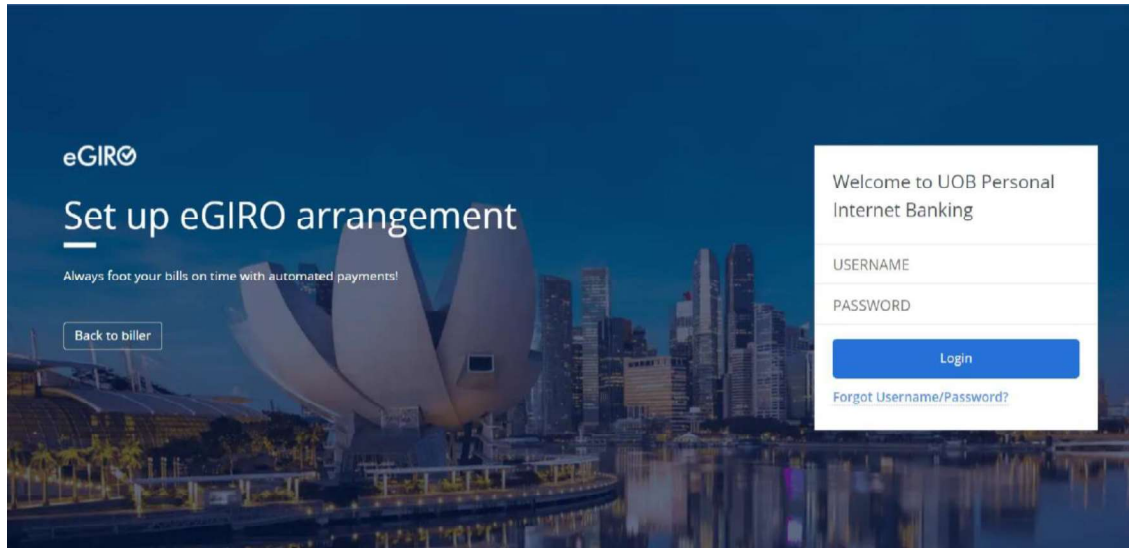
ii)   To verify that you are at the correct page, the e-GIRO logo will be visible at the top of the screen.

iii)   Billing reference will be auto filled. Select your preferred bank account.

iv)   Leave the payment limit as blank. If you wish to set a payment limit, please ensure it is enough to cover at least 3 months of school fees. You may check your child's estimated school fees at the MOE website. Then click 'Continue'.
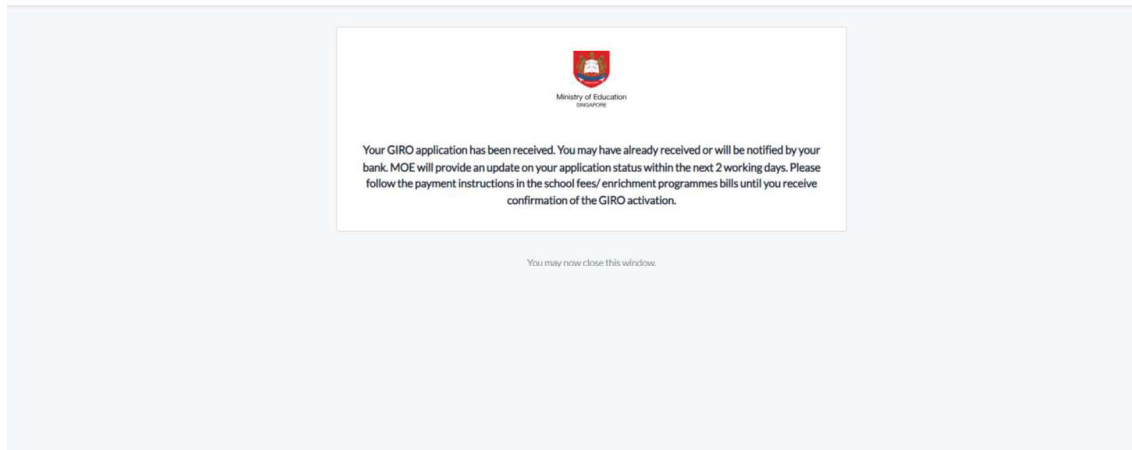
v)   Follow the 2FA instructions and click 'Submit' to complete the e-GIRO application.
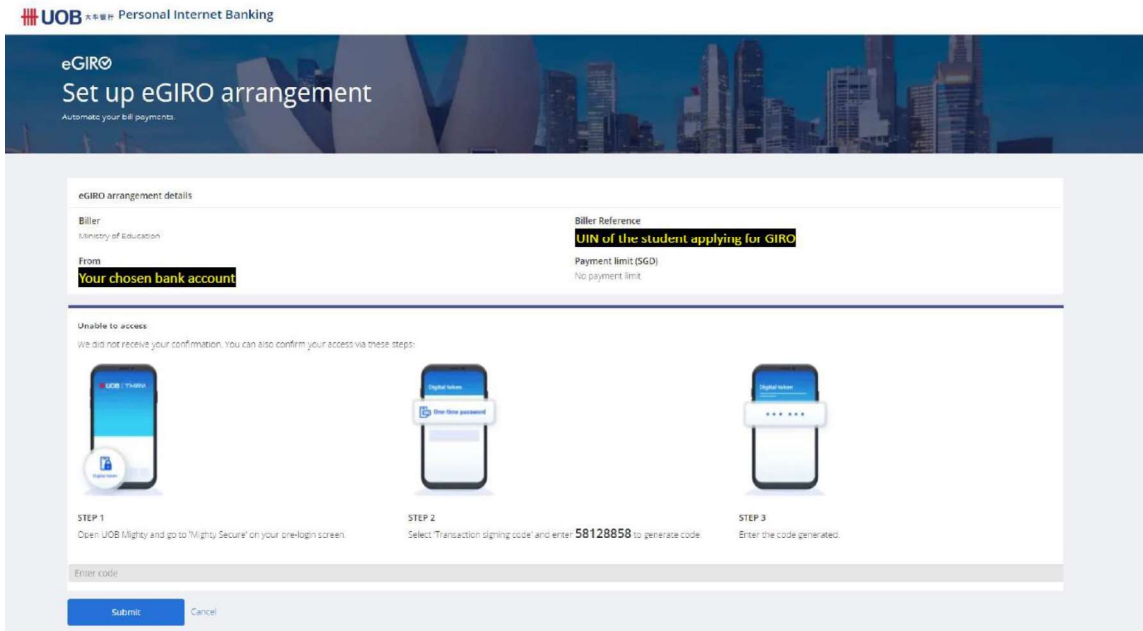
vi)   Upon successful submission, you will see the following screens**.**
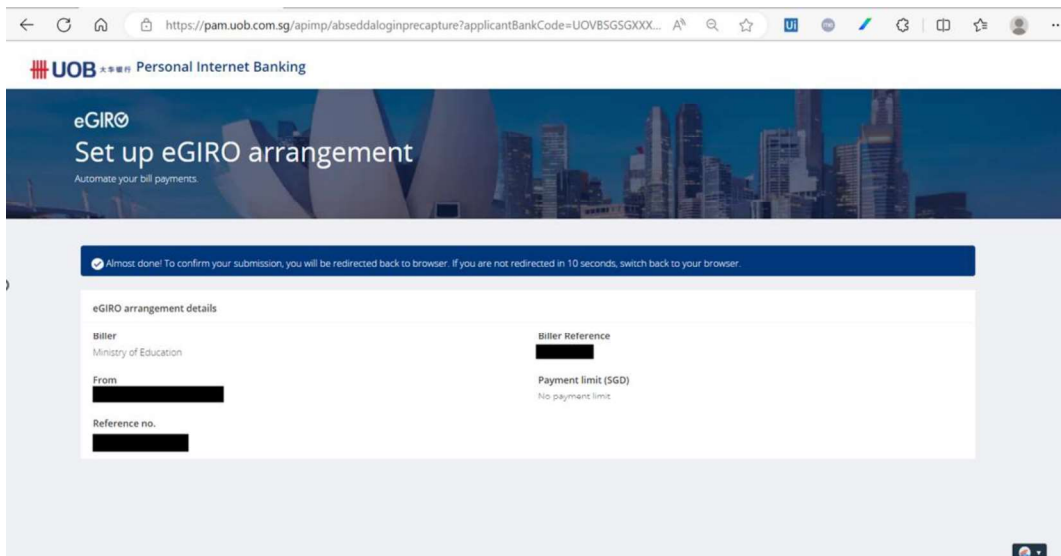
> **NOTE:**
>
> Applicants can expect an email from MOE regarding their application status within 2 working days.
>
> a) Successful applicants will be notified about the processing timeline for the eGIRO application.
> b) Unsuccessful applicants will be informed of the possible issues and guidance on resubmission.

Contact Us

If you wish to get in touch with us on your e-GIRO application, please send us the following details using the online feedback form (selecting 'Others' as the subject).

- Student UIN
- Student Name
- Date and Time of Application
- Bank Involved
- Screen capture from Internet Banking showing the successful e-GIRO arrangement (*if you have received a successful notification from your bank but did not receive any email from MOE within 2 working days from date of application.*)