

User guide for eGIRO application

(updated as of September 2024)

Table of Contents

Accessing the e-Giro Application Form	2
e-GIRO application with DBS bank account.....	5
e-GIRO application with OCBC bank account	9
e-GIRO application with UOB bank account.....	13
Contact Us	15

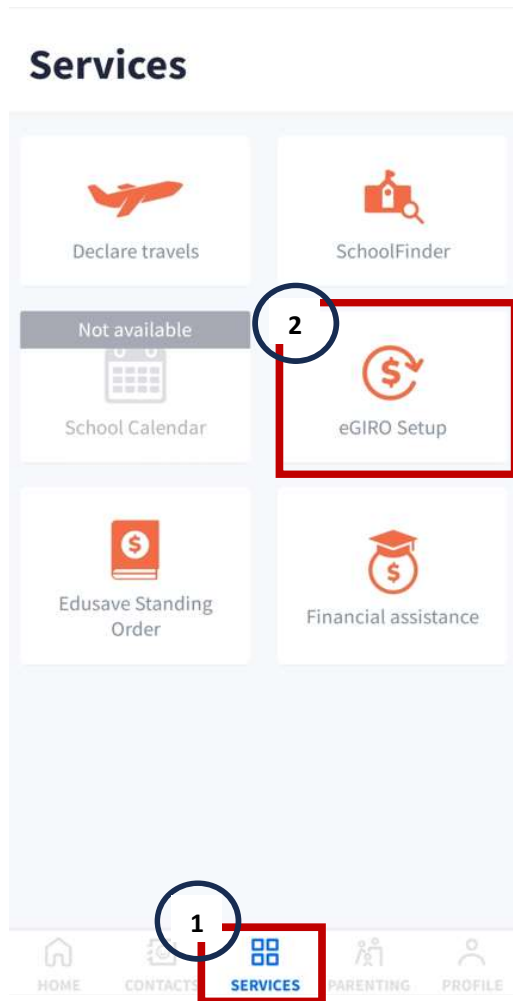
Accessing the e-Giro Application Form

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:

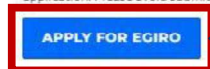


Other bank account holders will need to complete a hardcopy GIRO application form and submit the original signed form to your child's school.

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.



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.

The screenshot shows the eGIRO application form with the following fields and annotations:

- 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).
- Select bank:** A dropdown menu with "Select Bank" and a downward arrow. A red box highlights this field, and a circle with the number "2" is next to it.
- Consent:** A checkbox followed by the text: "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". A red box highlights this section, and a circle with the number "3" is next to it.

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.

The screenshot shows the disclaimer text and the submit button:

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.

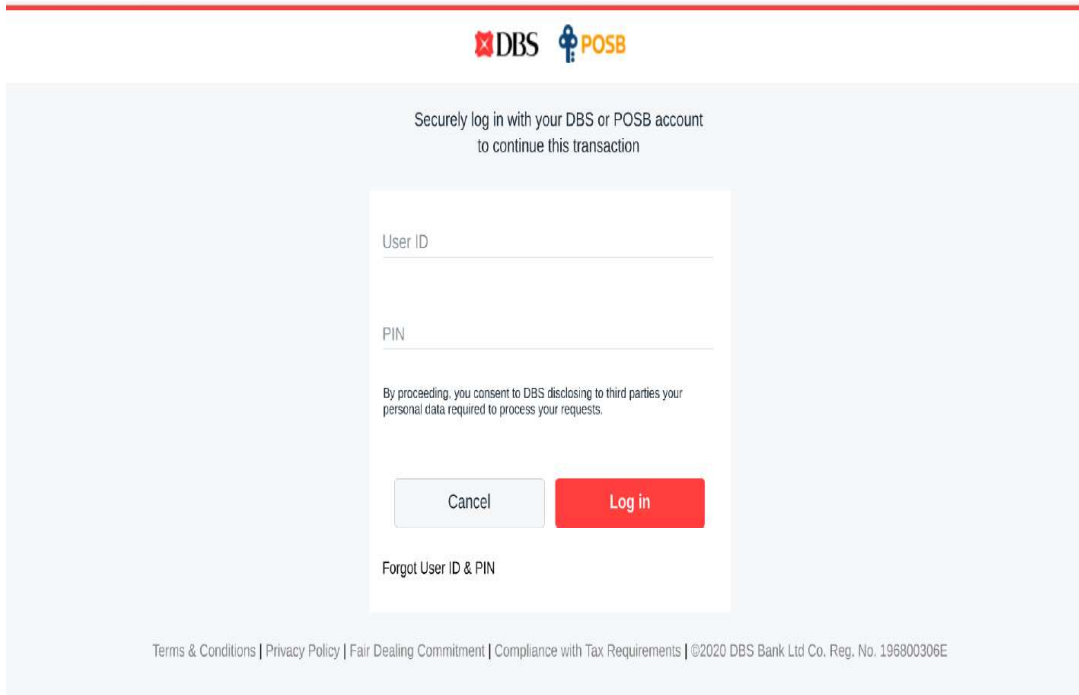
If you encounter any issues and/or require assistance, please click [here](#) for answers to our Frequently Asked Questions or submit your feedback at www.moe.gov.sg/feedback.

A red box highlights the blue "SUBMIT" button, and a circle with the number "4" is next to it.

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.



DBS POSB

Securely log in with your DBS or POSB account
to continue this transaction

User ID

PIN

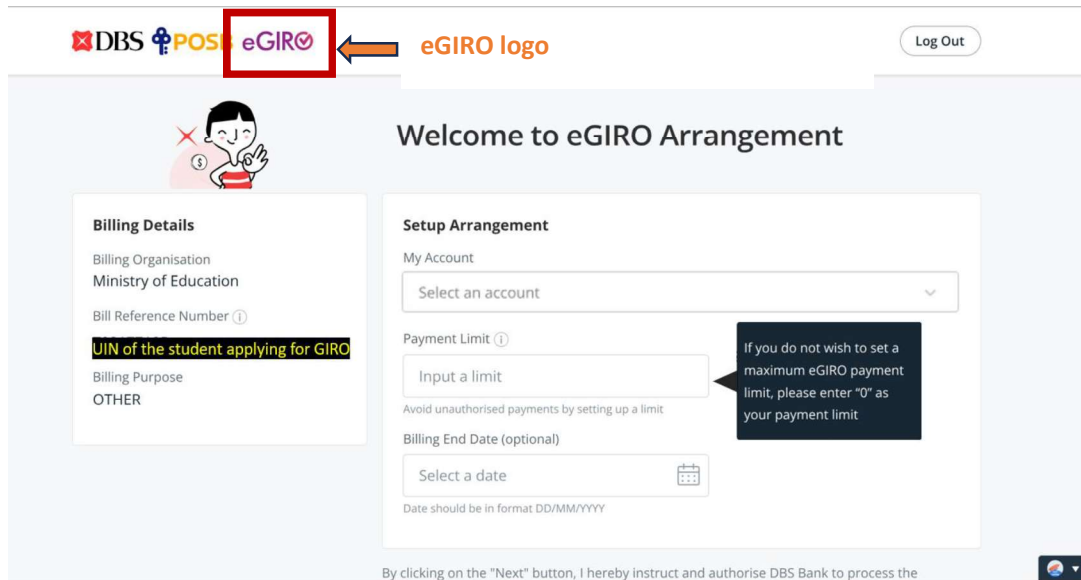
By proceeding, you consent to DBS disclosing to third parties your
personal data required to process your requests.

Cancel Log in

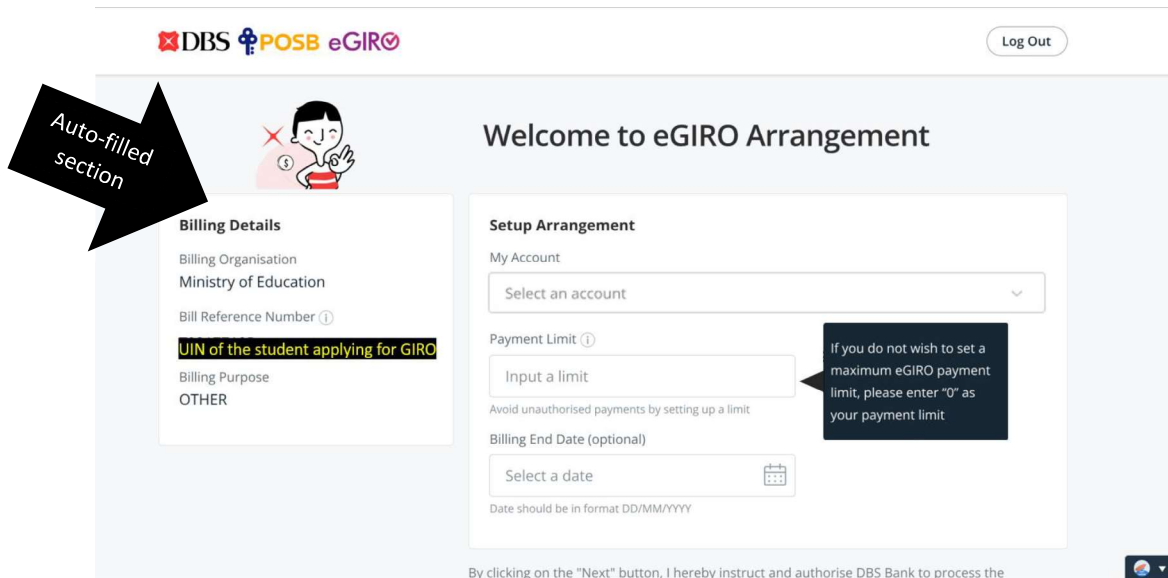
Forgot User ID & PIN

Terms & Conditions | Privacy Policy | Fair Dealing Commitment | Compliance with Tax Requirements | ©2020 DBS Bank Ltd Co, Reg. No. 196800306E

- 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 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.



vi) Review the submitted details. Click 'Submit' to proceed.

DBS POSB eGIRO Log Out

Review

Billing Organisation: Ministry of Education Edit

Bill Reference Number: UIN of the student applying for GIRO

My Account: Your chosen bank account

Billing Purpose: OTHER

Payment Limit: No limit

Expiry Date: No end date

Submit

Terms & Conditions | Privacy Policy | Fair Dealing Commitment | Compliance with Tax Requirements | © 2021 DBS Bank Ltd Co. Reg. No. 196800306E

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

DBS POSB

Step 1

Tap on the notification sent to your mobile phone

OR

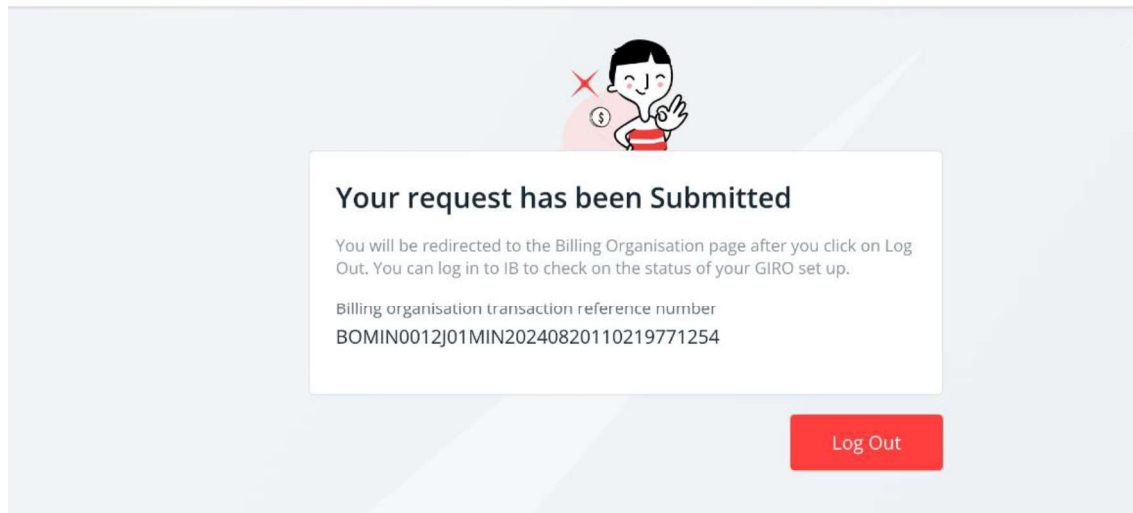
Go to your digibank app and tap on "Digital Token" next to the Login button
You don't need to log in

Step 2

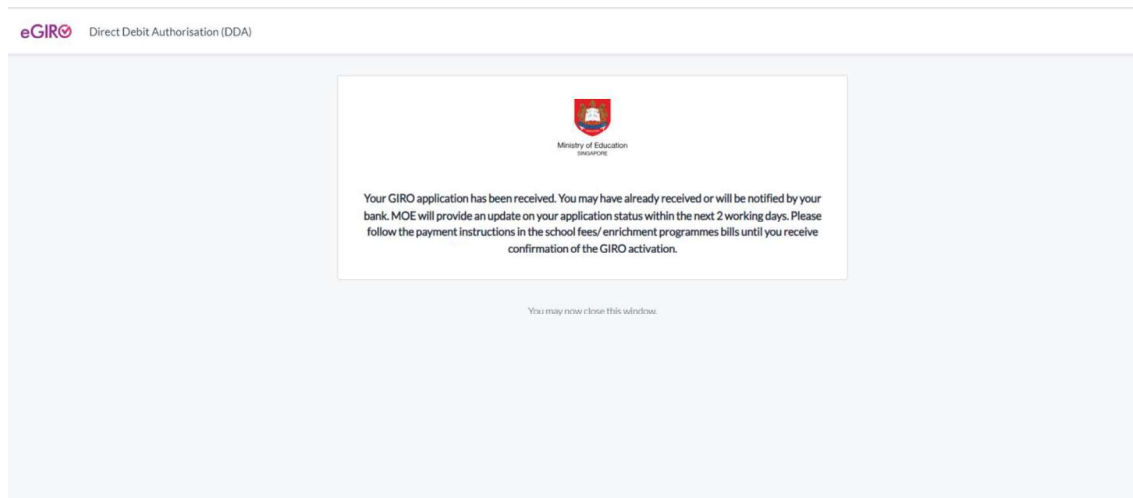
Check your transaction before you tap on "Approve"
This is valid for 60 seconds.

Terms & Conditions | Privacy Policy | Fair Dealing Commitment | Compliance with Tax Requirements | ©2021 DBS Bank Ltd Co. Reg. No. 196800306E

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



ix) Upon log out, you will see the following screen.



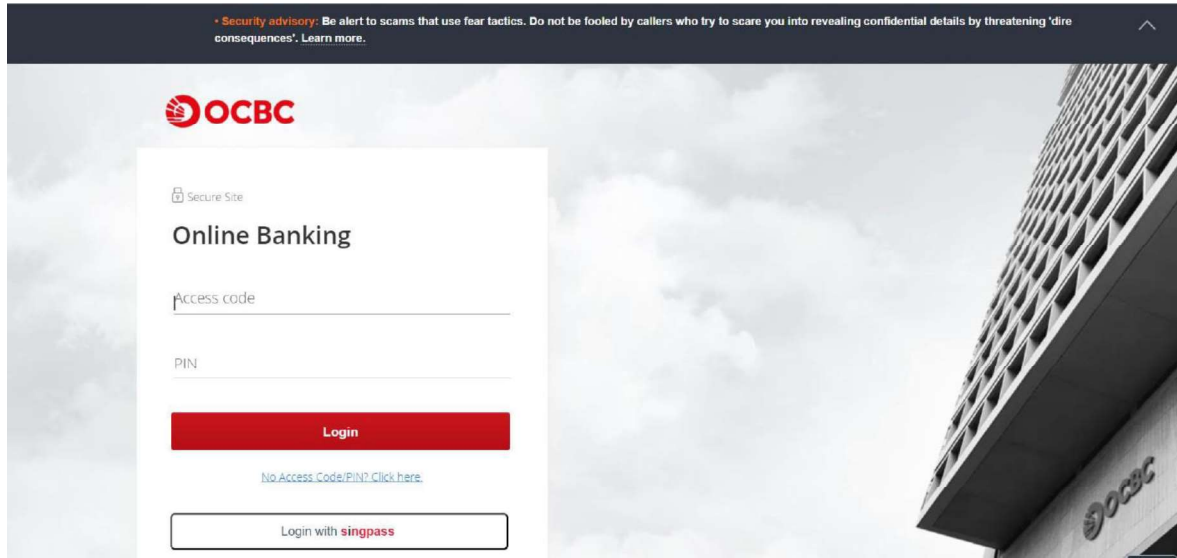
NOTE:

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

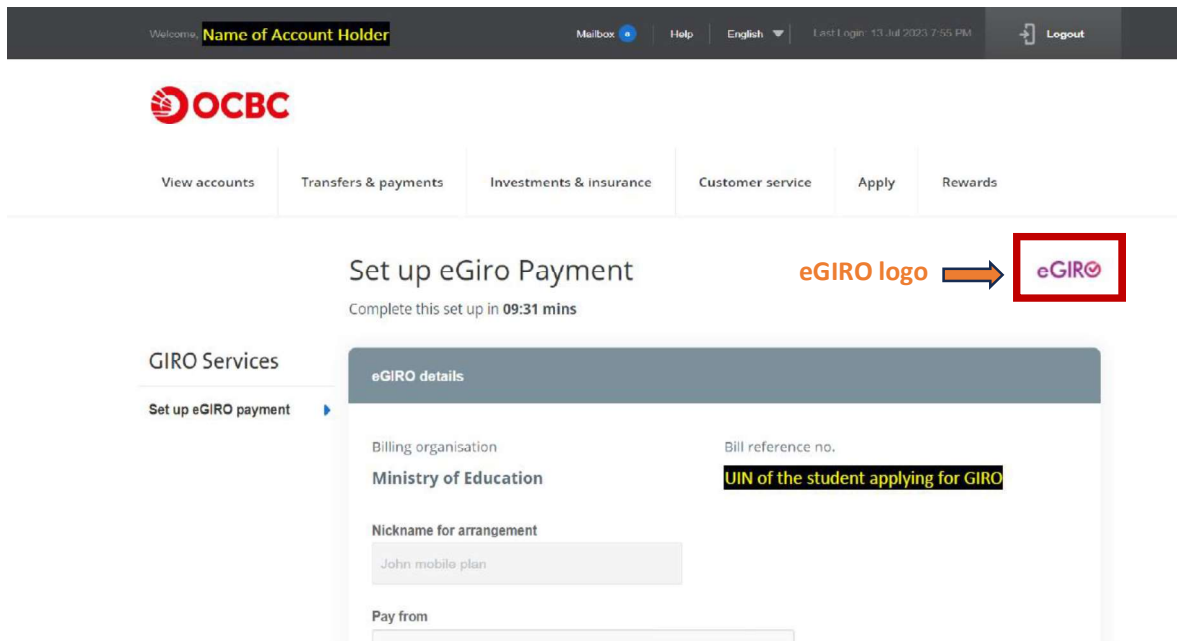
- a) Successful applicants will be notified about the processing timeline for the eGIRO application.
- b) Unsuccessful applicants will be informed of the possible issues and guidance on resubmission.

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.

Set up eGIRO payment

Billing organisation: Ministry of Education

Bill reference no.: UIN of the student applying for GIRO

Nickname for arrangement: John mobile plan

Pay from: Please select

Why are some of my accounts missing?

Payment settings

Set a payment limit and, if you wish, an expiry date for this arrangement. No payment will be made if the amount exceeds the limit set or if the arrangement expires.

Payment limit: 1,500.00 SGD

Expiry date (optional): DD MMM YYYY

Cancel Next

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.

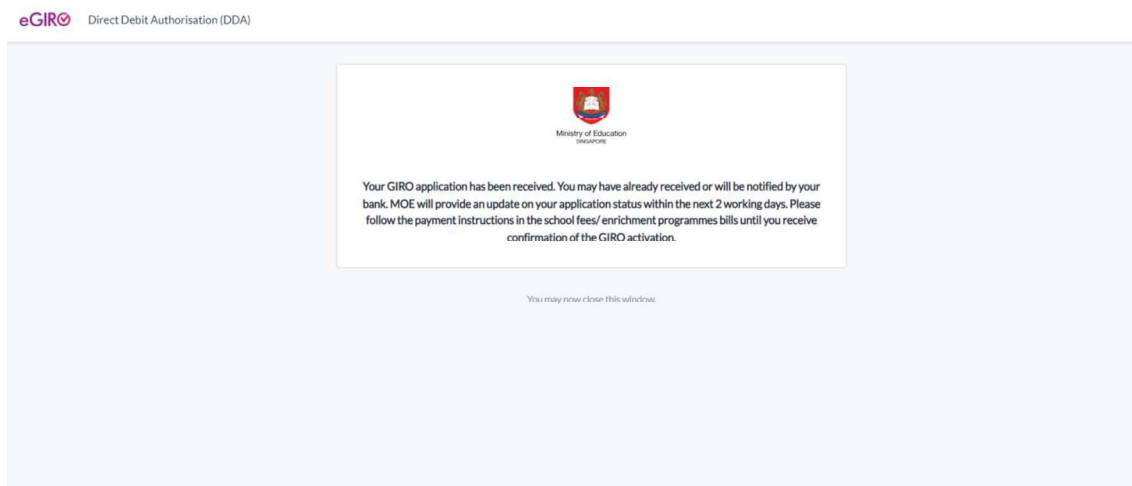
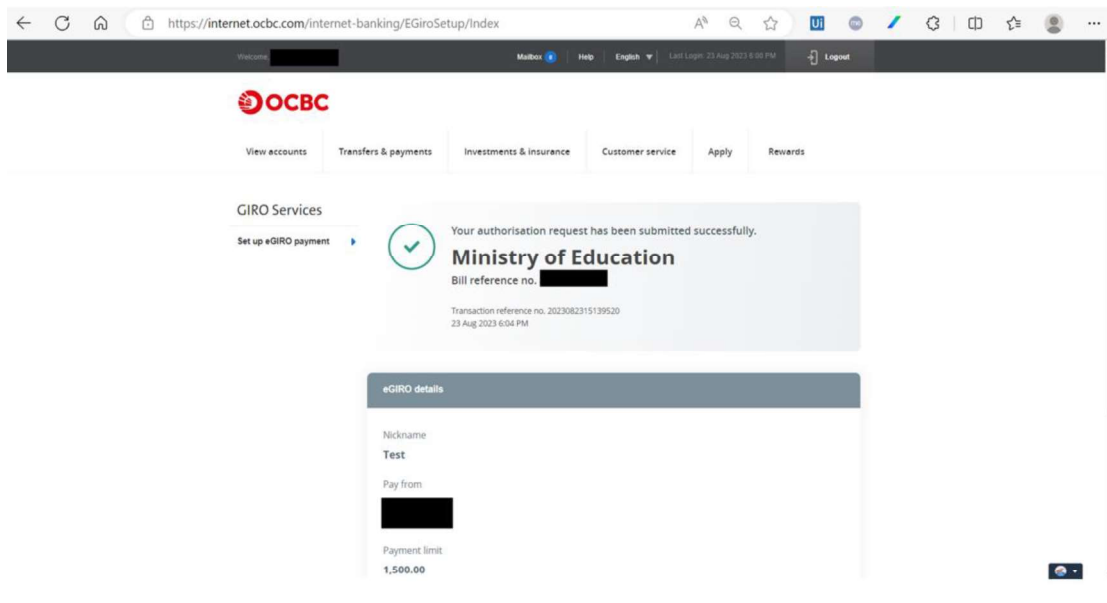
vii) Review the submitted details.

The screenshot shows the OCBC eGIRO 'Review and confirm' page. At the top, there is a navigation bar with 'Welcome Name of Account Holder', 'Mailbox', 'Help', 'English', 'Last Login: 13 Jul 2023 7:55 PM', and 'Logout'. Below this is the OCBC logo and a menu with 'View accounts', 'Transfers & payments', 'Investments & insurance', 'Customer service', 'Apply', and 'Rewards'. The main heading is 'Review and confirm' with a sub-heading 'Complete this set up in 07:46 mins'. Under 'GIRO Services', there is a section 'Set up eGIRO payment' with a right-pointing arrow. The main content area is titled 'Authorise eGIRO payments to Ministry of Education' with a bill reference number 'UIN of the student applying for GIRO'. Below this is a section titled 'eGIRO details' with a 'Nickname' field.

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

The screenshot shows the OCBC terms and conditions scroll view. It starts with the heading 'Scroll to review the following terms to proceed with your application:'. Below this is a list of terms, including 'account.', 'Collect, use and disclose any personal data (as defined in the Personal Data Protection Act 2012) and customer information (as defined in the Banking Act (Cap.19)) from time to time about me and my accounts to any person and any organisation necessary to facilitate this eGIRO arrangement and for other reasonable purposes in accordance with OCBC's Data Protection Policy.', 'Reject the billing organisation's withdrawal instruction to debit my account due to insufficient funds and charge me a fee for this.', and 'At its discretion, allow the billing organisation's withdrawal instruction to debit my account even if this results in an overdraft on the account and charge me a fee for this.' Below the terms are 'Back', 'Cancel', and 'Submit' buttons. The 'Submit' button is grey. At the bottom, there is a footer with '© OCBC. All Rights Reserved.' and 'Conditions of Access | Security & Privacy'. A second scroll view is shown below, with the 'Submit' button now green. An arrow points to the 'Submit' button in both scroll views.

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



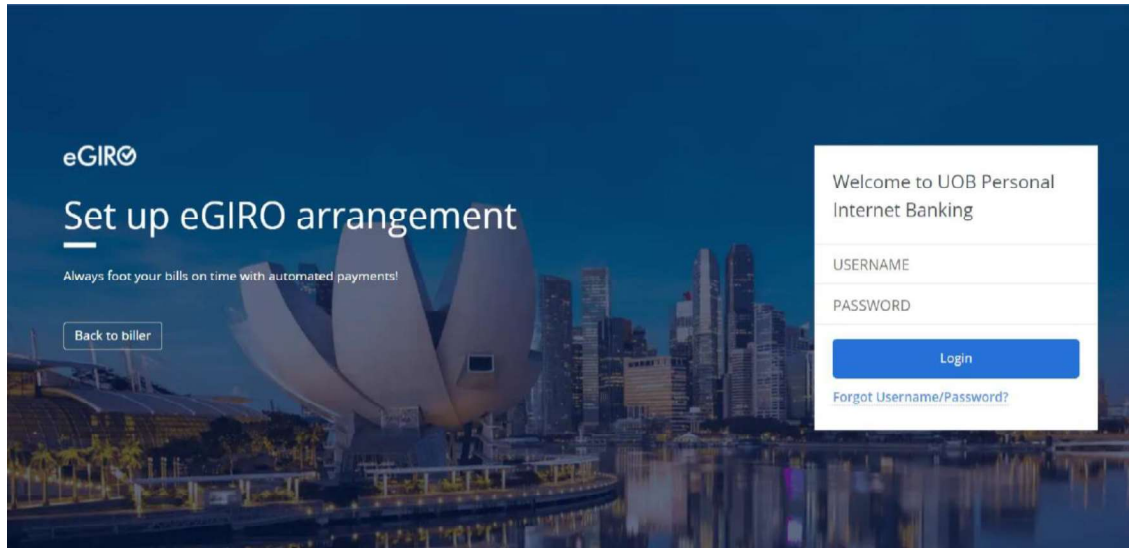
NOTE:

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'.

UOB 大華銀行 Personal Internet Banking

eGIRO logo

Set up eGIRO arrangement

Automate your bill payments.

eGIRO arrangement details

Biller
Ministry of Education

Biller Reference
UIN of the student applying for GIRO

Select Account

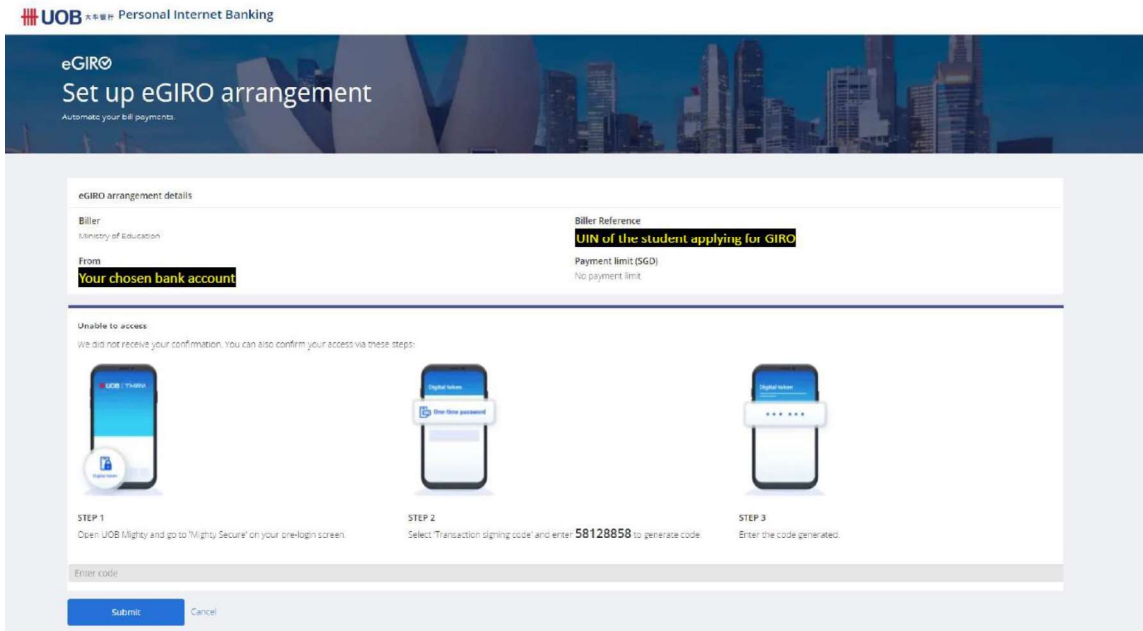
From

Payment limit SGD (optional)
Set how much this biller can deduct per transaction

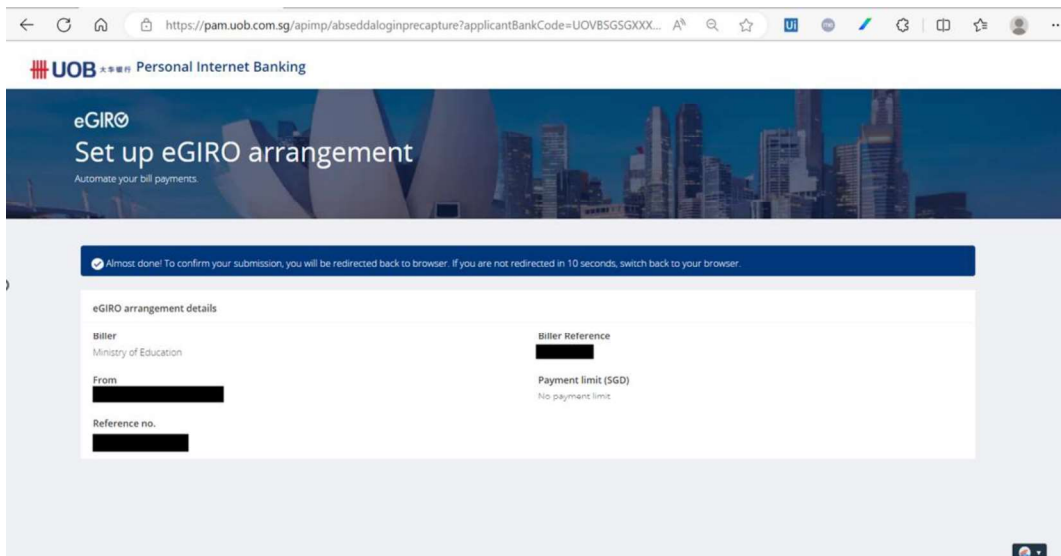
By clicking continue, you are agreeing to the [Terms and conditions](#)

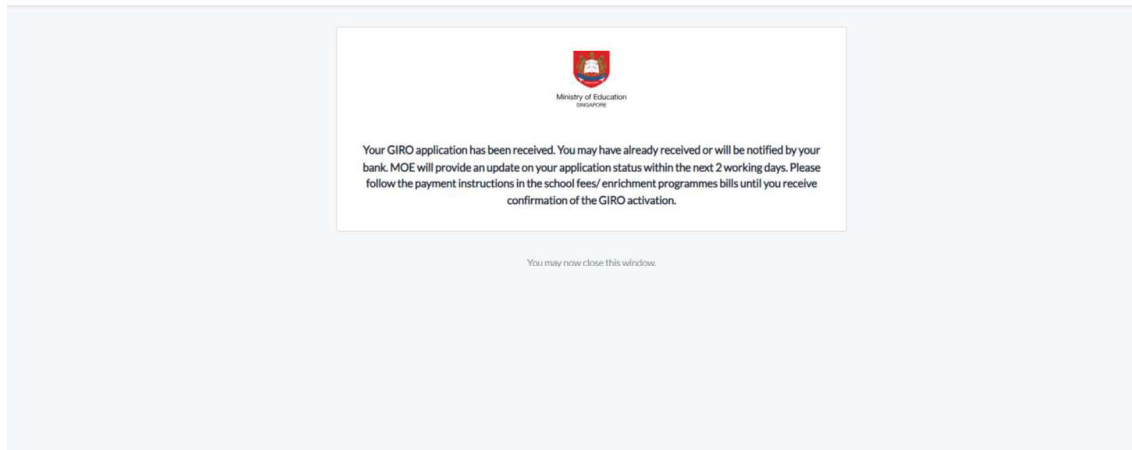
Continue Cancel

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.*)