

# Overview of FTP's Claim Submission Process

## 4-step process in IBF portal for Enhanced Course Fees Subsidy (ECS) application

- for company-sponsored trainees
- for self-sponsored trainees

### ECS Claim Submission Steps

STEP 1

Upload & Verify  
Funding Claims  
Worksheet

Upload your Funding Claims Worksheet for pre-submission verification. If any errors are found, please amend and re-upload the Funding Claims Worksheet.

Upload Worksheet

\* Please view the [list of FTS and IBF-STs programmes](#) relevant to your organisation for funding.

STEP 2

Upload  
Supporting  
Documents

Upload your supporting documents required for this claims submission. The relevant document required is provided in **Step1**.

Upload Documents

STEP 3

Choose  
Disbursement Method

Choose your preferred method of disbursement and provide bank account information.

Edit

STEP 4

Preview & Submit  
Claims

Review all the information before submitting your claims. Do note that after submission, the claims can **no longer be modified**.

Submit

## 3-step process in IBF portal for Training Allowance Grant (TAG) application

- for self-sponsored trainees

### TAG Claim Submission Steps

STEP 1

Upload & Verify  
TAG Claims Worksheet

Upload your TAG Claims Worksheet for pre-submission verification. If any errors are found, please amend and re-upload the TAG Claim Worksheet.

Upload Worksheet

\* Please view the [list of FTS and IBF-STs programmes](#) relevant to your organisation for funding.

STEP 2

Upload  
Supporting Documents

Upload your supporting documents required for this claims submission. The relevant document required is provided in **Step1**.

Upload Documents

STEP 3

Preview & Submit  
Claims

Review all the information before submitting your claims. Do note that after submission, the claims can **no longer be modified**.

Submit

## Key Points to Note on Claim submission

- Details on claim submission of Enhanced Course Fees Subsidy (ECS) and Training Allowance Grant (TAG) are available at:
  - <https://www.ibf.org.sg/programmes/Pages/Claims-Submission.aspx>
- Management Representative (MR) is responsible in managing claims submission process jointly with Funding Administrator (FA):
  - Before claim submission
  - During claim submission
  - After claim submission

## Before Claim Submission

### Management Representative and Funding Administrator to:

- Ensure trainees have linked their NRIC to their PayNow bank account to facilitate IBF's disbursements to trainees
- Ensure completion and submission of Direct Credit Authorisation (DCA) form to facilitate IBF's disbursements to Training Provider's (FTP) bank account
- Ensure clear communication to trainees on the Training Allowance Grant claims processing timeline and status, including FTP's claim submission date after trainees' completion of their programmes.

## Before Claim Submission

- Funding Administrator (FA) should prepare the following documents before claim submission. *(Information updated as at Dec 2020)*

	ECS	TAG
<b>Upload into the IBF portal</b>	<ul style="list-style-type: none"><li>Enhanced Funding Claims Worksheets</li><li>Programme Invoices (with effect from 24 July 2020)</li></ul>	<ul style="list-style-type: none"><li>Training Allowance Grant Worksheet</li><li>Certificate of Completion of trainees</li></ul>
<b>Retain for audit purpose</b>	<ul style="list-style-type: none"><li>Exchange rate documentation for expenses paid in foreign currency other than SGD. FTP to apply <u><a href="#">daily MAS FX rate</a></u> applicable as at the date of invoice for conversion.</li><li>Registration forms and acknowledgment by participants</li><li>Documents to verify personal particulars of individuals (for self-sponsored individuals)</li></ul>	<ul style="list-style-type: none"><li>Record of class attendance and assessment results/scores</li></ul>

## During Claim Submission

- Funding Administrator (FA) should use the most updated claims worksheets. The worksheet can be downloaded from the claims submission packages in the IBF portal.

[Submit Enhanced Funding](#) | [Submit Claims](#) | [View Claims Status](#) | [View ECS / TAG Claim Status](#) | [Submit Training Allowance Grant](#)

### Submit Enhanced Funding Claims

Submission Overview

#### Claims Submission Package

##### Getting Started: Download your Claims Submission Package

The following items are included in the Claims Submission Package:

- Doc (A) FTP-CoySponsored\_Enhanced Course Fee Worksheet
- Doc (B) FTP-SelfSponsored\_Enhanced Course Fee Worksheet

*\*Please view the [list of FTS and IBF-STs programmes](#) relevant to your organisation.*



[Download](#)

[Submit Enhanced Funding](#) | [Submit Claims](#) | [View Claims Status](#) | [View ECS / TAG Claim Status](#) | [Submit Training Allowance Grant](#)

### Submit Training Allowance Grant Claims

Submission Overview

#### Claims Submission Package

##### Getting Started: Download your Claims Submission Package

The following items are included in the Claims Submission Package:

- Doc (C) FTP TAG Claims Worksheet
- Certificate of Completion

*\*Please view the [list of FTS and IBF-STs programmes](#) relevant to your organisation.*



[Download](#)

## During Claim Submission

- Funding Administrator (FA) should ensure accuracy of funding claims data. Please refer to the **supplementary annex** to avoid the **common issues/errors affecting/delaying FTPs' claim submission**.
- All the claims submitted by FA should be verified by MR within 1 month of the FA's submission. The claim will be deleted from the IBF Portal database and the FA will be required to submit the claim again if the deadline is exceeded.

① MR to look out for the system-generated email containing the One-Time Password (OTP) sent to MR's portal-registered email address. Note the limited validity period of the OTP.

Dear Management Representative,

An Enhanced Funding Claim was uploaded on 06 Oct 2020 and it requires your verification.

Click [here](#) to download the Self-Sponsored submission.

Click [here](#) to approve the submission.

Please use the One Time Password (OTP) **310976** to approve and submit your claim.  
Please note that the OTP will expire **by end of today.**

Thank you.

Regards,  
The Institute of Banking and Finance

# During Claim Submission

- ② MR to verify accuracy and completeness of claim
- ③ MR to confirm and accept the terms and conditions and the Management Declaration
- ④ MR to submit claim to IBF

## Terms & Conditions

Please note that all submissions are final and cannot be edited and/or amended upon submission.

☒ I hereby declare that: \*

- All information given in this application are true and correct;
- This claim application has met the [conditions and criteria](#) for the FTS and IBF-STG grant schemes and the Training Allowance Grant scheme;
- I have read and am aware of IBF's [Personal Data Protection Policy](#);
- Before disclosing personal data of other third parties to IBF, I undertake to collect all necessary consents from these third parties for the collection, use and/or disclosure of their personal data for the purpose of submitting funding claims. I agree to bear all liability and shall fully indemnify IBF against any and all actions, claims, proceedings, costs, damages, legal costs and/or other expenses (including the costs of complying with directions and paying financial penalties that may be imposed by the Personal Data Protection Commission) arising out of my breach of this undertaking; and
- I have read and confirm my acceptance of the [Management Declaration](#) for this claim application.

By clicking on submit, I hereby agree that I accept the above stated terms and conditions from IBF.

One Time Password

209675

Resend One Time Password

Please enter OTP

Agree & Submit

## Submission Complete



### Your Funding Claims Have Been Submitted Successfully

IBF will evaluate your submission and you will be notified on the status of your submission.

You may view your submission under **ECS/TAG Claim Status**.

BACK TO HOME

VIEW ECS/TAG CLAIM STATUS

## Submission Complete



### Your TAG Claims Have Been Submitted Successfully

IBF will evaluate your submission and you will be notified on the status of your submission.

You may view your submission under **ECS/TAG Claim Status**.

BACK TO HOME

VIEW ECS/TAG CLAIM STATUS

## During Claim Submission

If the One-Time Password (OTP) has expired, MR can click the **‘Resend One Time Password’** button for system to resend a new OTP to his/her portal-registered email account.

### Terms & Conditions

Please note that all submissions are final and cannot be edited and/or amended upon submission.

☒ **I hereby declare that:** \*

- All information given in this application are true and correct;
- This claim application has met the [conditions and criteria](#) for the FTS and IBF-STG grant schemes and the Training Allowance Grant scheme;
- I have read and am aware of IBF's [Personal Data Protection Policy](#);
- Before disclosing personal data of other third parties to IBF, I undertake to collect all necessary consents from these third parties for the collection, use and/or disclosure of their personal data for the purpose of submitting funding claims. I agree to bear all liability and shall fully indemnify IBF against any and all actions, claims, proceedings, costs, damages, legal costs and/or other expenses (including the costs of complying with directions and paying financial penalties that may be imposed by the Personal Data Protection Commission) arising out of my breach of this undertaking; and
- I have read and confirm my acceptance of the [Management Declaration](#) for this claim application.

By clicking on submit, I hereby agree that I accept the above stated terms and conditions from IBF.

One Time Password

Resend One Time Password

Agree & Submit



## After Claim Submission

- MR and FA can track claim status under '**View ECS/TAG Claim Status**' page in IBF portal

Submit Enhanced Funding | Submit Claims | View Claims Status | **View ECS / TAG Claim Status** | Submit Training Allowance Grant

Enhanced Funding Claims | Training Allowance Grant Claims

Status

APPROVED  
APPROVED  
DRAFT  
PENDING VERIFICATION  
PENDING EVALUATION  
REJECTED

Submitted By	Verified By	Claim Amount	Status	Date Approved
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- MR and FA to provide the required assistance / cooperation if FTP is selected for post-disbursement audits by IBF

## After Claim Submission

- Timely recovery of claim monies disbursed for Enhanced Course Fees Subsidy (ECS) and Training Allowance Grant (TAG).

### Reference (Points 5 and 6 under Management Declaration)

- I understand that any errors or misrepresentation may result in a) rejection of the claims b) recovery of any grants disbursed c) imposition of an administrative fee and/or d) disqualification from participating in IBF-STS and FTS grant schemes and/or the Training Allowance Grant scheme.
- I undertake to **take reasonable steps to clawback an amount equivalent to the enhanced course fees funding and IBF Credit from the individual trainee and/or sponsoring company in the event that the trainee does not successfully complete the training course, within 3 months from the completion of the course.** The amounts recovered should be returned to IBF as soon as practicable, and no later than a month from the time of receipt.

Please write to [funding@ibf.org.sg](mailto:funding@ibf.org.sg) if you have any other queries.

## **Annex**

## Common Issues Affecting/Delaying FTP's Claim Submission

	ECS Company-Sponsored	ECS Self-sponsored	TAG Self-sponsored
<b>Issue</b>	N.A	<p><b>Wrong type of claims worksheet</b> used for (i) licensed representatives such as insurance agents, financial advisers, and remisiers supported by FI principal and (ii) General insurance (GI) agents registered with the General Insurance Association's (GIA) Agent Registration Board</p>	N.A
<b>Solution</b>	N.A	<ul style="list-style-type: none"> <li>Use <b>ECS company-sponsored</b> claims worksheet if the licensed rep attended an <b>FTS course</b> <u>with endorsement from the insurance or FA firm</u></li> </ul>	N.A

## Common Issues Affecting/Delaying FTP's Claim Submission

	ECS Company-Sponsored	ECS Self-sponsored	TAG Self-sponsored						
Issue	Wrong format used under 'Programme start date' and 'Programme end date' in claims worksheet								
Solution	Enter programme dates in YYYYMMDD and GENERAL format <div><table><tr><th colspan="2">Programme Period (Scheduled)</th></tr><tr><th>Start Date</th><th>End Date</th></tr><tr><td>(yyyymmdd)</td><td>(yyyymmdd)</td></tr></table><div>Format of cell Enter date in YYYYMMDD and GENERAL format.</div></div>			Programme Period (Scheduled)		Start Date	End Date	(yyyymmdd)	(yyyymmdd)
Programme Period (Scheduled)									
Start Date	End Date								
(yyyymmdd)	(yyyymmdd)								

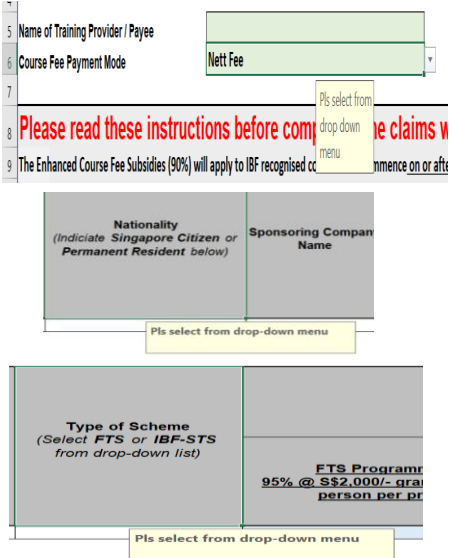
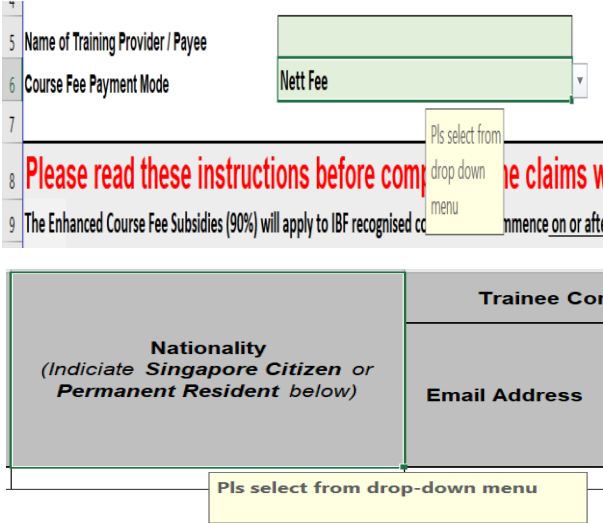
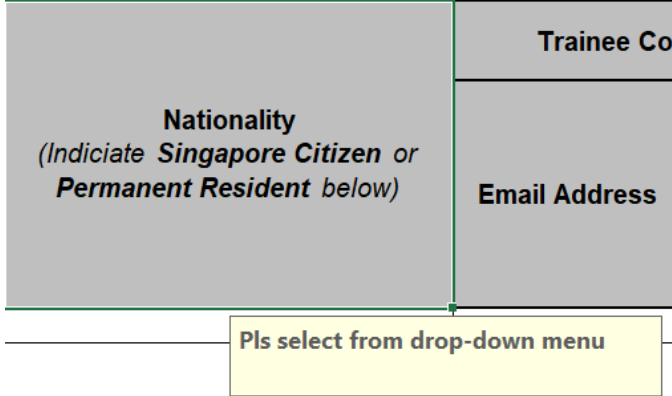
## Common Issues Affecting/Delaying FTP's Claim Submission

	ECS Company-Sponsored	ECS Self-sponsored	TAG Self-sponsored
<b>Issue</b>	<p><b>Programme dates do not fall within the validity period</b> of existing programme code(s) hence unable to apply the programme code in claims worksheet.</p> <p><u>Example</u>  Programme X is scheduled to run from 1 Sep 2020 to 12 Dec 2020.</p> <p>Programme codes/ Validity Period</p> <p>(i) P18XXXXXX/ 15 Sep 2018 to 14 Sep 2020</p> <p>(ii) P20XXXXXX/ 15 Sep 2020 to 14 Sep 2022</p>		
<b>Solution</b>	<p>For every renewal, a new programme code will be issued. Training providers should ensure all programmes are started and completed within the validity period of the existing programme code. For programmes commencing after the renewal, the new programme code should be used in the claims worksheet.</p>		

# Common Issues Affecting/Delaying FTP's Claim Submission

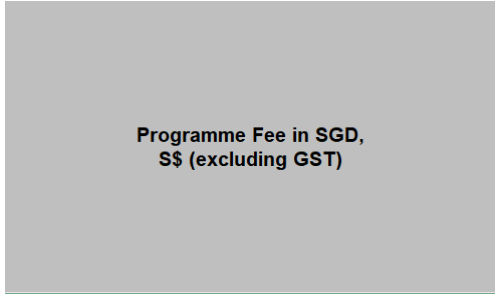
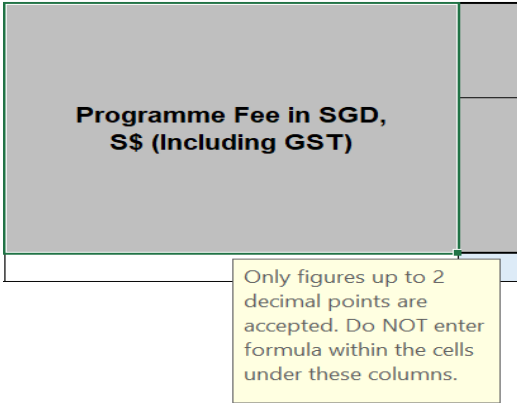
	ECS Company-Sponsored	ECS Self-sponsored	TAG Self-sponsored										
Issue	Overwrote the auto-computed values within the blue shaded cells about Claim Amount in claims worksheet. This will result in wrong computation of the grant support amount.												
Solution	Do not overwrite the formula												
	<div><p>Amount Claimed for IBF-STs and FTS Courses:</p><table><tr><td>(i) FTS Course Fees</td><td>\$ -</td></tr><tr><td>(ii) IBF-STs Course Fees</td><td>\$ -</td></tr><tr><td>Total Claim Amount</td><td>\$ -</td></tr></table><p>DO NOT OVERWRITE THE FORMULA</p></div>	(i) FTS Course Fees	\$ -	(ii) IBF-STs Course Fees	\$ -	Total Claim Amount	\$ -	<div><p>Total Course Fees Claim Amount submitted by the Training Provider :</p><table><tr><td>IBF-STs</td><td>\$ -</td></tr></table><p>DO NOT OVERWRITE THE FORMULA</p></div>	IBF-STs	\$ -	<div><p>Total Course Fees Claim Amount submitted by the Training Provider :</p><table><tr><td>Total Training Allowance Grant</td><td>\$ -</td></tr></table><p>DO NOT OVERWRITE THE FORMULA</p></div>	Total Training Allowance Grant	\$ -
(i) FTS Course Fees	\$ -												
(ii) IBF-STs Course Fees	\$ -												
Total Claim Amount	\$ -												
IBF-STs	\$ -												
Total Training Allowance Grant	\$ -												
	<div><table><tr><td colspan="2">Grant Support Amount</td></tr><tr><td>FTS Programme: 95% @ \$52,000/- grant cap per person per prog</td><td>IBF-STs Programme: 95% @ \$57,000/- grant cap per person per prog</td></tr></table><p>DO NOT OVERWRITE THE FORMULA</p></div>	Grant Support Amount		FTS Programme: 95% @ \$52,000/- grant cap per person per prog	IBF-STs Programme: 95% @ \$57,000/- grant cap per person per prog	<div><table><tr><td>Grant Support Amount</td><td>Reason t</td></tr><tr><td>IBF-STs Programme: 95% @ \$57,000/- grant cap per person per prog</td><td></td></tr></table><p>DO NOT OVERWRITE THE FORMULA</p></div>	Grant Support Amount	Reason t	IBF-STs Programme: 95% @ \$57,000/- grant cap per person per prog		<div><table><tr><td>Training Grant Allowance</td></tr><tr><td>IBF-STs Programme: \$10 / hour of training</td></tr></table><p>\$ -</p><p>DO NOT OVERWRITE THE FORMULA</p></div>	Training Grant Allowance	IBF-STs Programme: \$10 / hour of training
Grant Support Amount													
FTS Programme: 95% @ \$52,000/- grant cap per person per prog	IBF-STs Programme: 95% @ \$57,000/- grant cap per person per prog												
Grant Support Amount	Reason t												
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Training Grant Allowance													
IBF-STs Programme: \$10 / hour of training													

# Common Issues Affecting/Delaying FTP's Claim Submission

	ECS Company-Sponsored	ECS Self-sponsored	TAG Self-sponsored
Issue	Keyed in the values instead of selecting them from the drop-down menu under data fields ' <b>Course Fee Payment Mode</b> ', ' <b>Nationality</b> ', ' <b>Type of Scheme</b> '. This will result in wrong computation of the grant support amount.	Keyed in the values instead of selecting them from the drop-down menu under data fields ' <b>Course Fee Payment Mode</b> ', ' <b>Nationality</b> '. This will result in wrong computation of the grant support amount.	Keyed in the value instead of selecting it from the drop-down menu under data field ' <b>Nationality</b> '. This will result in wrong computation of the grant support amount.
Solution	<p>Select values from drop-down menu for data fields 'Course Fee Payment Mode', 'Nationality', 'Type of Scheme'.</p> 	<p>Select values from drop-down menu for data fields 'Course Fee Payment Mode', 'Nationality'.</p> 	



## Common Issues Affecting/Delaying FTP's Claim Submission

	ECS Company-Sponsored	ECS Self-sponsored	TAG Self-sponsored
<b>Issue</b>	<ul style="list-style-type: none"> <li>Keyed in a figure with <b>more than 2 decimal points</b> under data field '<b>Programme Fee</b>'.</li> <li>Keyed in a formula under data field '<b>Programme Fee</b>'.</li> <li>IBF portal will be unable to accept the claim worksheet as a result.</li> </ul>		N.A
<b>Solution</b>	<ul style="list-style-type: none"> <li>Key in a figure with maximum of 2 decimal points under data field '<b>Programme Fee</b>'.</li> <li>Do not key in a formula under data field '<b>Programme Fee</b>'.</li> </ul>		N.A
			

## Common Issues Affecting/Delaying FTP's Claim Submission

	ECS Company-Sponsored	ECS Self-sponsored	TAG Self-sponsored
<b>Issue</b>	Wrongly <b>included</b> GST under data field ' <b>Programme Fee</b> ' for company-sponsored trainees	Wrongly <b>excluded</b> GST under data field ' <b>Programme Fee</b> ' for self-sponsored trainees	N.A
<b>Solution</b>	<ul style="list-style-type: none"> <li>Exclude GST from the programme fee as GST is not claimable for company-sponsored trainees.</li> <li>Exclude GST from the programme fee when you are using ECS company-sponsored claims worksheet to submit a claim for a licensed representative who attended an <b>FTS course</b> <u>with endorsement from the insurance or FA firm</u>.</li> </ul>	<ul style="list-style-type: none"> <li>Include GST in the programme fee for self-sponsored trainees</li> <li>Include GST in the programme fee when you are using ECS self-sponsored claims worksheet to submit a claim for a licensed representative who attended an <b>IBF-STC course</b>.</li> </ul>	N.A

## Common Issues Affecting/Delaying FTP's Claim Submission

	ECS Company-Sponsored	ECS Self-sponsored	TAG Self-sponsored
<b>Issue</b>	<ul style="list-style-type: none"><li>Entered incorrect or invalid NRIC number under data field 'Trainee NRIC'</li><li>NRIC number is associated with more than one person's name</li></ul>		
<b>Solution</b>	<ul style="list-style-type: none"><li>Ensure that a valid NRIC number belonging to the participant is accurately entered under data field 'Trainee NRIC'.</li></ul>		

## Common Issues Affecting/Delaying FTP's Claim Submission

	ECS Company-Sponsored	ECS Self-sponsored	TAG Self-sponsored
<b>Issue</b>	Company is not a Financial Institution licensed by MAS or a FinTech company registered with Singapore Fintech Association	N.A	
<b>Solution</b>	Ensure that sponsoring company is a Financial Institution licensed by MAS or a FinTech company registered with Singapore Fintech Association. <a href="https://www.mas.gov.sg/financial-institutions-directory">Financial Institutions Directory (mas.gov.sg)</a> <a href="https://www.singaporefintech.org/sg-fintech-directory">SG FinTech Directory (singaporefintech.org)</a>	N.A	
<b>Issue</b>	<b>Portal requires the upload of the certificate of completion but trainee has yet to complete the programme</b>		N.A
<b>Solution</b>	Upload a <b>mock-up copy</b> of certificate of completion if the trainee has yet to complete the programme		N.A

## Common Issues Affecting/Delaying FTP's Claim Submission

	ECS Company-Sponsored	ECS Self-sponsored	TAG Self-sponsored
<b>Issue</b>	<ul style="list-style-type: none"><li>• Trainee's name in claims worksheet does not match that indicated on his/her NRIC and Certificate of Completion</li></ul>		
<b>Solution</b>	<ul style="list-style-type: none"><li>• Name of trainee in the claims worksheet should be per his/her NRIC</li><li>• Certificate of Completion should be issued to trainees based on names per NRIC</li></ul>		