



AIC eServices for Financing Schemes (eFASS) Navigation Guide

Apply for and manage long-term care schemes for yourself or your loved ones electronically with the AIC eFASS platform.



Connecting You
to Community Care

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Key features



Apply for a long-term care scheme for yourself or as a caregiver



Manage your application and follow up on outstanding tasks



Update your scheme details



View your past scheme updates and applications history



View your scheme payouts history



Manage your enquiries, letters and notices

Log in

STEP 1

Visit <https://eFinance.aic.sg> on your computer, mobile or tablet device.

Please ensure that you are using the latest version of your internet browser.

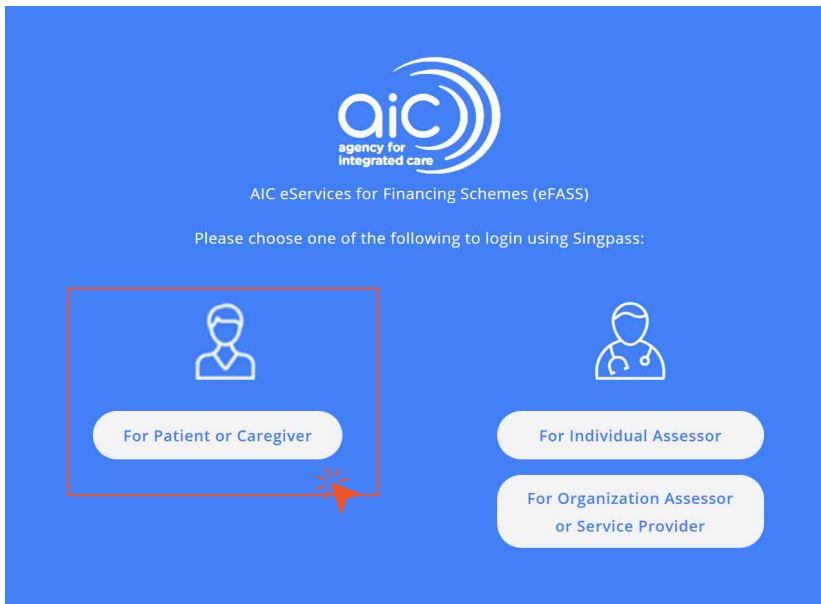


Alternatively, scan this QR code.

STEP 2

Under “I’m a Patient or a Patient’s Caregiver”, log in with your Singpass.

Please note that you should be 21 years and above to submit a new scheme application or make change for existing schemes.



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integrated care

AIC eServices for Financing Schemes (eFASS)

Please choose one of the following to login using Singpass:

For Patient or Caregiver

For Individual Assessor

For Organization Assessor
or Service Provider

If you do not have a Singpass account or have forgotten your Singpass, you may apply for a new one or reset it via <https://www.singpass.gov.sg>.

Customise profile

Upon logging in, you will be prompted to set up your profile if you have not done so.

STEP 1

Update your personal particulars if necessary. Do set up your mode of notification so we can contact you on your application. Once completed, click on "Submit".

Profile Setup

Salutation *

--Select--

Name * (Please key in your name as per your NRIC)

Mode of Communication

All scheme related information will be sent via letters to the patient's NRIC address. Where applicable, an email and or SMS will be sent to you as an applicant/patient based on your selection below.

Subscribe to the following alerts:

SMS notifications include: Acknowledgement of application, reminder on save draft, and notification to check your application outcome.

SMS

Email notifications include: Acknowledgement of application, and reminder on save draft.

Email

STEP 2

For any future changes, click on your profile icon on the Overview Page.

Overview Manage My Schemes Payouts History My Correspondences FAQ

Hello

Welcome to AIC eServices for Financing Schemes.

You have received a total of \$0 in the month of for your scheme(s).

Here you can apply for, manage and track your AIC Long Term Care Schemes.

[You have no active scheme](#)

What You Need To Do

[You have no pending action](#)

STEP 3

Click on "Update My Profile" if you wish to make any changes to your personal details.

My Profile

Salutation

Name

Mode of communication

All scheme related information will be sent via letters to the patient's NRIC address. Where applicable, an email and or SMS will be sent to you as an applicant/patient based on your selection below.

Subscribe to the following alerts:

[Update My Profile](#)

Apply for a new scheme

This section explains the steps needed to start your scheme application.

STEP 1

On the overview page, look for “Apply To Receive Scheme(s) Payout”.

Welcome to AIC eServices for Financing Schemes.
Here you can apply for, manage and track your AIC Long Term Care Schemes.

You have no active scheme

What You Need To Do

If you have not acted on your task and no longer see it in this list, it might have passed its due date. Applicant may re-submit the application. For more information, please contact AIC at 1800-650-6060 or apply@aic.sg.

DATE	PATIENT'S NAME	SCHEME	WHAT YOU NEED TO DO	REASONS	DUE DATE	
02 Jun 2020		HCG, FDW Levy Concession (PWD), PioneerDAS, MediSave Care	Submit your draft application	Your draft will be automatically removed after 14 days	16 Jun 2020	Continue

Apply To Receive Scheme(s) Payout **1**

You must be 21 years old (as of today) to submit an application

STEP 2

Select “For Myself” or “As a Caregiver”.

Apply To Receive Scheme(s) Payout

You must be 21 years old (as of today) to submit an application


Who are you applying for?

For myself

As a caregiver

My loved one is the Patient. S/he needs help with bathing, dressing, eating, toileting, transferring and moving around.

2



Apply for a new scheme *con't*

STEP 3

Before you begin, please read the application information and the terms and conditions. After which, please follow the instructions on the system to complete your application.

NOTE:

The portal allows you to save draft applications. Drafts will be deleted after sometime. Please complete your submission within the timeframe stipulated in eFASS.

Before you submit your application, please check all your details. One of the most common mistakes caregivers make is a wrong relationship declaration. To avoid incomplete applications, select the correct relationship under the "Patient's Particulars" section.

Before you begin, use this checklist to guide you on what you may need to complete:

- Completed a disability assessment.
 - Functional Assessment Report for mild / moderate disability schemes.
 - Mental Capacity Assessment Form (only applicable for patients who are mentally incapacitated). This is found in Section B of the Functional Assessment Report.
 - Assessor Statement for Severe Disability Schemes. This assessment can also be used for mild / moderate disability schemes.
- Updated your household information (www.household-check.moh.gov.sg) if there are changes, or if you previously disallowed the access of your financial information for eligibility checks.
- Have the NRIC details of all parties involved in this application.
e.g. Patient, Bank Account Holder, Caregiver
- Have the bank account details.
e.g. bank name, bank account number

Follow up on outstanding tasks

In this section, we will cover the steps required if you are prompted by AIC to take further actions on the schemes you are applying for, or currently receiving.

STEP 1

On the Overview Page, look for “What You Need To Do”.

Hello

Welcome to AIC eServices for Financing Schemes.
Here you can apply for, manage and track your AIC Long Term Care Schemes.

You have no active scheme

What You Need To Do 1

If you have not acted on your task and no longer see it in this list, it might have passed its due date. Applicant may re-submit the application. For more information, please contact AIC at 1800-650-6060 or apply@aic.sg.

DATE	PATIENT'S NAME	SCHEME	WHAT YOU NEED TO DO	REASONS	DUE DATE	
02 Jun 2020		HCG, FDW Levy Concession (PWD), PioneerDAS, MediSave Care	Submit your draft application	Your draft will be automatically removed after 14 days	16 Jun 2020	Continue

Apply To Receive Scheme(s) Payout

You must be 21 years old (as of today) to submit an application

STEP 2

Click on “Continue” to follow up on the task.

What You Need To Do

If you have not acted on your task and no longer see it in this list, it might have passed its due date. Applicant may re-submit the application. For more information, please contact AIC at 1800-650-6060 or apply@aic.sg.

DATE	PATIENT'S NAME	SCHEME	WHAT YOU NEED TO DO	REASONS	DUE DATE	
02 Jun 2020		HCG, FDW Levy Concession (PWD), PioneerDAS, MediSave Care	Submit your draft application	Your draft will be automatically removed after 14 days	16 Jun 2020	Continue 2

NOTE:

Didn't see a “Continue” button?

There are some tasks that cannot be completed through eFASS, because they may require you to take specific actions in person.

e.g. you may have an outstanding task to visit a Severe Disability Assessor for an assessment. For such a task, the “Continue” button will not be available. Please follow the instructions stated in the letter that we have sent you.

Update scheme's details

There may be instances when you would like to update your or your loved one's existing schemes. There are **4 types** of changes that you can make on the system and these are:



Update nominated bank account details



Update MediSave withdrawal details for MediSave Care



Withdraw MediSave Care Consent (*Only applicable for spousal withdrawal*)



Opt-out from scheme(s)

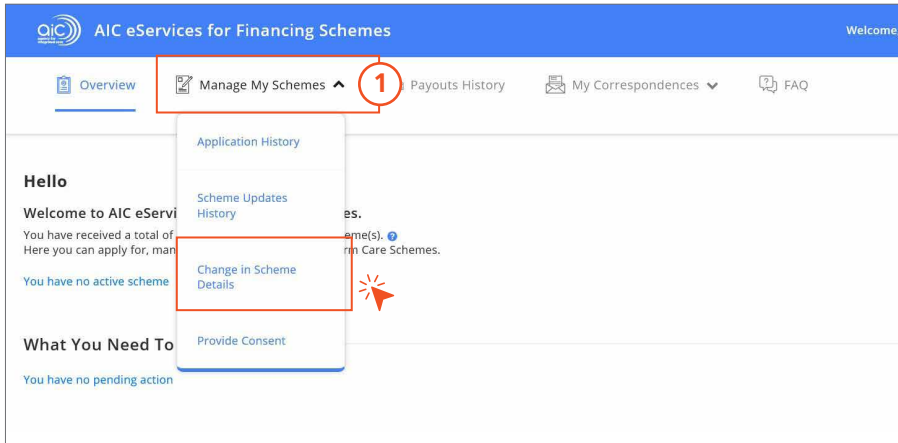
NOTE:

The portal allows you to save 1 draft application for each change type. Drafts will be deleted after sometime. Please complete your submission within the timeframe stipulated in eFASS.

Update scheme's details *con't*

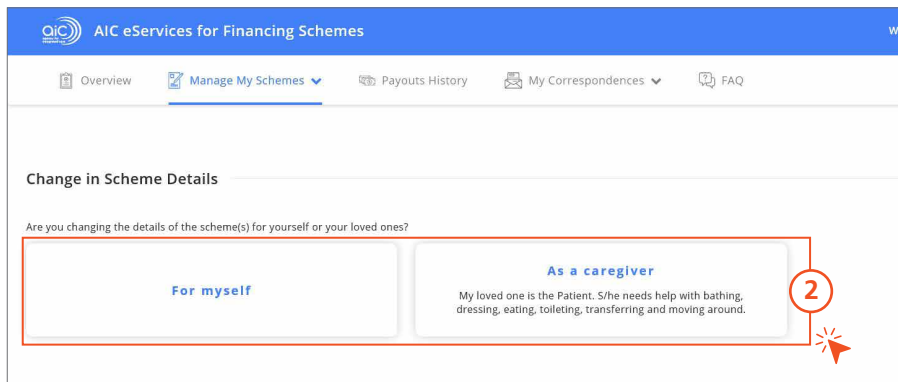
STEP 1

Click on "Manage My Schemes" on the task bar at the Overview Page. Select from dropdown, "Change in Scheme Details".



STEP 2

Select "For Myself" or "As a Caregiver".



STEP 3

Follow through the change in scheme details process. Before you begin, please read the information related to updating of schemes and the terms and conditions.

View scheme updates and applications history

The following section will guide you through the steps required to view the status of your previous scheme applications and updates.

STEP 1

Click on "Manage My Schemes" on the task bar at the Overview Page. Select from dropdown, "Application History" or "Scheme Updates History".

The screenshot shows the AIC eServices for Financing Schemes interface. The top navigation bar includes the AIC logo, the text "AIC eServices for Financing Schemes", and a "Welcome," message. Below the navigation bar, there are several menu items: "Overview", "Manage My Schemes" (with an upward arrow), "Payouts History", "My Correspondences" (with a downward arrow), and "FAQ". The "Manage My Schemes" dropdown menu is open, showing options: "Application History", "Scheme Updates History", "Change in Scheme Details", and "Provide Consent". A red circle with the number "1" highlights the "Manage My Schemes" button. Red arrows point from the text "Select from dropdown, 'Application History' or 'Scheme Updates History'" to the "Application History" and "Scheme Updates History" options in the dropdown menu.

STEP 2

- Select "For my schemes" to view the past scheme applications / updates that you have made for your own schemes or,
- Select "For my Loved One's Schemes" to view the past scheme applications / updates that you have made for your loved one(s).

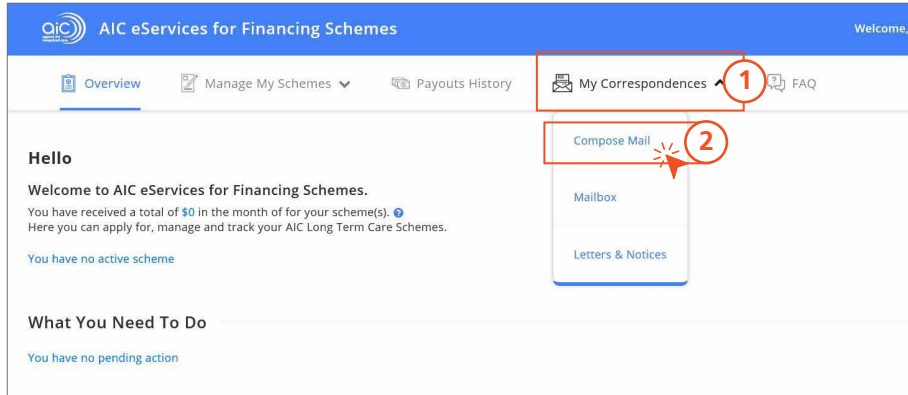
The screenshot shows the AIC eServices for Financing Schemes interface. The top navigation bar includes the AIC logo, the text "AIC eServices for Financing Schemes", and a "Welcome," message. Below the navigation bar, there are several menu items: "Overview", "Manage My Schemes" (with a downward arrow), "Payouts History", "My Correspondences" (with a downward arrow), and "FAQ". The "Manage My Schemes" dropdown menu is open, showing options: "Application History", "Scheme Updates History", "Change in Scheme Details", and "Provide Consent". A red circle with the number "2" highlights the "Application History" option. Below the navigation bar, the "Application History" page is displayed. It features a heading "Application History" and a sub-heading "Application History". Below the heading, there is a message: "If you have submitted an application, the record will be reflected approximately 10 minutes after submission." Below this message, there are two radio buttons: "For My Scheme(s)" (selected) and "For My Loved Ones' Scheme(s)". A red circle with the number "2" highlights the "For My Scheme(s)" radio button. Below the radio buttons, there is a message: "No results found".

Manage correspondences

If you have any questions, you may submit enquiries for yourself or your loved ones to AIC.

STEP 1

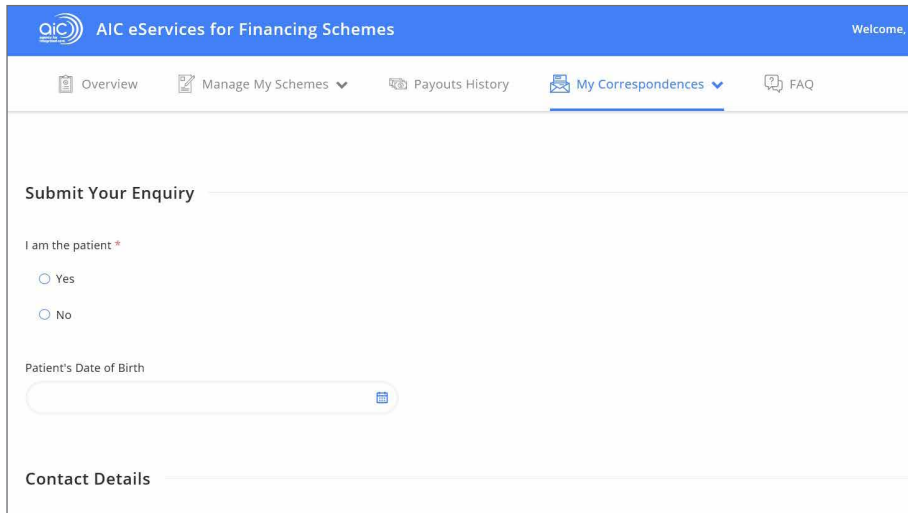
Click on “My Correspondences” on the task bar at the Overview Page. Select from dropdown, “Compose Mail”.



The screenshot shows the AIC eServices for Financing Schemes Overview page. The top navigation bar includes 'Overview', 'Manage My Schemes', 'Payouts History', 'My Correspondences', and 'FAQ'. The 'My Correspondences' menu item is highlighted with a red box and a circled '1'. A dropdown menu is open, showing 'Compose Mail' highlighted with a red box and a circled '2', along with 'Mailbox' and 'Letters & Notices' options.

STEP 2

Fill in the enquiry details. Attach supporting documents if necessary and click on “Submit” to send your enquiry to AIC.



The screenshot shows the AIC eServices for Financing Schemes 'Submit Your Enquiry' page. The page includes a form with the following fields:

- Submit Your Enquiry**
- I am the patient ***
 - Yes
 - No
- Patient's Date of Birth** (with a date picker icon)
- Contact Details**

Manage correspondences *con't*

This section provides the information needed to manage your messages, which consist of the enquiries you have raised and AIC's responses to them.

STEP 1

Click on "My Correspondences" on the task bar at the Overview Page. Select from dropdown, "Mailbox".

The screenshot shows the AIC eServices for Financing Schemes Overview page. The navigation bar includes 'Overview', 'Manage My Schemes', 'Payouts History', 'My Correspondences', and 'FAQ'. The 'My Correspondences' menu is open, showing options for 'Compose Mail', 'Mailbox', and 'Letters & Notices'. Red annotations highlight the 'My Correspondences' menu item (1) and the 'Mailbox' option (2).

STEP 2

- Select "Inbox" to view AIC's response to your enquiry, or
- Select "Sent Items" to retrieve enquiries that you had sent to AIC, or
- Select "Deleted Items" to access messages that you had deleted.

The screenshot shows the 'My Messages' page. A note states: 'Messages will be removed after 60 days'. There are three tabs: 'Inbox', 'Sent Items', and 'Deleted Items'. The 'Inbox' tab is highlighted with a red box and a circled '1'. Below the tabs is a table with columns for 'DATE', 'SCHEME TYPE', 'CATEGORY', 'ENQUIRY ID', and 'PATIENT'S NAME'. Action buttons for 'Mark as Read', 'Mark as Unread', and 'Delete' are visible at the bottom.

NOTE:

For enquiries that AIC has replied to, if you have follow up questions, please submit another enquiry. You can do so by clicking on "Compose Mail" and including the earlier enquiry ID.

Manage correspondences *con't*

You can access acknowledgement receipts and other letters/notices issued to you. This section covers the steps necessary to view notices, as well as download and print letters.

STEP 1

Click on "My Correspondences" on the task bar at the Overview Page. Select from dropdown, "Letters & Notices".

The screenshot shows the AIC eServices for Financing Schemes Overview page. The navigation bar includes 'Overview', 'Manage My Schemes', 'Payouts History', 'My Correspondences', and 'FAQ'. The 'My Correspondences' menu is open, showing options for 'Compose Mail', 'Mailbox', and 'Letters & Notices'. The 'Letters & Notices' option is highlighted with a red box and a circled '2', indicating the next step in the process.

STEP 2

- Select "Notices" to view the notices from AIC, or
- Select "Letters" to view, download and print letters

The screenshot shows the 'My Notices / Letters' page. The 'Notices' and 'Letters' tabs are highlighted with a red box. Below the tabs, a table displays a record for 'Your Profile Detail(s) Have Been Updated' dated 15 MAR 2021. The table has columns for DATE, SCHEME TYPE, SUBJECT, and PATIENT'S NAME.

DATE	SCHEME TYPE	SUBJECT	PATIENT'S NAME
15 MAR 2021	-	Your Profile Detail(s) Have Been Updated	

Frequently asked questions

BEFORE APPLYING FOR A SCHEME

I would like to find out more about a scheme and its eligibility criteria, where do I go?

You may find out more about each individual scheme on AIC's website (www.aic.sg/financial-assistance)

Can I apply for someone in my family?

Yes, you can apply on behalf of someone in your family.

How do I submit a scheme application to AIC?

You can submit scheme applications via AIC eServices for Financing Schemes (eFASS) platform at <https://eFinance.aic.sg>

For detailed steps, refer to page 3 of this navigation guide.

Frequently asked questions *con't*

SCHEME APPLICATIONS

I'm trying to submit a new application for myself, but I cannot find the schemes in the application portal. Why is that so?

To improve your application experience, eFASS does basic checks to display schemes that you may be eligible* for and if you are a recipient of a scheme, or have an ongoing application with AIC. You will not be able to submit the application for the same schemes.

*Please note that you are subjected to further schemes eligibility checks after your application is submitted.

I am trying to apply for MediSave Care for a loved one but I am unable to, why?

If you are applying for MediSave Care for your loved one who has mental capacity, your loved one will have to make the application with his / her Singpass as consent is required to withdraw payouts from his / her MediSave Account.

I am applying for a new scheme on behalf of my loved one who does not have Singpass. The application form has preset my loved one's bank account to receive the payout and I am not able to change it, why?

For the convenience of your loved one who does not have Singpass, we have simplified the process to allow caregivers to submit applications on a loved one's behalf*.

This simplified process allows you to submit scheme applications for your loved one without applying for a Singpass for him / her. To better safeguard the payouts for your loved one, we have designed the application such that the payouts will be made to his / her bank account.

*For MediSave Care applications, for a loved one who has mental capacity, the caregiver will not be able to submit applications on his / her behalf.

Frequently asked questions *con't*

SCHEME APPLICATIONS

I have saved a new scheme application / change in scheme details draft in eFASS, how do I continue editing?

You can access your drafts at the overview page, under “What You Need to Do”.

For new scheme applications, there will be a “Submit your draft application”. For update in nominated bank account details, there will be a “Submit your draft scheme update details” task.

Click on “Continue” to complete the application.

I've already submitted my application but I realise that I have not attached my supporting documents / attached the wrong support documents. What should I do?

Once your application has been submitted to AIC on eFASS, you will not be able to make further amendments via the portal. However, you can email the additional / correct documents to apply@aic.sg.

Frequently asked questions *con't*

SCHEME APPLICATIONS

I am unable to attach my documents. What should I do?

You may not be able to attach your documents due to the file size limit. The file size limit is 15MB. Please resize your file and upload it again.

If you are unable to locate the “Attach File” button, it may be because the button falls outside of your present view. The present view may have been changed when certain portions are being zoomed in during the application. Please scroll down or scroll to the right to locate the blue “Attach File” button.

Supporting Document(s)

Please provide the supporting document(s) if you have any, for the purpose of processing the application(s).

Attach File

I've nominated a 3rd party's bank account (e.g. my spouse/my child) to receive the scheme payouts. Do you need any supporting documents from them?

Your 3rd party bank account holder will need to log in to eFASS to provide the consent for the nomination of their bank account. This will appear under “What you need to do”.

For new scheme applications, the bank account holder consent may not be immediately available as the application would first need to be verified by AIC. Once available for consent, the 3rd party bank account holder will receive an email notification if his / her email was provided.

Frequently asked questions *con't*

APPLICATION STATUS AND CHANGE REQUESTS

I've submitted my loved one's scheme application in eFASS, will AIC notify me of the outcome?

AIC will inform the application outcome in writing to the Patient's NRIC registered address. If the application is approved, AIC will deposit the approved grant amount into the nominated bank account in the following month from the application's approval date.

AIC will continue to deposit the approved grant amount by the end of every month as long as you / your loved one remain eligible for the grant. If the payout is not received by the end of the month, please inform AIC immediately.

I would like to check the status of my application / change in scheme details that I submitted through the portal, how do I do this?

You can check the status on eFASS. After you log in, click on "Manage My Schemes", go to "Application History" for scheme applications or "Scheme Updates History" for change in scheme details.

If you are checking the status on behalf of your loved one, you will only be able to view the applications submitted by you.

Alternatively, you may call **AIC Hotline** at **1800-650-6060** to find out more.

Frequently asked questions *con't*

VIEW APPLICATIONS AND PAYOUTS

I cannot find my draft, what should I do?

To protect your personal data, drafts are only available for a limited amount of time. Please submit a new application / change in scheme details on eFASS.

Am I able to view the payouts for my / my loved one's severe disability assessments under Payout History?

You will be able to view the payouts for the last 12 months, including severe disability assessment reimbursements.

If you are a caregiver, you will not be able to view your loved one's severe disability assessment reimbursements under Payout History.

Learn more about what we do:



Click **www.aic.sg**



Call **1800 650 6060**



Visit **AIC Link**



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