



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

Content

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

Login

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.

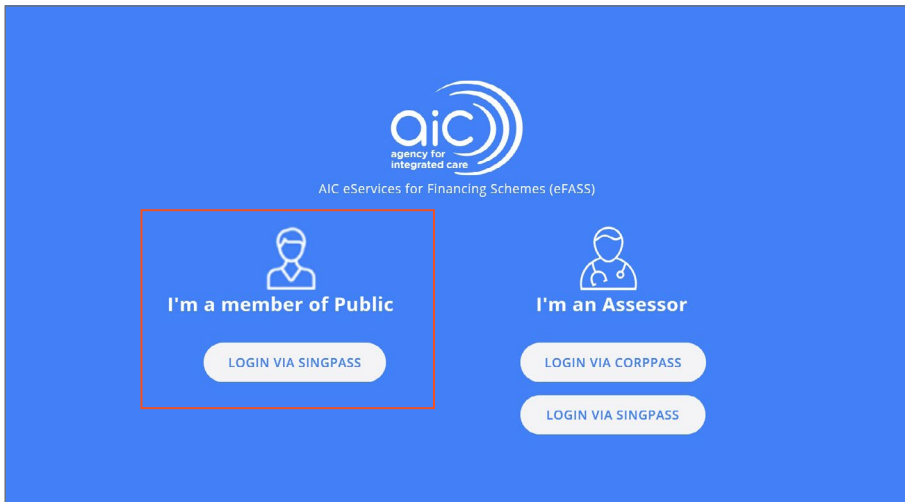


Alternatively, scan this QR code.

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.



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>.

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 **1 draft application** for 14 days, after which the draft copy will be deleted.



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 for 14 days, after which the draft copy will be deleted.

You will only be able to change an existing scheme's details if you had previously submitted the application using 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".

The screenshot shows the AIC eServices for Financing Schemes interface. The top navigation bar is blue with the AIC logo and the text "AIC eServices for Financing Schemes" on the left, and "Welcome" on the right. Below the navigation bar, there are four menu items: "Overview", "Manage My Schemes", "Payouts History", and "FAQ". The "Manage My Schemes" menu is open, showing a dropdown list with the following options: "Application History", "Scheme Updates History", "Change in Scheme Details", and "Provide Consent". The "Change in Scheme Details" option is highlighted in blue. A red box and a circled number "1" are around the "Manage My Schemes" menu item. A red arrow points to the "Change in Scheme Details" option with the text "Select from dropdown, 'Change in Scheme Details'".

STEP 2

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

The screenshot shows the "Change in Scheme Details" page. The top navigation bar is blue with the AIC logo and the text "AIC eServices for Financing Schemes" on the left, and "Welcome" and "Log Out" on the right. Below the navigation bar, there are four menu items: "Overview", "Manage My Schemes", "Payouts History", and "FAQ". The "Manage My Schemes" menu is open, showing a dropdown list with the following options: "Application History", "Scheme Updates History", "Change in Scheme Details", and "Provide Consent". The "Change in Scheme Details" option is highlighted in blue. Below the navigation bar, the page title is "Change in Scheme Details". Below the page title, there is a question: "Are you changing the details of the scheme(s) for yourself or your loved ones?". Below the question, there are two selection options: "For myself" and "As a caregiver". The "As a caregiver" option is highlighted in blue. A red box and a circled number "2" are around the "As a caregiver" option. Below the "As a caregiver" option, there is a description: "My loved one is the Patient. S/he needs help with bathing, dressing, eating, toileting, transferring and moving around."

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 your 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 four main menu items: "Overview", "Manage My Schemes", "Payouts History", and "FAQ". The "Manage My Schemes" item is highlighted with a red box and a circled "1". A dropdown menu is open under "Manage My Schemes", listing four options: "Application History", "Scheme Updates History", "Change in Scheme Details", and "Provide Consent". Red arrows point from the text "Select from dropdown, 'Application History' or 'Scheme Updates History'" to the first two 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 with the "Application History" page selected. The top navigation bar is the same as in the previous screenshot. The "Manage My Schemes" item is now a dropdown arrow. Below the navigation bar, the "Application History" section is visible. It contains two tabs: "For My Scheme(s)" and "For My Loved Ones' Scheme(s)". The "For My Scheme(s)" tab is selected and highlighted with a red box and a circled "2". Below the tabs, the text "No results found" is displayed.

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. For detailed steps, refer to page 5 of this navigation guide.

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. AIC will inform you if additional documentation is required, and you can upload the supporting documents via eFASS.

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 login 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?

Drafts will be stored for 14 days, after which it will be removed. 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 Severe Disability assessments if they were made in the current month. You will not be able to view payouts made in previous months.

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**



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