

FAQs on GST refund

S/N	Question	Answer
1	Can I opt for the refund to be credited to another bank account of my choice?	If you have an NRIC-linked PayNow account, or a bank account previously provided to the Government for citizen disbursement schemes (e.g. GST Voucher Scheme), the refund will be credited to that account by default. We are unable to credit it to another account.
2	How would I know if the refund has been credited in my bank account? Would there be an indication under my bank transactions?	For Donors receiving the refund via PayNow or local bank transfer, it will be reflected on your bank statement. For overseas bank transfer, Donors will receive a copy of the payment advice via email from their bank.
3	The amount refunded to my bank account is not correct. What should I do?	Please write to enquiry@publicguardian.gov.sg with the relevant information including your LPA reference number for OPG to verify your records. If you do not have an email address or internet access, you may contact OPG at 1800-226-6222 for assistance.
4	Can I receive the refund in cash?	As far as possible, we will make payments electronically. If you are unable to accept electronic payments, you may contact OPG at enquiry@publicguardian.gov.sg for further assistance.
5	Others have received the letter, but I have not. Why is that so?	OPG will reach out to all affected parties progressively on the refund. If you are eligible for the refund, you will receive the letter by 30 Jun 2024. We seek your patience and understanding on this matter.
6	What is the status of my refund?	You will receive the refund by the date indicated in the letter i.e. 31 Mar 2024 for those with NRIC-linked Paynow account and bank account provided to the Government; 30 Apr 2024 for those who have submitted bank account details to us by 31 Mar 2024.

		If you do not receive the refund by 30 Apr 2024, please write to enquiry@publicguardian.gov.sg with the relevant information including your LPA reference number for OPG to verify your records. If you do not have an email address or internet access, you may contact OPG at 1800-226-6222 for assistance.
7	The bank account number stated in my letter does not belong to me. What should I do?	Please write to enquiry@publicguardian.gov.sg with the relevant information including your LPA reference number for OPG to verify your records. If you do not have an email address or internet access, you may contact OPG at 1800-226-6222 for assistance.
8	It is past the date indicated on my letter but I still have not received my refund. What should I do?	Please write to enquiry@publicguardian.gov.sg with the relevant information including your LPA reference number for OPG to verify your records. If you do not have an email address or internet access, you may contact OPG at 1800-226-6222 for assistance.
9	Why is there more than 1 LPA reference number on my letter?	This means that you had more than 1 payment transaction with OPG on LPA application. We will refund the amount for all transactions as stated in the letter.
10	How do I complete the form that requires me to provide the banking information?	You may call 1800-226-6222 or visit your nearest ServiceSG centre for assistance to complete the form.
11	Is there a deadline to provide my banking information by?	Please submit your banking information via the QR code indicated in the letter within 2 weeks from the date of letter.
12	I am submitting the banking account details on behalf of my SC/PR parent (or others) as they are not tech savvy, but there is no option in the Form for this. What should I do?	Family members may assist the Donor to submit the form requesting for banking details. You may choose “password login” (instead of via Singpass app) for Singpass login and indicate Donor’s ID and password as prompted. Under Q4 of FormSG, you may choose the third option of “No, I am the Donor”.

13	I have received the letter on behalf of the Donor who has lost mental capacity. What should I do?	<p>The default payment mode will be indicated in the letter i.e., to the Donor's NRIC-linked PayNow account or local bank account number provided to the Government for citizen disbursement schemes.</p> <p>If the Donor does not have either account, you may submit the banking information to OPG on his/her behalf, by completing the online form as indicated in the letter.</p>
14	The Donor has passed on. Can I receive the refund on his/her behalf?	The executor or administrator of the deceased's estate, or the deceased's next-of-kin, may write to enquiry@publicguardian.gov.sg with the relevant information including your LPA reference number for OPG to verify your records. If you do not have an email address or internet access, you may contact OPG at 1800-226-6222 for assistance.
15	What if I inform OPG of alternative payment preferences after the refund has been credited to my PayNow-NRIC linked or bank account?	We regret to inform that we are unable to reverse the payment. Donors may write to enquiry@publicguardian.gov.sg for an appeal.
16	How can I tell if the letter I received is authentic?	<ul style="list-style-type: none"> • Verify that the details mentioned in the letter belong to you. • Make sure the links/QR codes in the letter direct you to a "go.gov.sg" URL. OPG will not require you to provide your bank account usernames, passwords, One-Time Passwords and credit/debit card information. <p>If you are unsure of the origin of the letter, please contact OPG at 1800-226-6222 or enquiry@publicguardian.gov.sg for verification.</p>
17	The FormSG link/QR code in my letter directs me to login with Singpass, but I do not have a Singpass account. What should I do?	<ul style="list-style-type: none"> • Please scan the QR code provided below or access this link https://go.gov.sg/lpaf-2024 to provide your bank account information. Both the QR code and link provided here do not require Singpass login.



<https://publicguardian.gov.sg/2021>

- Thereafter, please send a scanned copy of your NRIC (front and back) via email to enquiry@publicguardian.gov.sg. To keep your personal data secure, we recommend that you encrypt the document with a password and send us the password in a separate email.
- Once you have completed the above, we will process the refund to the bank account indicated. It will take up to 4 weeks to receive the payment.