

# User guide for eGIRO application

## 1 Accessing the eGIRO portal

(<https://www.moe.gov.sg/financial-matters/fees/egiro>)

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## Apply for eGIRO

Use our digital service to apply for GIRO arrangement for your child's school and miscellaneous fees.

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. Corporate accounts are not allowed.

### Things to note about your application

If you are not the existing GIRO account holder with MOE, the existing account holder has to terminate the GIRO arrangement before you can proceed. They can do so by submitting the original signed [GIRO termination form](#) to the child's school.

If you have submitted multiple application for the same student before the cut off, we will only process your latest application.

We will update you on your application outcome via email during the following periods:

Date of submission	Date of email update
Submit by 25 <sup>th</sup> of month (Feb to Oct)	First week of following month
Submit by 25 <sup>th</sup> of month (Nov to Jan)	From Jan to first week of Feb

[APPLY FOR EGIRO](#)

Note: Please note that you will be redirected to a website hosted by DBS, the service provider for eGIRO with MOE.

- Refer to the [user guide](#) for the steps to sign up.
- If you do not have internet banking, please approach your child's school for assistance.
- If you have any feedback, you can submit through our [online feedback form](#).

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Click this button to access the eGIRO portal

## 2 Steps to sign up in the eGIRO portal

### (i) Fill in your details

The screenshot shows the eGIRO Direct Debit Authorisation (DDA) form. At the top, it says "eGIRO Direct Debit Authorisation (DDA)". Below that, it states "You are signing up to join GIRO scheme with Ministry of Education. Please enter the following details. All fields are mandatory." The Ministry of Education Singapore logo is in the top right. The form fields are: Applicant name (Name), Applicant NRIC/FIN (NRIC), Applicant e-mail (Email), Bill reference no. (Student's NRIC/ FIN), Account holder's name (Name per Bank Account), and Select bank (Select Bank). A red bracket groups the first five fields with the annotation "Fill in all required information". A red arrow points to the "Select Bank" dropdown menu with the annotation "Select your bank from the dropdown list (Note: MOE does not accept ICBC account for GIRO application.)". Below the form, there is a checkbox with a blue checkmark and 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 disclosure to and subsequent use of the information by third parties, in connection with:". A red arrow points to this checkbox with the annotation "Read and accept the terms and conditions by checking the box". Below the checkbox, there are three bullet points: a. the provision of electronic banking services and for any other purposes connected with your access or use to such services, including setting up the Direct Debit Authorisation (DDA), accessing and using the DDA services, and enabling payment with eGiro; b. the monitoring and enforcement of compliance with applicable terms and conditions; and c. to comply with applicable laws, including anti-money laundering and anti-terrorism laws. Below the bullet points, it says "Please ensure that you are duly authorised to submit the information, and such information is accurate and complete." and "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." Below that, it says "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](http://www.moe.gov.sg/feedback)". At the bottom of the form, there is a blue "SUBMIT" button. A red arrow points to this button with the annotation "Click submit".

(ii) You will then be directed to your internet banking portal.


(iii) Follow the instructions within to complete the application.

#### Note:

- Only eligible accounts will be available for selection in this application.
- CDA account, joint account with 2 signatories and corporate account are not accepted.

(iv) You will see the following message if your submission is successful.

eGIRO Direct Debit Authorisation (DDA)




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Your online GIRO application has been received. MOE will inform you of your application status through email. Please see [MOE eGIRO page](#) for more information.

You may now close this window.

(v) If you see the following message or other error message, your submission is unsuccessful. Please access the eGIRO portal again (<https://www.moe.gov.sg/financial-matters/fees/egiro>) and try to submit a fresh application.

eGIRO Direct Debit Authorisation (DDA)



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Something went wrong. Your application was not completed successfully at your bank's portal. Please try submitting a fresh application again.

You may now close this window.