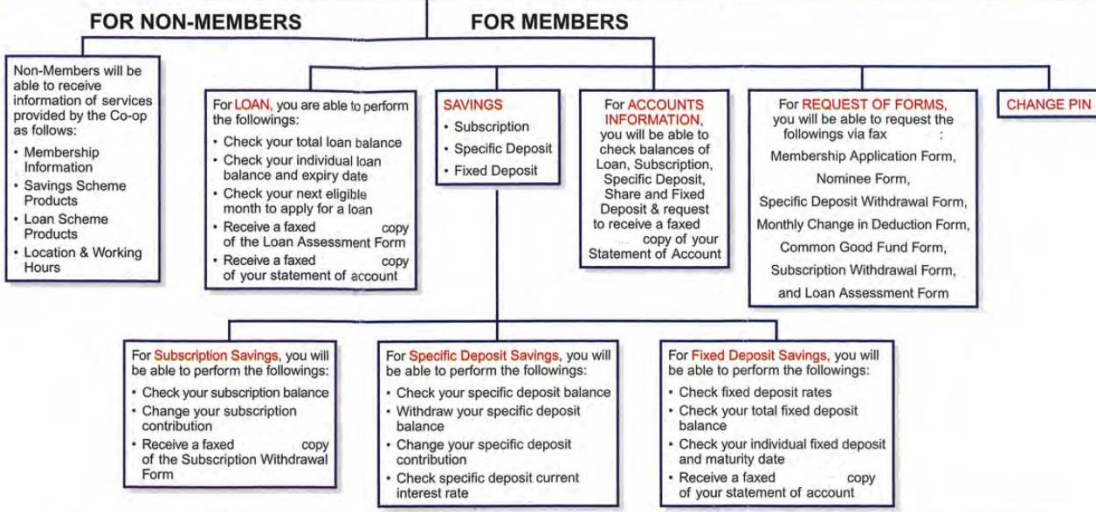


\*Please note that a copy of **Forms** or **Statement of Account** can only be requested to be sent to members via the fax option only. Email options in the IVRS system are no longer valid, and there will be no response relayed to member's email.

Alternatively, members may write in (with member's signature) to request for a copy of their account statement to be mailed to their address registered in our system. All other forms may be downloaded from our website, under "All Forms".

# INTERACTIVE VOICE RESPONSE SYSTEM



## HELPFUL HINTS

- To Exit the IVRS system, simply **JUST HANG UP AT ANY TIME.**
- For your security, please listen for the confirmation message to ensure that your transaction is accepted.
- This service is available 24 hours (except between 12am to 1am).

## GETTING STARTED

- Step 1: Call **6334 5670**
- Step 2: You will hear the introductory message
- Step 3: Press 1 for Non-Member Services OR Press 2 for Member Services

### For Member Services

- Step 4: Enter your 7-digit NRIC number, followed by the [#] key
- Step 5: Enter your 6-digit PIN number, followed by the [#] key
- Step 6: Select Menu
  - Press [1]: To Loan Menu
  - Press [2]: To Savings Menu
  - Press [3]: To Account Information Menu
  - Press [4]: To Form Request Menu
  - Press [5]: To PIN Change Menu

### For Non-Member Services

- Step 4: Select Menu
  - Press [1]: For Membership
  - Press [2]: For Savings Scheme Products
  - Press [3]: For Loan Scheme Products
  - Press [4]: For Location and Working Hours
  - Press [0]: For Previous Menu

## NON-MEMBER SERVICES

### Membership

- Press [1]: Membership Information  
*(System will read out the different types of membership)*
- Press [1]: To receive a faxed copy of the Membership Form  
*Enter your Fax number, followed by the [#] key OR enter [\*] key to exit*
- Press [1]: To confirm fax number
- Press [0]: To re-enter fax number
- Press [0]: To return to previous menu

### Savings Scheme Products

- Press [2]: Savings Scheme Products  
*(System will read out different savings scheme products)*
- Press [1]: For Specific Deposit Rates  
*(System will read out the S/D interest rate)*

## MEMBER SERVICES

### Loan Menu

- Press [1]: To check Loan Balance  
*(System will read out your Loan Balance)*
- Press [1]: To enter new amount
- Press [0]: To return to previous menu
- Press [0]: To return to previous menu

### Loan Scheme Products

- Press [3]: Loan Scheme Products  
*(System will read out the various types of loan scheme available)*

### Location and Working Hours

- Press [4]: Location and Working Hours  
*(System will read out the location of SPCS office and Working Hours)*

## MEMBER SERVICES

### Loan Menu

- Press [1]: To check your Individual Loan Balance and Expiry Date  
*(System will read out your individual Loan Balance and Expiry date)*
- Press [1]: To listen to your next Loan Balance and Expiry Date  
*(System will read out your next Loan Balance)*
- Press [2]: To repeat
- Press [3]: To request for your Statement of Account.
- Press [1]: To receive a faxed copy of your Statement of Account  
*Enter your Fax Number, followed by [#] key OR enter [\*] key to Exit*
- Press [1]: To confirm fax number
- Press [0]: To re-enter fax number

### FOR LOAN

- Press [0]: To return to previous menu
- Press [2]: To check your Individual Loan Repayment Period  
*(System will read out your individual Loan Repayment Details)*
- Press [1]: To listen to your next Loan Repayment  
*(System will read out your next Loan Repayment Details)*
- Press [2]: To repeat
- Press [3]: To request for your Statement of Account.
- Press [1]: To receive a faxed copy of the Statement of Account  
*Enter your Fax Number, followed by [#] key OR enter [\*] key to Exit*
- Press [1]: To confirm fax number
- Press [0]: To re-enter fax number

### FOR SAVINGS

- Press [0]: To return to previous menu
- Press [0]: To return to previous menu
- Press [2]: To check next eligible month to apply for a loan  
*(System will read out your next eligible month for loan application)*
- Press [1]: To request for a Loan Assessment Form
- Press [1]: To receive a faxed copy of the Loan Assessment Form  
*Enter your Fax Number, followed by [#] key OR enter [\*] key to Exit*
- Press [1]: To confirm fax number
- Press [0]: To re-enter fax number

### Loan Menu

Press [3]: To receive a copy of Loan Assessment Form

Press [1]: To receive a faxed copy of the Loan Assessment Form  
*Enter your Fax Number, followed by [#] key OR enter [\*] key to Exit*

Press [1]: To confirm fax number  
Press [0]: To re-enter fax number

Press [0]: To return to previous menu

### Savings Menu

Press [1]: For Subscription Savings

Press [1]: For Subscription Balance  
*(System will read out your subscription balance)*

Press [2]: For Subscription Contribution  
*(System will read out your current monthly contribution)*

Press [1]: To change your monthly contribution  
*(System prompts you to enter new amount and repeats your change)*

Press [1]: To confirm your change

Press [2]: To listen to your change request

Press [0]: To re-enter the amount

Press [2]: To cancel your previous request

Press [0]: To return to previous menu

Press [3]: To check eligible withdrawal amount and receive a copy of the Subscription Withdrawal Form  
*(System will read out your eligible withdrawal amount)*

Press [1]: To receive a faxed copy of the Subscription Withdrawal Form

*Enter your Fax Number, followed by [#] key OR enter [\*] key to Exit*

Press [1]: To confirm fax number

Press [0]: To re-enter fax number

Press [0]: To return to previous menu

Press [0]: To return to previous menu

Press [2]: For Specific Deposit Savings

Press [1]: For Specific Deposit Balance  
*(System will read out your S/D Balance)*

Press [2]: For Withdrawal of Specific Deposit  
*(System will read out previous withdrawal request, if any)*

Press [1]: To change the withdrawal amount  
*(System prompts you to enter new amount and repeat your change)*

Press [1]: To confirm the change

Press [2]: To change the amount again

Press [2]: To cancel your previous withdrawal request

Press [0]: To return to previous menu

Press [3]: For Specific Deposit Contribution  
*(System will read out your current monthly contribution)*

Press [1]: To change your monthly contribution  
*(System prompts you to enter new amount and repeat your change)*

Press [1]: To confirm your change

Press [2]: To listen to your change request

Press [0]: To re-enter the amount

Press [2]: To cancel your previous change request

Press [0]: To return to previous menu

Press [4]: For Current Specific Deposit Interest Rate

Press [0]: To return to previous menu

Press [3]: For Fixed Deposit Savings

Press [1]: To check Fixed Deposit Interest Rates  
*(System will read out the F/D interest rates based on the amount user entered)*

Press [1]: To enter new amount

Press [0]: To return to previous menu

Press [2]: To check your Total Fixed Deposit Balance  
*(System will read out Your total F/D Balance)*

Press [1]: To Check Individual Fixed Deposit and Maturity Date  
*(System will read out your Fixed Deposit details)*

Press [1]: To listen to your next Fixed Deposit details  
*(System will read out your next Fixed Deposit Details)*

Press [2]: To repeat

Press [3]: To request for your Statement of Account

Press [1]: To receive a faxed copy of your Statement of Account

*Enter your Fax Number, followed by [#] key or enter [\*] key to exit*

Press [1]: To confirm fax number

Press [0]: To re-enter fax number

Press [0]: To return to previous menu

Press [0]: To return to previous menu

Press [0]: To return to previous menu

Press [0]: To return to previous menu

### Account Information Menu

*(System will read out your Accounts Balance)*

Press [1]: To receive a faxed copy of the Statement of Account  
*Enter your Fax Number, followed by [#] key OR enter [\*] key to Exit*

Press [1]: To confirm fax number

Press [0]: To re-enter fax number

Press [0]: To return to previous menu

Press [6]: For Loan Assessment Form

Press [7]: For Common Good Fund Application Form

Press [0]: To return to previous menu

Press [1]: To receive a faxed copy of your Statement of Account  
*Enter your Fax Number, followed by [#] key OR enter [\*] key to Exit*

Press [1]: To confirm fax number

Press [0]: To re-enter fax number

Press [0]: To return to previous menu

### Form Request Menu

Press [1]: For Membership Application Form

Press [2]: For Nominee Form

Press [3]: For Specific Deposit Withdrawal Form

Press [4]: For Subscription Withdrawal Form

Press [5]: For Change in Monthly Deduction Form

### PIN Change Menu

Step 1: Enter new 6-digit PIN, followed by the [#] key

Step 2: Re-enter new 6-digit PIN, followed by the [#] key

