Frequently Asked Questions on Singapore Financial Data Exchange (SGFinDex)

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What is SGFinDex?

Introduction to Singapore Financial Data Exchange (SGFinDex)	
Question 1	**What is SGFinDex?**
Answer	SGFinDex stands for Singapore Financial Data Exchange. It is a digital infrastructure that enables you to retrieve and share your financial data from Government agencies (via Myinfo) and private sector organisations (e.g., Bank A, Insurer A) with an organisation (e.g., Bank B, Insurer B) of your choice. This is a joint initiative by the Monetary Authority of Singapore (MAS), the Smart Nation and Digital Government Group (SNDGG), and financial institutions.
Question 2	**How does SGFinDex work and how can it benefit me?**
Answer	SGFinDex is a digital infrastructure linking the various data sources from participating entities to facilitate the sharing of your personal financial information. With such convenient linkages, you will be able to securely retrieve your personal financial data from your selected data sources and have a consolidated view of your personal financial position through your preferred participating financial planning applications/websites.
Question 3	**Can I use a participating financial planning application/website to perform any transactions on my account(s) with other participating entities?**
Answer	No. A participating financial planning application/website enables you to **view** the account balance in your account(s) and/or policy details with other participating entities, but you cannot use it to perform transactions in your account(s) with other participating entities.
Question 4	**Is there a charge to use SGFinDex?**
Answer	No. Currently, you will not be charged for using SGFinDex via a participating financial planning application/website.
Participating Organisations	
Question 5	**Who are the participating entities in SGFinDex?**
Answer	The participating entities in SGFinDex consists of Data Contributors and Financial Planning applications/websites. Data Contributors Financial institutions currently participating in SGFinDex as data contributors are Citi, DBS / POSB, HSBC, Maybank, OCBC, Standard Chartered Bank, UOB, the SGX Central Depository (SGX CDP), AIA Singapore, AXA Singapore, Great Eastern, Income, Manulife Singapore, Prudential Singapore and Singlife with Aviva. Government agencies (via Myinfo) currently participating in SGFinDex as data contributors are the Central Provident Fund Board (CPFB), Housing and Development Board (HDB) and Inland Revenue Authority of Singapore (IRAS).

	Financial Planning applications/websites The participating banks, insurers, Ministry of Manpower (MOM) and Central Provident Fund Board (CPFB) will provide financial planning applications/websites that you can use to view your consolidated financial data. Please refer to Question 7 for the links to the financial planning applications/websites.
Question 6	**Will more entities participate in SGFinDex?**
Answer	The Monetary Authority of Singapore (MAS) and the Smart Nation and Digital Government Group (SNDGG) are working with the industry to onboard other financial institutions onto SGFinDex.
Question 7	**What are the participating financial planning applications/websites powered by SGFinDex?**
Answer	Financial Institutions Banks • DBS / POSB's NAV Planner: https://www.dbs.com.sg/personal/deposits/digital-services/sgfindex • Citi: https://www1.citibank.com.sg/personal-banking/online-services/mobile-banking/sgfindex • HSBC's FinConnect: https://www.hsbc.com.sg/ways-to-bank/mobile/finconnect/ • Maybank's MView: https://www.maybank2u.com.sg/en/personal/banking-services/self-service/mview.page?utm_source=sgfindex • OCBC's Your Financial OneView: https://www.ocbc.com/personal-banking/digital-banking/financialoneview • Standard Chartered Bank: https://www.sc.com/sg/bank-with-us/sgfindex/ • UOB's One View: https://www.uob.com.sg/personal/eservices/ebanking/oneview.page Insurers • AIA Singapore: https://www.aia.com.sg/en/sgfindex.html • AXA Singapore: https://www.axa.com.sg (Coming soon) • Great Eastern: https://www.greateasternlife.com/sg/en/personal-insurance/financial-planning/sgfindex.html (Coming soon) • Manulife Singapore: https://www.manulife.com.sg (Coming soon) • Income: https://www.income.com.sg/sgfindex (Coming soon) • Prudential Singapore: https://www.prudential.com.sg/services/sgfindex • Singlife with Aviva: https://singlife.com/en/sgfindex (Coming soon) Government • MyMoneySense: https://www.mymoneysense.gov.sg • Central Provident Fund Board (CPFB): https://www.cpf.gov.sg/member/tools-and-services/calculators/first-home (Coming soon)

Data Protection and Cybersecurity	
Question 8	**How will data be shared across the participating entities?**
Answer	Data will be shared through SGFinDex only with your consent. Specifically, your consent will be needed (a) for data contributors (i.e., banks, SGX CDP and insurers) and Government agencies (via Myinfo) to release data via SGFinDex and (b) for the participating financial planning applications/websites to retrieve data via SGFinDex. Your financial and account information will be encrypted and is not visible to SGFinDex. SGFinDex cannot read and will not store your financial data. Please refer to Question 14: **"How do I authorise my financial institution to release data?"**
Question 9	**I have consented for my data in Bank A, SGX CDP and Insurer A to be shared through SGFinDex with my selected financial planning application/website. Does that mean that all other participating financial planning applications/websites will now automatically have my data?**
Answer	No, other participating financial planning applications/websites will not be able to retrieve your data without your consent. A participating financial planning application/website will need to obtain your consent each time for the application/website to retrieve your data. Data will only be retrieved upon your instruction to do so, even if you had previously authorised Bank A, SGX CDP, Insurer A and Government agencies (via Myinfo) to release your data through SGFinDex.
Question 10	**Upon consenting for my data to be shared with my selected Financial Institution, by whom and for what purpose will my data be used?**
Answer	When you give an instruction or consent to a Participant to make your data available through SGFinDex, you also consent for your data to be used by officers, employees, authorised agents/representatives (e.g., Tied Agents / Financial Adviser Representatives related to your selected Financial Institution) and/or professional advisers of your selected Financial Institution for the purpose of offering Financial Planning Services to you. If you wish to revoke your consent, you can submit a revocation. For more information on how to revoke your consent, please contact the respective financial institution or refer to the "Revocation of Consent" section of this document. Please refer to the Terms and Conditions Governing Use of Singapore Financial Data Exchange for full list of purposes.

Question 11	**What are the measures in place to safeguard my data while it is being retrieved through SGFinDex?**
Answer	There are stringent security measures in place to safeguard your personal data that passes through SGFinDex. Your data is encrypted when it is retrieved through SGFinDex and only the financial planning application/website(s) that you have authorised to receive your data is able to decrypt the data. The authentication and authorisation process is underpinned by Singpass.
Question 12	**If there is a data breach when using SGFinDex, who is accountable?**
Answer	This is dependent on the circumstances leading to the data breach. If it is determined that the data breach is caused by a participating entity, that participating entity will be responsible. Under the Personal Data Protection Act, an organisation that is in breach of any data protection provisions may be liable to a penalty of up to $1 million or 10 per cent of local annual turnover (for organisations whose turnover exceeds S$10 million), whichever is higher. If it is determined that the data breach occurred at MyMoneySense or at the SGFinDex infrastructure, the Government will be responsible and will perform the necessary incident containment, forensic investigations and recovery actions in line with established protocols (Please visit https://go.gov.sg/SecureSmartNation for more information). Under the Public Sector (Governance) Act, public officers who recklessly or intentionally disclosedata without authorisation or misuse the data for a gain may be found guilty of an offence and may be subject to a penalty of $5,000 or imprisonment of up to 2 years, or both.
Question 13	**What kind of actions will be taken against participating entities who flout data protection laws?**
Answer	Participating entities that flout data protection laws such as the Personal Data Protection Act (PDPA) will be subject to regulatory action. Under the Personal Data Protection Act, an organisation that is in breach of any data protection provisions may be liable to a penalty of up to $1 million or 10 per cent of local annual turnover (for organisations whose turnover exceeds S$10 million), whichever is higher.

Setup Process of SGFinDex

Initial Setup	
Question 14	**How do I authorise my financial institutions to release data?**
Answer	You can use MyMoneySense (https://www.mymoneysense.gov.sg) or the participating financial planning applications/websites to authorise your financial institutions and Government agencies (via Myinfo) to release data via SGFinDex.
Question 15	**What do I need before I can use any of the participating financial planning applications/websites to retrieve SGFinDex data?**
Answer	You will need the following before you can use any of the participating financial planning applications/websites to retrieve SGFinDex data: (a) a valid Singpass account; and (b) a verified account with the participating financial institution for the use of their online service If you are a foreigner or have recently received your Singapore Permanent Resident status, you may wish to update your personal particulars with the participating financial institutions.
Question 16	**I do not bank or insure with any of the participating financial institutions. Are there any other financial planning applications/websites that I can use?**
Answer	If you are not a customer of the participating financial institutions, you can access the MyMoneySense (https://www.mymoneysense.gov.sg) using your Singpass to retrieve and view your personal financial data available in Myinfo. You can also use MyMoneySense to manually enter other personal financial data. If you would like to use a participating financial institution's financial planning application/website, you could do that by establishing a relationship with the participating financial institution first.
Question 17	**How do I use a financial institution's application/website to authorise banks, SGX CDP and insurers to release my data?**
Answer	**Step 1:** Log in to your financial institution's (e.g., Bank A's, Insurer A's) portal and select their financial application/webpage. Read the financial institution's terms and conditions and accept them if you would like to proceed with the authorisation. **Step 2:** Log in via Singpass to authenticate yourself and you will be directed to the SGFinDex page. **Step 3:** Select the data contributors that you would like to authorise (e.g., Bank B, SGX CDP, Insurer B). You will be directed to portal of Bank B, SGX CDP, or Insurer B for authentication. **Step 4:** Log in to the portal of Bank B, SGX CDP or Insurer B to give your consent for Bank B, SGX CDP or Insurer B to set up a linkage to facilitate the transfer of your personal financial data. Read terms and conditions of Bank B, SGX CDP or Insurer B, and accept them if you would like to proceed with releasing your data with Bank B, SGX CDP or Insurer B. If successful, Bank B, SGX CDP or Insurer B will be displayed on the SGFinDex page as connected entities.

	Repeat Steps 3 and 4 to authorise other data contributors (e.g., Bank C, Insurer C). Once completed, select 'Return to previous page' to be redirected back to Bank A's or Insurer A's portal. **Step 5:** Your consent for data contributors (i.e., Bank B, Bank C, SGX CDP, Insurer B, Insurer C) to release your personal financial data is now recorded. You can proceed to retrieve and view your consolidated data on any of the participating banks' (e.g., Bank A, Insurer A) financial planning applications/websites and MOM's MyMoneySense (https://www.mymoneysense.gov.sg).
Question 18	**How do I use Ministry of Manpower (MOM)'s MyMoneySense to authorise financial institutions to release my data?**
Answer	**Step 1:** Visit https://www.mymoneysense.gov.sg and log in via Singpass. **Step 2:** After consenting to the use of MyMoneySense and arriving on the dashboard, click on 'Set up quickly with SGFinDex'. **Step 3:** On the data retrieval page, select 'Government and selected bank, SGX CDP or insurance data' and thereafter, you will be directed to the Myinfo Page with the header 'Welcome to SGFinDex'. **Step 4:** Select the data contributors that you would like to authorise (e.g. Bank A, SGX CDP or Insurer A). You will be directed to the portals of Bank A, SGX CDP, or Insurer A for authentication. **Step 5:** Log in to the portals of Bank A, SGX CDP or Insurer A to give consent for Bank A, SGX CDP, or Insurer A to set up a linkage to facilitate the transfer of your personal financial data. Read the terms and conditions of Bank A, SGX CDP, or Insurer A and accept them if you would like to proceed with releasing your data with Bank A, SGX CDP, or Insurer A. If successful, Bank A, SGX CDP or Insurer A will be displayed on the SGFinDex page as connected entities. **Repeat Steps 4 and 5** to authorise other data contributors (e.g., Bank B, Insurer B). Once completed, select 'Return to previous page' to be redirected back to MyMoneySense.
Question 19	**Why do I have to log in with Singpass to use SGFinDex?**
Answer	Singpass is the national digital identity that enables users to access online services from the Government and private sectors easily and securely. The Singpass authentication system verifies the identity of the user before allowing personal financial data to be retrieved through SGFinDex.
Question 20	**If I do not have Singpass, will I be able to use SGFinDex?**
Answer	Singpass is required for the use of SGFinDex. Eligible users without a Singpass account may register for Singpass at https://www.singpass.gov.sg.

Question 21	**Why do I have to log in to my financial institution again to link them to SGFinDex, after logging in to SGFinDex with Singpass?**
Answer	For your security and privacy, an additional login at the portal of your financial institution is required to allow the financial institution to capture your consent before releasing your data via SGFinDex.
Question 22	**Can I authorise my financial institution to release data through SGFinDex without internet login access to my financial institution?**
Answer	No, you will not be able to authorise your financial institution to release data through SGFinDex without internet login access to them.
Question 23	**Why am I unable to access the internet login page of my financial institution?**
Answer	This could be due to various reasons, including technical issues and access restrictions based on where you are accessing it from. Please contact your financial institution for assistance.
Consent Duration for Release of data	
Question 24	**How long does my consent for data release last?**
Answer	Your consent period will last for one year from the time your first consent was provided. For example, if you had provided consent to Bank A to provide your data through SGFinDex on 1st January 2022, and subsequently had provided consent to Bank B on 1st March 2022, all consents (i.e., consent to Bank A and B) will expire on 31st December 2022. You will have to authorise your financial institutions again if you wish to release your data on 1st January 2023.
Question 25	**Can my consent period be set to last forever?**
Answer	No. For your security, your consent is set to expire after one year.
Question 26	**Can the consent period be less than a year? Can I choose the expiry date?**
Answer	No, you cannot choose the expiry date of your consent. Consent provided to the respective financial institutions will expire one year from the time your consent was provided to the first financial institution. However, you can revoke consent for some or all the financial institutions that you have granted consent to before the one-year consent validity period is up. For more information on how to revoke your consent, please contact the respective financial institution or refer to the "Revocation of Consent" section of this document.

Question 27	**Can I choose not to share Myinfo data (i.e. your data kept with government agencies) with my financial institution?**
Answer	No. Myinfo data will always be retrieved when you request to retrieve your data via SGFinDex. This is to provide you with a consolidated overview of your personal financial health. If you do not wish to share your Myinfo data with your financial institution, you can use the MyMoneySense (https://www.mymoneysense.gov.sg). MyMoneySense is a website independent of banks and insurers.
Question 28	**I have banking relations or policies with financial institution (FI) A, B and C. Through SGFinDex, I give consent to retrieve my data from FI A and FI B, but not from FI C. Am I able to view my data from FI A and B using FI C's financial planning application/website?**
Answer	Yes, you are able to, provided you give consent to FI C to retrieve your financial data in FI A and B through SGFinDex. Myinfo data will always be retrieved when you request to retrieve your data via SGFinDex.
Question 29	**I have banking relations or policies with financial institution (FI) A, B and C. When I access MyMoneySense and give consent to retrieve my data from FI A and FI B, what data willI see on MyMoneySense?**
Answer	You will see data from FI A and FI B in MyMoneySense, in addition to Myinfo data.
Accredited Investors	
Question 30	**I am an Accredited Investor (AI). Can I retrieve my personal financial data through SGFinDex?**
Answer	No. If you are identified as an AI or opted in to be an AI with a bank (e.g., Bank A), Bank A will not provide your data (including accounts where you are a joint account holder) through SGFinDex. As a result, your data kept with Bank A cannot be retrieved.
Question 31	**I qualify to be an Accredited Investor (AI) but am not identified/opted in as an AI with any banks. Can I retrieve my personal financial data through SGFinDex?**
Answer	Yes, you will be able to do so after you provide consent using any of your financial institutions' financial planning applications/websites or MyMoneySense.
Question 32	**I am identified as an Accredited Investor (AI) with Bank A but am not with Bank B and Bank C. Can I retrieve my personal financial data through SGFinDex?**
Answer	Yes, you can retrieve personal financial data kept with Bank B and Bank C through SGFinDex. However, as you are identified as an AI with Bank A, Bank A will not be providing your data (including accounts where you are a joint account holder) through SGFinDex. As a result, your data with Bank A cannot be retrieved. Nevertheless, you can still use Bank A, B or C financial planning applications/ websites to retrieve and consolidate data from both Bank B and Bank C, in addition to your Myinfo data.

Foreigners and Permanent Residents	
Question 33	**I am a foreigner. Why am I unable to provide my consent?**
Answer	This could be due to various reasons, including technical issues, outdated personal particulars (e.g., if there is a change in identification number, please update your FIN with your financial institution), etc. Please contact your financial institution for assistance.
Question 34	**I have received my Permanent Residency status in Singapore. Why am I unable to provide my consent?**
Answer	This could be due to various reasons, including technical issues, outdated personal particulars (e.g., if there is a change in identification number, please update your NRIC with your financial institution), etc. Please contact your financial institution for assistance.

Data Retrievals via SGFinDex

Scope of Data	
Question 35	**What are the Myinfo data from government agencies that can be retrieved?**
Answer	Myinfo data from government agencies minimally includes: • CPF Account Balances (Ordinary Account/Medisave Account/Special Account/Retirement Account) – For Singaporeans and PRs only (Latest available balance) • HDB Outstanding Loan Balance/Monthly Loan Instalment – For individuals with HDB loans only (Latest outstanding balance) • Yearly assessable income from IRAS Notice of Assessment (NOA) – For individuals with income assessment only (Latest available NOA) (e.g., If you had last worked in 2018, the data that will be released will be from your NOA for 2019.) A full list of Myinfo data which your respective participating financial institution or MOM's financial planning application/website is authorised to retrieve can be found on the SGFinDex page where you provide consent to the retrieval of data.
Question 36	**What are the data that can be retrieved from banks?**
Answer	The data from banks includes: • Current and Savings Accounts (Month-end account balance for the last 4 months) • Fixed Deposits (Month-end account balance for the last 4 months) • Credit Cards (Last 4 months statement balance) • Loans (Secured and Unsecured) (Previous month's statement balance) • Unit Trusts (Previous month's account balance) • Joint Accounts (Month-end account balance for the last 4 months) Additionally, the following data from DBS/POSB, OCBC and/or UOB will be available: • SRS/CPFIS Cash Balance (Previous month's account balance) • SRS/CPFIS Investments (e.g., Unit Trusts, Equity, Fund Management, Gold, FixedDeposits, SSB, SGS, SBB) (Previous month's account balance)
Question 37	**What are the data that can be retrieved from SGX CDP?**
Answer	The data from SGX CDP includes previous month-end balances of: • Equities – Shares, REITs/Trusts, Stapled Securities, Depository Receipts, Loan Stocks • Bonds – Corporate Debt, TBond, TBill • Unit Trusts – ETF • Structured Products – Structured Warrants • Others – Rights, Preference Shares, Funds, Plain Warrants Note: The above classification is based on SGX CDP's categorization. However, the categorization may be different in your financial planning applications/websites.

Question 38	**What are the data that can be retrieved from insurers?**
	The data from insurers includes individual life and health insurance information pertaining to: • Policy details (e.g., name of policyholder and insured, policy maturity date, policy surrender information, policy premium information) • Coverage details (e.g., product name, sum insured, hospitalization benefits, plan effective and expiry date) • Fund details -where applicable (e.g., fund name and fund market value) • Projected future policy value (where applicable) More information on insurers' data is available at https://www.lia.org.sg/media/3550/sgfindex-insurance-glossary-page.pdf Please note that you will only be able to retrieve information on insurance policies in which you are the policyholder or joint policyholder. You will not be able to retrieve information on insurance policies which you are the life insured and/or payer, if you are not the policyholder.
Question 39	**Can I choose not to retrieve specific data?**
Answer	No. To provide simplicity for users, once you have given consent for a financial institution to release your data, all the data from that financial institution described in Question 36 (if you gave consent to a bank), Question 37 (if you gave consent to SGX CDP). Question 38 (if you gave consent to an insurer) will be retrieved when you request for a retrieval of data. Myinfo data from government agencies described in Question 35 will also be included in all data retrievals.
Question 40	**Besides Myinfo data from government agencies and personal financial data from financial institutions, what other data will I be able to see in the financial planning applications/websites?**
Answer	In terms of your personal financial data, currently, only data in Myinfo, data from the seven participating banks, SGX CDP and seven participating insurers are available. There are also plans to include other data in future enhancements.
Question 41	**I have a certain account with a participating financial institution that I am unable to view in the financial planning application/ website. Why is this so?**
Answer	Please refer to Question 36: **"What are the data that can be retrieved from the banks?**", Question 37: "**What are the data that can be retrieved from SGX CDP?" and** Question 38 **"What are the data that can be retrieved from the insurers?"** for the list of data currently available for retrieval. If your account seems to fall within the information described in Questions 36 - 38, but you are still unable to view the data, please contact your financial institution for further assistance.
Question 42	**How will my banking, SGX CDP and insurance data be displayed?**
Answer	Each financial planning application/website will have its own display interface.

Data Displayed	
Question 43	**Will closed account balances or inactive policies be displayed?**
Answer	For banking data, closed account balances and data from closed banking relations will not be displayed. For SGX CDP data, in the month in which the account is closed, the previous month-end account balances will be shown. In subsequent months, the account balances of closed accounts will be shown as 0. For insurance data, only active individual health and life insurance policies will be displayed. All other policy statuses will not be displayed.
Question 44	**The financial data retrieved through SGFinDex differs from my current bank/ SGX CDP balance/policy details. Why is that so?**
Answer	The information retrieved through SGFinDex represents the month end account balance or statement balance. This may be different from what is displayed in your current bank/SGX CDP balance/policy details, which may be more updated.
Question 45	**When does the data get updated?**
Answer	In general, month-end balances or statement balances of bank and SGX CDP accounts are updatedon SGFinDex one working day after the close of a month. For example, • 1st Jan 2021 is a public holiday and 2nd, and 3rd Jan 2021 is the weekend. Month-endbank and SGX CDP data as of end-Dec 2020 will be updated by 4th Jan 2021, 2359 hrs. • 1st Feb 2021 is a weekday. The data as of end-Jan 2021 for banks and SGX CDP data will be updated by 1st Feb 2021, 2359 hrs. For insurance data, the policy details from AXA Singapore are updated daily. Month-end policy details from all other insurers would be updated on SGFinDex by the 7th day (inclusive of weekend and public holiday) after the close of a month. However, this may be subject to certain exceptions (e.g., delay in data being refreshed). For data via Myinfo, the following applies: • The CPF and HDB data retrieved via SGFinDex is the same as what you see when you log in to the CPF and HDB websites, respectively. • The IRAS NOA displayed is the latest available NOA. If your last NOA is the NOA for 2019 (for work done in 2018), the data that will be released will be from your NOA for 2019.

Missing Data	
Question 46	**I am accessing MyMoneySense or participating financial institutions' (e.g. Bank A) financial planningapplications/websites from outside Singapore and am seeing some data missing from another participating entity's (Bank B) accounts. Why is this so?**
Answer	This could be due to technical issues or access restrictions. Please contact the affected participating entity (Bank B) for more information.
Question 47	**Why am I unable to view data from some participating institutions?**
Answer	Currently, only SGX CDP and the following banks and insurers are providing data through SGFinDex: DBS / POSB, HSBC, Maybank, OCBC, Standard Chartered Bank, Citi, UOB, AIA Singapore, AXA Singapore, Great Eastern, Manulife Singapore, Income, Prudential Singapore and Singlife with Aviva. If data from one of these financial institutions is missing: • Please refer to Question 36: **"What are the data that can be retrieved from banks?**" for the list of data from these banks that are currently available for retrieval. • Please refer to Question 37: **"What are the data that can be retrieved from SGX CDP?**" forthe list of data from SGX CDP that are currently available for retrieval. • Please refer to Question 38: "**What are the data that can be retrieved from insurers**?" for the list of data from these insurers that are currently available for retrieval. • Please refer to Question 30 if you are an accredited investor. If you need further assistance, please contact the affected financial institution.
Question 48	**Why am I only viewing partial data from some financial institutions?**
Answer	Please refer to Question 36: **"What are the data that can be retrieved from banks?**" for the list of data from these banks that are currently available for retrieval. Please refer to Question 37: **"What are the data that can be retrieved from SGX CDP?**" for the listof data from SGX CDP that are currently available for retrieval. Please refer to Question 38: **"What are the data that can be retrieved from insurers?"** for the list of data from these insurers that are currently available for retrieval If data from one of these financial institutions is missing, please contact the affected participating entity for assistance.
CPF Investment Scheme (CPFIS) with Ordinary and Special Account – Sales and Purchases	
Question 49	**Why is the asset value of my investment purchased via CPFIS with my Ordinary Account (OA) and/or Special Account (SA) lower than expected?**
Answer	The balance displayed in OA and/or SA funds is updated based on the latest transactions, while banks are providing historical data (as of last month-end) for your investment purchases. Hence, for purchases with OA and/or SA, you will notice that your OA and/or SA fund balance will be reduced within a few days due to the withdrawal of funds to purchase the investment. However, the investment holdings purchased will only be updated in the next month, leading to a lower asset value this month.

Question 50	**Why is the asset value of my investment higher than expected after sales of investment with CPFIS with my OA and/or SA?**
Answer	The balance displayed in OA and/or SA funds is updated based on the latest transactions, while banks are providing historical data (as of last month-end) for your investment sales. Hence, for sales with OA and/or SA, you will notice that your OA and/or SA fund balance will be increased within a few days after the sales of the investment due to the crediting of the sales proceeds. However, the investment holdings sold will only be updated in the next month, leading to a higher asset value this month.
Gold Holdings – SRS and CPFIS	
Question 51	**Why is the portfolio value for gold different across the various financial planning applications/websites?**
Answer	A gold portfolio value is calculated based on the spot rate of gold. As each bank and Ministry of Manpower uses different quotations for spot rates of gold (similar to FX), the portfolio value of gold shown across the different financial planning applications/ websites may be different.
Question 52	**Why is the portfolio value for my gold holdings different from the one from Central Provident Fund Board (CPFB)?**
Answer	The value shown on CPFB reflects the purchase value whereas the value shown on financial planning application/websites reflects the market value of your gold holdings. The market value of your gold holdings may have increased or decreased as compared to the purchase value.
Insurance data – SRS and CPFIS	
Question 53	**What does the amount reported under insurance bought with SRS and CPFIS represent?**
Answer	The amount reported represents the total premium paid for insurance bought with SRS and CPFIS funds.
Investment data	
Question 54	**What is the interest rate for Singapore Savings Bonds (SSBs) shown in MyMoneySense or participating banks' financial planning applications/websites?**
Answer	The interest rate shown on the participating financial planning applications/websites is the SSB's interest rate at issuance. Users will need to refer to the SSB website for the applicable interest rates in subsequent years.
Question 55	**How do I derive the market value of my SGS/SSB holdings?**
Answer	For SGS Bonds, market value is provided in SGFinDex. For SSB, the market value may be derived by adding the par value (shown as Market Value via SGFinDex) and Accrued Interest (obtainable from https://eservices.mas.gov.sg/ssb/calculator)

Question 56	**Will the SGX CDP data reflect the shares that I have custodised with my brokerage firm?**
Answer	No, the SGX CDP data will only show the investments under your SGX CDP direct account. If you haveshares that are custodised outside your SGX CDP direct account, it will not be reflected.
Question 57	**Why is the SGX CDP data shown on MyMoneySense or participating financial institutions' (e.g., Bank A or Insurer A) financial planning applications/websites different from the data shown in my SGX CDP portfolio in SGX Investor Portal?**
Answer	The SGX CDP information retrieved through SGFinDex represents the month end account balance. This may be different from what is displayed on your SGX CDP portfolio in SGX Investor Portal which is more updated. If there is missing data, it could be due to a technical issue. Please contact the entity providing the financial planning applications/websites for further assistance.

Revocation of Consent

Revoking Consent	
Question 58	**What happens when I revoke my consent for a Data Contributor (e.g., banks/ SGX CDP/insurers) in SGFinDex?**
Answer	Upon revocation of your consent for a Data Contributor, updated financial data from the Data Contributor will no longer be retrievable through SGFinDex from the financial planning applications/websites of the seven participating banks, seven participating insurers, MOM and CPFB. Past financial data from the Data Contributor (e.g., Bank A, Insurer A) and Myinfo data that had been retrieved using the financial planning applications/websites of the other financial institutions (e.g., Bank B, Insurer B) and/or MOM will however not be deleted from their (e.g., Bank B, Insurer B) databases and thus you may still see the financial data previously retrieved on the financial planning applications/websites (e.g., Bank B, Insurer B). Data is not deleted because financial institutions need to comply with data retention requirements. Financial institutions and/or MOM may also use past data to respond to queries, feedback and complaints from the customer in relation to services which financial institutions and/or MOM had provided based on the data. Please contact your financial institutions or MOM if you have any further questions.
Question 59	**How do I revoke my consent for Data Contributors (e.g., banks/SGX CDP/insurers) to release data?**
Answer	You may revoke your consent through any of the following ways: For users of MyMoneySense (1) Log in to MyMoneySense (https://www.mymoneysense.gov.sg) via Singpass, then navigate to the settings section, and under 'Manage SGFinDex connections to the banks, SGX CDP and insurers', click on 'Go to SGFinDex page' to initiate the revocation of consent. For users of financial institutions' financial planning applications/ websites (2) Log in to your financial institution's SGFinDex landing page, and follow the on-screen instructions to initiate the revocation of consent. Please reach out to the relevant financial institution for further details.
Question 60	**Can I revoke my consent to share Myinfo data (i.e., my data kept with government agencies) with the participating entities in SGFinDex?**
Answer	Myinfo data can only be shared through SGFinDex with your explicit consent, at each data retrieval request. Having Myinfo data, together with data from your financial institution(s), provides better insights to help you achieve holistic financial planning. If you do not wish to share your Myinfo data with your financial institution, MyMoneySense (https://www.mymoneysense.gov.sg) is a free Government financial planning tool that you can tap on to obtain a consolidated view and plan your finances.

Terms and Conditions of Use

- SGFinDex (https://http://www.mas.gov.sg/-/media/MAS/Fintech/SGFinDex/SGFinDex-Service-TC.pdf)
- Singpass (https://www.singpass.gov.sg/home/ui/terms-of-use)

Contact Details of Participants

We hope that the FAQs have provided you with useful information about SGFinDex. For other enquiries specific to your needs not addressed above, please contact the participating entities below:

Financial Institutions

Banks

Citi: 6225 5225

DBS / POSB: 1800 111 1111

HSBC: 1800 4722 669 (1800-HSBC-NOW)

Maybank: 1800 629 2265 (1800-MAYBANK)

OCBC: 6363 3333

Standard Chartered Bank: 1800 747 7000

UOB: 1800 222 2121

Insurers

AIA Singapore: 1800 248 8000

AXA Singapore: 6880 4888

Great Eastern: 1800 248 2888

Income: 6788 1122

Manulife Singapore: 6833 8188

Prudential Singapore: 1800 333 0333

Singlife with Aviva: 6827 9933

SGX Central Depository

SGX CDP: 6535 7511

Government

Ministry of Manpower: Feedback form

Central Provident Fund Board: Write to us