

Pls set up by: **10 November 2024**

What is eGIRO?

GIRO is a 3-way relationship between you, your bank and the Billing Organisation (“BO” is EsteeMedia Co-operative Ltd (fka Straits Times Co-operative)). GIRO is an arrangement provided by your bank for you to make direct debits transactions directly to a BO for any outstanding amounts.

eGIRO, short for electronic GIRO, is a collaborative effort between the Association of Banks in Singapore (ABS), Monetary Authority of Singapore (MAS), and financial institutions. This nationwide initiative fully digitises the GIRO application process, resulting in a significant reduction in the GIRO set-up turnaround time to just a few minutes enabling consumers and businesses to set up their GIRO instructions efficiently and securely.

Benefits of eGIRO

Applying for eGIRO offers you multiple benefits, including:

- **Free of Charge eGIRO application** via Members’ portal
- Avoid human errors and long turnaround time of up to 4 weeks related to paper GIRO form application
- eGIRO application **only takes a few minutes to be approved**
- Receive email notification on your approved application
- Simple set-up – all you need is internet banking access
- Timely payment – avoid late payment which may affect your dividend payout
- Environmentally sustainable solution – completely paperless
- **Please note we do not offer paper GIRO form applications**
- **[How to apply eGIRO for your monthly subscription contribution](#)**

Illustration of your eGIRO deduction from November to December 2024:

| Subscription Month | Deduction Date |
|--------------------|-----------------------------|
| November 2024 | 28 November 2024 (Thursday) |
| December 2024 | 30 December 2024 (Monday) |

Deduction date will be on the 2nd last working day of each month.

Frequently Asked Questions

1. What are the participating banks for the eGIRO application?

Personal Banking – Bank of China, DBS/POSB, Citibank, ICBC, Maybank, OCBC, Standard Chartered Bank, HSBC and UOB.

2. Is there a fee charge for the eGIRO application?

The eGIRO application is **free of charge** and you only need to do the set up **once**.

However, do note that some banks may impose bank charges for **UNSUCCESSFUL** GIRO deductions. Hence we recommend members to set up your eDDA/eGIRO for making payments to the Co-operative to be linked to the bank account that receives your monthly salary (and ensure that the account is sufficiently funded).

Please note that your bank is entitled to reject the Co-operative's debit instruction if your account does not have sufficient funds and levy a fee on you. Your Bank may also at its discretion allow the debit even if this results in an overdraft on the account and impose charges on you accordingly.

Please set up your eGIRO as soon as possible and ensure that your account has sufficient funds every month to avoid unsuccessful deduction.

Please note that monthly subscriptions that are not collected by the deduction date of the month **will not be collected in subsequent months, hence will be considered as no contribution for the month**.

3. How long does it take to process an eGIRO application?

Your eGIRO application is processed by our system and your bank.

Please note that it only takes a few minutes for the eGIRO application to be approved.

If your eGIRO is not set up by 10 November 2024, we regret that we will not be able to deduct your monthly subscription for the month of November 2024.

4. How will I know if my eGIRO application is successful?

You will receive an SMS/email notification from the bank upon successful submission of the eGIRO application.

The Co-operative will inform you of the application outcome through email.

5. I encountered an error when applying for eGIRO. What should I do?

If you faced an error while submitting your eGIRO application from your internet banking, please check with your bank for assistance.

For other errors while you are in the Members' Portal, please share with us the screenshot and email to us at tlsche@sph.com.sg.

6. When will the eGIRO deduction take effect?

Once your eGIRO has been approved by 10 November 2024, we will attempt the deduction for your November 2024 monthly subscription on 28 November 2024.

If your eGIRO is not set up by 10 November 2024 we regret that we will not be able to deduct your monthly subscription for the month of November 2024. Please note that monthly subscriptions that are not collected by the deduction date of the month **will not be collected in subsequent months, hence will be considered as no contribution for the month.**

If your eGIRO is only set up by 10 December 2024, we will only be able to deduct your December 2024 monthly subscription on 30 December 2024.

Hence please set up your eGIRO as soon as possible and ensure that your account has sufficient funds every month to avoid unsuccessful deduction.

7. Why are there no deductions made from eGIRO although my application has been approved?

If you have applied for a new eGIRO arrangement and the bank has approved it by
for eg

- By 10 November 2024 - Deduction for your Nov 2024 monthly subscription on 28 Nov
- By 10 December 2024 - Deduction for your Dec 2024 monthly subscription on 30 Dec

Please set up your eGIRO as soon as possible and ensure that your account has sufficient funds every month to avoid unsuccessful deduction.

Please note that monthly subscriptions that are not collected by the deduction date of the month **will not be collected in subsequent months, hence will be considered as no contribution for the month.**

If you are already on eGIRO, some common reasons for unsuccessful deductions are:

- Insufficient balance in the GIRO account on the date of deduction
- Deduction amount exceeding the GIRO payment limit set
- Closure of GIRO account
- Termination of the GIRO arrangement at the bank

Please check with your bank for more information.

8. Why do I still receive reminder emails to pay for my monthly subscription contributions if I am already on eGIRO?

We will send emails when there are unsuccessful eGIRO deductions for the month.

If you are already on eGIRO, check with your bank on the reasons for unsuccessful deductions.

Please note that monthly subscriptions that are not collected by the deduction date of the month **will not be collected in subsequent months, hence will be considered as no contribution for the month.**

If you are already on eGIRO, some common reasons for unsuccessful deductions are:

- Insufficient balance in the GIRO account on the date of deduction
- Deduction amount exceeding the GIRO payment limit set
- Closure of GIRO account
- Termination of the GIRO arrangement at the bank

Please check with your bank for more information.

9. How do I change my existing GIRO arrangement?Change GIRO account

Please reach out to our office at 63195619 or 63191123 or email us at tlsche@sph.com.sg on how to submit a new eGIRO application.

10. How do I check my eGIRO application status?

You can login to your respective banks' online banking portals to check the status.

You may reach out to our office at 63195619 or 63191123 or email us at tlsche@sph.com.sg to check the status.

11. Do I need to change the existing bank account information already kept with the Co-operative for the purpose of receiving payments (eg for withdrawal request and yearly dividend payments)?

Please note that there will **not be** any changes to your existing bank account information kept with the Co-operative for the purpose of receiving payments from the Co-operative (e.g. for your withdrawal request and yearly dividend payments).

You can use **separate bank accounts** for the purpose of receiving payments from the Co-operative and for the purpose of making payments to the Co-operative.

12. Where can I read more about eGIRO?

Learn more about eGIRO through <https://abs.org.sg/consumer-banking/eGIRO>.