CPF Jurong Service Centre Reopens With Senior-Friendly Service Changes

Description

default watermark

CPF Jurong Service Centre has reopened with a stronger senior-service focus, which matters because the centre serves more than 500 CPF members daily and CPF says more than 90% of them are aged 55 and above.

The redesign is not just cosmetic. CPF says about 40 volunteers aged 55 and above contributed feedback through focus discussions and testing, shaping the way queues, self-help areas and accessibility features now work.

What Changed At Jurong

- A triaged queue system matches members to services by need instead of using only a first-come-first-served flow.
- Waiting-time displays and SMS notifications allow members to step away and return when their turn approaches.
- The Try-Lab waiting space includes scam-awareness games and CPF educational content.
- Inclusive features include hydraulic tables, wider pathways, dual-monitor communication support, adjustable-font kiosks, magnifying sheets, cane holders and voice amplifiers.

CPF At Your Service

The reopening also launched CPF at Your Service, which brings CPF customer service support to selected Active Ageing Centres. The initiative was piloted in 2025 and is being expanded so seniors can receive guidance in more familiar community spaces.

The support areas include checking CPF retirement, housing and healthcare scheme status, updating contact details or registered bank account, understanding top-up eligibility, and learning about retirement withdrawal eligibility and processes.

Why Families Should Notice

This is useful for adult children helping parents with CPF decisions. A shorter, clearer visit can reduce confusion around retirement payouts, healthcare balances, housing refunds and top-up choices.

For related planning context, LBRD has covered the CPF Budget 2026 top-up guide and the key CPF changes in 2026.

Location Notes

- CPF Jurong Service Centre

Booking, registration or visitor details are on the CPF Jurong Service Centre reopening page.

Date Created
26/05/2026
Author
rachelng

default watermark