
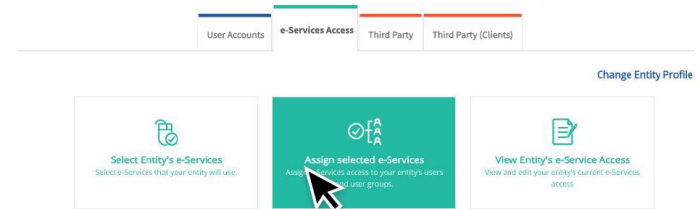


Frequently Asked Questions on the Data Collection Gateway (“DCG”)

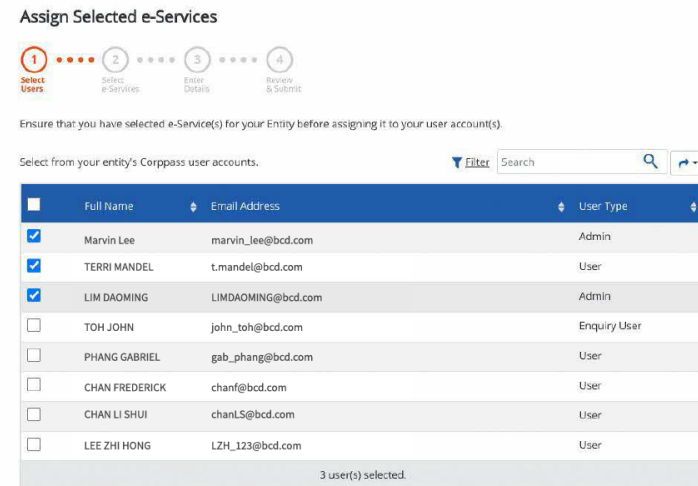
S/ N	Questions	MAS’ Responses
General Questions		
1.	What do I need to do to gain access to DCG.	<p>Please follow the below steps for (i) register for a Corppass account, (ii) assignment of e-Services to Financial Institution, and (iii) assignment of e-Services and roles to individual staff.</p> <ol style="list-style-type: none"> 1. Register for a Corppass account: <ol style="list-style-type: none"> a. If you are a UEN registered entity, please refer to: Apply Admin Account - Corppass. b. If you are a foreign entity and wish to register via Singpass, please refer to: https://www.corppass.gov.sg/corppass/registration/nonuen/singpassauth. c. If you are a foreign entity and wish to register via a foreign ID, please refer to: https://www.corppass.gov.sg/corppass/registration/nonuen/nonsingpass. 2. Assignment of e-Services to Financial Institution <ol style="list-style-type: none"> a. Your Financial Institution’s CorpPass Admin will have to head to https://www.corppass.gov.sg/ and login b. Select “FI Transactions Platform” e-Services. 

3. Assignment of e-Services and roles to individual staff

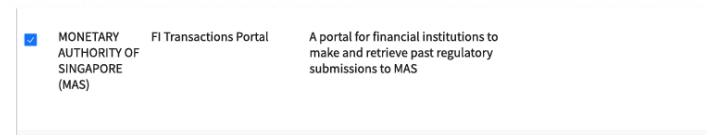
- a. Under the “e-Services Access” tab, click “Assign selected e-Services”.



- b. Select name of staff that you wish to grant access to MAS e-Services.



- c. Select “FI Transactions Platform” e-Services.



		d. Select staff's role "Liaison Officer" if the staff requires access to DCG and the ability to manage return access rights, or "Regular Data Returns" if the staff requires DCG access only.
2.	How can I access DCG directly?	To access DCG directly, please visit https://eservices.mas.gov.sg/dcg .
3.	What are the operating hours for DCG?	DCG is an online platform and will be available for data submission anytime except when DCG or CorpPass is undergoing system maintenance. For scheduled system maintenance, MAS will publish the maintenance notification on MAS-Tx login page . [Updated in March 2026]
4.	Will there be 24-hour round-the-clock helpdesk support for DCG?	For IT-related issues, ¹ please visit https://go.gov.sg/fi-helpdesk . If you require help on DCG features/functionality ² or would like to provide feedback about the DCG, please contact dcg@mas.gov.sg . [Updated in March 2026]
5.	What should I do if I am unable to access DCG?	Please visit https://mastx.mas.gov.sg/login to check for any updates or announcements regarding DCG access. The issue may be due to scheduled maintenance.

¹ Such as login issues and account administration (e.g. assigning application role).

² Such as DCG's features/functionality (e.g. how to upload a file).

		If the problem persists, please reach out for further assistance at https://go.gov.sg/fi-helpdesk .
6.	Do I have to perform separate Corppass logins for MAS-Tx and DCG, if I am accessing DCG via MAS-Tx?	Yes, you are required to log in to MAS-Tx and DCG separately.
7.	Must DCG users be an employee of the firm? We rely on third party service providers for some submissions.	Currently, DCG requires users to be employees of the firm, and we are unable to accommodate access for third party service providers. We have received feedback on the need to support third party service providers for submissions, and are reviewing this for future enhancements to DCG.
8.	I am responsible for making submissions to MAS for multiple entities with different UENs. Can I see all the return links for all my entities in DCG?	No, you will have to login for each of the entities (UEN) separately.
<u>Submission Process</u>		
1.	How will users be notified that the reporting links are available?	Users will receive a notification email from DCG, sent to their CorpPass registered email addresses. [Updated in 1 Jun 2026]
2.	When will the reporting links be made available to Reporting Banks?	The reporting links will be available from the last day of the relevant reporting month. Reporting links are found under the “Returns” page. (More details can be found in the DCG User Guide.)

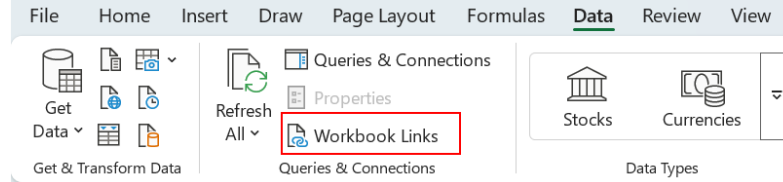
3.	What are the file formats which are accepted by DCG? Are there any size constraints on the submission of XML files?	The modes of submission will be web forms or XML/Excel uploads through the DCG portal. Each uploaded file should not exceed 10 MB.
4.	Are there validation rules built into DCG?	Validation rules are built into DCG, and the types of rules depend on the return that is being submitted through the DCG. [Updated in July 2021]
5.	Is there a way to do Straight Through Processing (STP) via API submission to MAS?	API submission is currently not supported on DCG. MAS will explore this option, in consultation with the industry for possible future implementation.
6.	I am unable to access the “Returns” page in the menu.	Please check with your organisation Liaison Officer to ensure that you have been assigned the necessary return roles. [Updated in March 2026]
7.	If the FI populates the value with accuracy of up to 5 decimal places in the EST, will DCG process the data with 5 decimal places regardless of the Excel display format (e.g. if it is set to 0 decimal places)?	DCG will process the data as submitted by the FI, and not based on how it is displayed. If the FI submits data up to 5 decimal places, DCG will receive data with 5 decimal places.
8.	I am trying to upload my Excel file into DCG but am getting the error – “The Excel file could not be opened. Ensure that the file is not corrupt and does not contain external references”. What should I do?	Your Excel submission file may contain workbook link", which can cause upload issues. To resolve this, follow the steps below to remove them. Note that if you have used formulas to calculate input values, these should also be replaced with static values (i.e. copied and pasted as values only) before submitting to MAS. Step 1: Click on “Workbook Links” command in the Data tab.

File Upload Issues

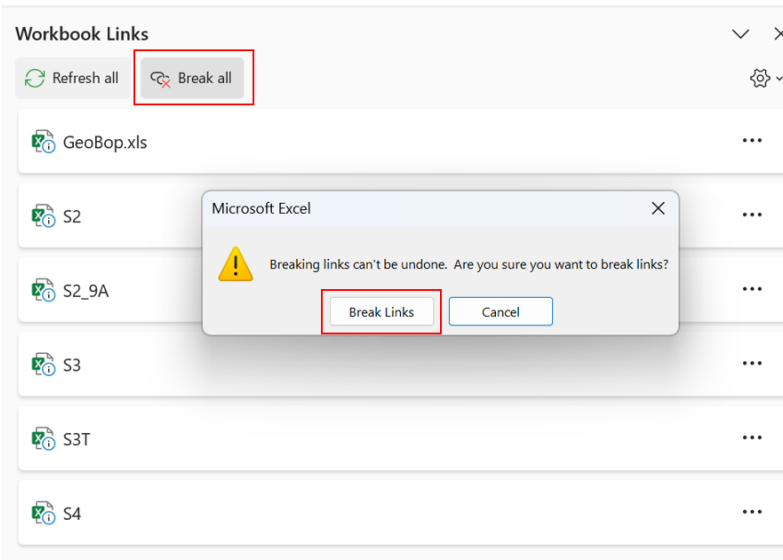
This file was submitted with errors and/or warnings which are displayed below.

Type	Problem	Additional information
Error	The Excel file could not be opened. Ensure that the file is not corrupt and does not contain external references.	

[Back](#)



Step 2: Click on "Break all", and then click "Break Links". This will remove all the workbook links from the EST.



If the problem persists, please reach out for further assistance at dcg@mas.gov.sg.

Resubmission

1. How can I re-submit a return if needed?

Reporting Entities may request for resubmission via the "Request Resubmission" button. Reporting Entities will be required to provide details of the request (e.g. reason for resubmission) in the web form.

2.	Which version of the Excel Submission Template/XSD should be used for resubmissions of return for an earlier reporting cycle.	The version of the Excel Submission Template/XSD required for a resubmission will depend on the relevant reporting cycle. Reporting entities should ensure they are using the template version that corresponds to the applicable reporting period.						
Viewing & Printing Past Submissions								
1.	Are past submissions print-formatted and available for direct printing from DCG?	Yes, past submissions may be viewed in “Submission History” in DCG, and a PDF of the submitted reporting forms may be printed.						
Validation								
1.	<p>I encountered a list of metric error messages. Please refer to the screenshot below for an example and advise how I can resolve them.</p> <table border="1" data-bbox="286 683 987 850"> <tr> <td data-bbox="286 683 365 751">DH-0078</td> <td data-bbox="365 683 409 751">Error</td> <td data-bbox="409 683 987 751">21. The metric D2_LF5_NonBankFI_OthrNonBankFinInst_Amount_AllCurr must not have a value (i.e. must be null) from the following dimension: Bk_Assconcomloc = International Organisations</td> </tr> <tr> <td data-bbox="286 751 365 850">DH-0088</td> <td data-bbox="365 751 409 850">Error</td> <td data-bbox="409 751 987 850">22. The metric D2_LF5_NonBankFI_FinComp_Amount_SgdUsdRmb must not have a value (i.e. must be null) from the following combination of explicit dimension: Bk_Assconcomloc = Singapore and Bk_Assetcontintemco = Cash And Balances and Bk_OtherCurrencies = RMB</td> </tr> </table>	DH-0078	Error	21. The metric D2_LF5_NonBankFI_OthrNonBankFinInst_Amount_AllCurr must not have a value (i.e. must be null) from the following dimension: Bk_Assconcomloc = International Organisations	DH-0088	Error	22. The metric D2_LF5_NonBankFI_FinComp_Amount_SgdUsdRmb must not have a value (i.e. must be null) from the following combination of explicit dimension: Bk_Assconcomloc = Singapore and Bk_Assetcontintemco = Cash And Balances and Bk_OtherCurrencies = RMB	Metric errors suggest that there are formatting issues with your XML. Please refer to the XSD, XML Schema-Excel Mapping Template, and Sample XML File of the relevant return published on MAS-Tx or DCG to prepare your XML submission files correctly.
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