

# Figures at a glance

	<b>2018</b>	<b>2019</b>	<b>2020</b>
CPF members' balances	\$391.1b	\$425.1b	<b>\$462.1b</b>
CPF interest credited	\$14.3b	\$15.5b	<b>\$16.8b</b>
CPF top-ups to Special/Retirement Accounts	\$2b	\$2.1b	<b>\$3b</b>
CPF savings withdrawn for housing	\$19.3b	\$17.8b	<b>\$17.3b</b>
Approved claims under MediShield Life	\$929m	\$1.03b	<b>\$1.05b</b>
Members served at CPF service centres	1m	1m	<b>582,000</b>
Number of calls to hotline	660,000	640,000	<b>896,000</b>
Correspondences from members/employers	93,000	110,000	<b>144,000</b>
Transactions on digital platforms	–	62m	<b>90m</b>

Source: CENTRAL PROVIDENT FUND BOARD STRAITS TIMES GRAPHICS