

## 1. About the Programme

- 1.1 The **NTUC Care Fund (e-Vouchers)** is an assistance programme which aims to assist our low-income union members to defray their cost of necessities and their children's school expenses for the new school year.

### 关于职总关怀基金 (电子券)

职总关怀基金 (电子券)计划旨在帮助我们的低收入工会会员支付新学年的基本必需品成本和子女的学费。

## 2. Eligibility Criteria

### 申请条件

- 2.1 Membership - Member's date joined union must be at least 6 continuous months at point of application and must not be in arrears.

会员在提出申请时必须拥有至少连续 6 个月的会龄，并无拖欠任何会员费。

- 2.2 Income - For Members with Family Members Staying in Same Household in Singapore:

- Total Monthly Gross Household Income<sup>1</sup> of \$3,400 and below, **OR**
- Per Capita Income of \$850 and below if Gross Household Income<sup>2</sup> exceeds \$3,400 or

若会员在新加坡有同住的家属：

- 家庭总收入<sup>1</sup>必须在 3,400 新元及以下，或
- 如果家庭每月总收入超过 3,400 新元，人均收入<sup>2</sup>必须在 850 新元及以下。

- 2.3 Income - For Members without Family Members Staying in Same Household in Singapore:

- Monthly Gross Personal Income<sup>1</sup> of \$1,500 and below.

若会员在新加坡没有同住的家属：

- 每月个人总收入<sup>1</sup> \$ 1,500 及以下

<sup>1</sup> Gross income is defined as all income derived from employment/business, inclusive of overtime and allowances

<sup>2</sup> Applicant's immediate family members living in the same household in Singapore excluding domestic helper

<sup>1</sup> 总收入定义为所有从工作或生意所赚取的收入，包括加班费和津贴在内

<sup>2</sup> 与申请者同住在新加坡的家庭成员只限于申请者的配偶，父母和/或子女（不包括帮佣）。

3. e-Voucher Quantum for Successful Application

职总关怀基金 (电子券)成功申请配额

<p>1. Members <u>without family members</u> staying in the same household in Singapore 会员若没有在新加坡同住的受抚养者</p>	<p>2a. Members <u>with family members</u> staying in the same household in Singapore 会员若有在新加坡同住的受抚养者</p>
<p><b>\$50</b></p>	<p><b>\$100</b></p>
	<p>2b. Eligible school-going child<sup>3</sup> 每名合格就学子女<sup>3</sup> <b>Additional \$100 per child ; Eg. Member with 2 school-going children will receive \$300</b> <b>每名子女额外\$ 100 例如: 有 2 个合格就学子女的会员将获得 \$ 300</b></p>
	<p>2c. <b>Additional \$100</b> per eligible school-going child studying in a special needs school 合格就学特殊学校子女额外获得\$100</p>

<sup>3</sup> Refers to member’s children staying in the same household as the member in Singapore and attending school in 2024 at an eligible educational institution in Singapore as follows:

- Kindergarten 1 or 2;
- Government / Government-Aided / Independent Schools (Primary or Secondary) under the Ministry of Education (MOE);
- Junior Colleges; Institute of Technical Education; Millennia Institute; Polytechnics; OR
- Special Education (SPED) Schools (refer to Appendix A)

Note:

1. Graduating students (e.g. final year junior college students) who will not be attending school in Year 2024 will not be eligible.
2. Each child is only eligible for the voucher once i.e. If both parents are members, child(ren) will only be approved in one application.

<sup>3</sup> 会员的子女必须在 2024 年就读于在新加坡的合格学府如下:

- K1 或 K2 幼儿园;
- 教育部管辖内的政府/政府辅助/自主学校(小学或中学);
- 初级学院、工艺教育学院、励仁高级中学、理工学院 或
- 经教育部注册的特殊学校 (请参阅附录 A)

注意: 1. 即将在 2024 年毕业的学生 (例如, 最后一年的初级学院大专生) 将不符合资格。

2. 每名合格就学子女只能获得一次电子券, 即如果父母双方都是会员, 则就学子女只能在一次申请中获得批准。

## 4. Required Supporting Documents 需要提交什么相关文件?

### 4.1 Income documents require from member and spouse (if applicable): 会员和配偶 (已婚) 的收入证明

Status of Member 会员	Member uses Singpass (Myinfo) – automatic retrieval of the following information via Myinfo with consent 会员使用电子政府密码—经同意通过 MyInfo 个人资料库自动检索以下信息	Member without a Singpass account – manually upload the following information 没有电子政府密码户头的会员 –手动上传以下信息
If Employed 若会员是受雇人士	<ul style="list-style-type: none"> <li>• <b>CPF Contribution History</b> (past 15 months)</li> <li>• 公积金缴交额历史 (过去 15 个月)</li> <li>• <b>Notice of Assessment</b> from IRAS (for Year of Assessment 2023)</li> <li>• 税务局发出的个人估税单 2023</li> </ul>	<b>Payslip</b> (of any recent 3 months in year 2023) • 2023 年任何一个月份的薪水单印件
If Self-employed 若会员是自雇人士:		<u>If your Annual Trade Income is less than \$6,000</u> • Copy of acknowledgement after submitting <b>IRAS Form 144</b> (for Work Year 2022) 年收入低于 \$ 6,000 • 自雇人士个人所得税呈报表 144 (IRAS Form 144) - (2022 工作年份)
If Unemployed 若会员是无业者		<u>If your Annual Trade Income is \$6,000 and above</u> • Copy of <b>Notice of Assessment</b> from IRAS (for Year of Assessment 2023) 年收入高于 \$6,000 • 税务局发出的个人估税单 2023
		<ul style="list-style-type: none"> <li>• <b>CPF Contribution History</b> for the past 3 months</li> <li>• 列明近 3 个月公积金缴交记录结单</li> </ul>

### 4.2 Income Documents from Spouse (manually upload)

- Copy of Payslip of any recent 3 months month in the year 2023 (if spouse is working)  
OR,
- Copy of CPF Contribution History for the past 3 months (if spouse is not working)

会员配偶的收入证明文件(需要上载文件)

- 会员配偶是受雇人士: 2023 年任何一个月份的薪水单印件, 或
- 会员配偶是无业人士: 列明近 3 个月公积金缴交记录结单。

### 4.3 If applying for eligible school-going child:

- Photocopy of Member's Child/Children's Birth Certificates or Education Supporting Document
- [If applicable] Successful admission letter into Special Needs School OR Student Pass of child studying in Special Needs School

- For foreign birth certificate(s), please also submit Certificate of Singapore Citizenship / Re-entry Permit AND Student Pass.
- 合格就学子女的出生证复印件
- [如适用] 特殊学校的成功录取通知书或在特殊学校的学生准证
- 若持有外籍出生证, 也请呈交新加坡公民证书 或入境准证 以及 学生证

4.4 Additional proof of residential address required from other family members other than Spouse and children.

**Note: Applicant may be required to submit other supporting document(s) for verification and audit purposes.**

**注意: 申请者可能必须提交其他证明文件以进行验证和审核。**

## 5. How to Apply

### 如何申请职总关怀基金 (电子券)

5.1 The application period opens from 1 Nov (Mon) 0900 hrs to 15 Dec (Fri) 2359 hrs.  
职总关怀基金(电子券) 申请从 11 月 1 日, 早上 9 点至 12 月 15 日截止。

5.2 Union members who meet the eligibility criteria may submit their applications via the new system OneCARE at <https://ucare.ntuc.org.sg/assistance/>. The user guide and online video will guide users through the application process.

符合资格的工会会员可以通过 OneCare <https://ucare.ntuc.org.sg/assistance/> 在线提交申请。网上循序渐进指南-网上示范将指导用户完成申请程序。

**Note: Members are advised to submit their applications before the closing date as late submission will not be processed.**

**注意: 建议会员在截止日期之前提交申请, 因为逾期提交将不会得到处理。**

## 6. When and How will the e-Vouchers be sent to Members

6.1 Successful applicants will receive their e-vouchers by SMS sent to the mobile number that is registered within 30 working days. Note: Sender name is 'NTUC U Care'  
成功申请者将在 30 个工作日内, 通过手机短信收到电子券。注意: 发送者是 "NTUC U Care" 。

6.2 The NTUC Care Fund (e-Vouchers) are valid till 30 April 2024. Strictly no extension will be granted after the voucher expiry date.

职总关怀基金 (电子券)的有效期至 2024 年 4 月 30 日。

温馨提醒: 电子券到期不能后, 将不会获得延期。

6.3 SMS will contain the URL to open the e-voucher and a 4-digit pin code. Both will be required to redeem the e-Vouchers. Please do not forward the SMS to prevent misuse.  
短信将包含网址和 4 位数字的个人识别码以便打开电子券。当兑换电子券时两者都必要出示。请不要转发短信, 以免被误用。

\*Note: It is important that mobile numbers are updated to receive e-Vouchers. Refer to S/n 7 on how to update mobile number or seek assistance with your respective unions.  
注意：确保您的手机号码已更新，参考第 7 道常问问题了解如何更新手机号码或向您的工会寻求帮助。

## 7. How to Update Mobile Number

如何更新手机号码？

- Step 1: Log in to NTUC U Portal at [www.ntuc.org.sg](http://www.ntuc.org.sg)
- Step 2: Click on e-Services
- Step 3: Click on PDPA – Update Particulars
- Step 4: Select your preferred mode of update: Either manually, or via MyInfo
- Step 5: Update your mobile number under Contact Information and click Confirm

步骤 1：登录 NTUC U Portal - [www.ntuc.org.sg](http://www.ntuc.org.sg)

步骤 2：点击 “e-Services”

步骤 3：点击 PDPA – Update Particulars

步骤 4：选择您首选的更新模式：手动或通过 MyInfo

步骤 5：在“Contact Information”下更新您的手机号码，然后单击“Confirm”

## 8. How to Redeem the e-Vouchers

如何兑换电子券？

### 8.1 Step 1: Have a ready internet connection.

**Step 2:** Click on the URL sent via SMS. It will launch a website to open the e-Voucher and the page to key in the 4-digit pin code will appear.

**Step 3:** Key in the 4-digit pin code which was sent in the same SMS.

**Step 4:** e-voucher bearing the barcode will be launched. Please present the voucher to participating merchants to scan and make purchase.

**Step 5:** Purchase transaction will appear in transaction history.

步骤 1：准备好互联网连接。

步骤 2：点击通过短信发送的网址。它将启动网址以打开电子券随即会出现输入 4 位数密码的页面。

步骤 3：输入在同一短信中发送的 4 位数字的个人识别码。

步骤 4：将启动带有条形码的电子券。出示电子券给参与交易的商家进行扫描和购买。

步骤 5：购买交易将出现在交易记录中。

### 8.2 The NTUC Care Fund (e-Vouchers) can be drawn down according to exact amount spent, till zero. There is no minimum value to be spent.

购物时没有限最低花费。职总关怀基金（电子券）可根据确切购物金额花费，直到零额为止。

- 8.3 If member has received the SMS and voucher is unable to load due to the pin, it could be due to keying of wrong pin number and the browser has remembered the wrong code as 'remember code' was checked.

*Please follow the following steps to clear the cache of the mobile browser:*

1. Go to Settings.
2. Search for Apps and click in.
3. Search for Chrome or Microsoft Edge and click in.
4. Select Storage and click in.
5. Select "Clear Cache"
6. Click on the link again to key in 4-digit pincode.

如果会员收到短信，但由于输入了错误的密码，而浏览器记住了错误的代码因此无法加载凭证。按照以下步骤：

- 步骤 1：进入设置（Settings）  
步骤 2：搜索应用程序 (Apps) 并点击进入。  
步骤 3：搜索 Chrome 或 Microsoft Edge 并点击进入。  
步骤 4：选择存储 (Storage) 并点击进入  
步骤 5：选择“清除缓存”（Clear Cache）  
步骤 6：再次点击链接以输入 4 位密码

## 9. Where to Redeem the e-Vouchers

### 哪里能兑换电子券？

- 9.1 The vouchers are valid for purchase of basic necessities, school textbooks, assessment/reference books, stationery, school uniforms / PE attire / shoes / socks or other school-related items at the participating merchants.

电子券可在参与商户兑换点购买基本必需品，学校课本，评估/参考书，文具，校服/体育服装/鞋子/袜子或其他与学校有关的物品。

## 10. Other Terms and Conditions

### 其他条款和条件

- 10.1 Appropriate action may be taken against members who are found to have falsely declared information, including but not limited to return of vouchers and/or full refund of the value of vouchers and the denial of future assistance.

对于发现虚假声明信息的会员，我们将采取适当的措施包括退还电子券和/或电子券全额以及拒绝未来的援助。

- 10.2 The NTUC Care Fund (e-Vouchers) are strictly not for sale. Union member will be denied usage of U Care Fund programmes if found to have misused the vouchers.

职总关怀基金（电子券）严禁出售。如果发现滥用了电子券的会员将被拒绝于 U 关怀基金计划。

10.3 The NTUC Care Fund (e-Vouchers) cannot be exchanged for cash. There will be no refund of unused value.

职总关怀基金（电子券）不可转让，不能兑换现金。

10.4 The NTUC Care Fund (e-Vouchers) is intended for applicants who are entitled to receive this voucher. In the event of any unauthorised use of the voucher, user will need to pay NTUC the full value of the voucher immediately upon demand.

职总关怀基金（电子券）是为有资格获得此电子券的申请人准备的。未经授权使此电子券者必需支付职总优惠券全额。

10.5 NTUC shall not be held liable or responsible in any way (including for any claim, demand, losses or damages) for any vouchers issued pursuant to any inaccurate details that applicants have provided to NTUC or otherwise pursuant to applicant' failure to inform NTUC of any subsequent change in any of these details.

职总不会因申请者提供给职总的任何不准确详情，或因申请者后来没有通知职总有关这些详情的任何改变而发出的现金救济，而以任何方式（包括索赔、索款、损失或损坏）承担责任或义务。

### **Appendix A – List of Eligible Special Education (SPED) Schools**

#### **(附录 A) - 经教育部注册的特殊学校**

- <https://www.moe.gov.sg/special-educational-needs/sped-schools>