

1. About the Programme

- 1.1. The **U Care Hardship Grant** is a one-off assistance scheme that aims to provide assistance to low-income union members when that member suffers hardships of a non-industrial nature.

2. Eligibility Criteria

2.1. Membership

Applicant must be a union member / next-of-kin of union member with at least 6 continuous months of membership at the point of application and must not be in arrears.

2.2. Reason for Hardship

Members who encounter one of the following unforeseen circumstances which is of a non-industrial nature:

- i. Death¹;
- ii. Total / Partial and Permanent Incapacity^{2,3};
- iii. Serious chronic medical condition^{2,3}; or
- iv. Fire / flood victim^{4,5}

2.3. Income

- Total Monthly Gross⁶ Household⁷ Income of \$1,800 and below, OR
- Per Capita Income of \$500 and below if Gross Household Income exceeds \$1,800.

3. Grant Quantum for Successful Application

- 3.1. A once-off grant of \$1,000 will be issued to the applicant.

4. Required Supporting Documents

- 4.1. Income documents are required from applicant and **all** family members living in the same household, except family members who are attending school:

¹ Death as the cause of hardship must be within 6 months from the date of application.

² Total/partial and permanent incapacity or serious chronic medical condition as the cause of hardship must be within 1 year from the date of application.

³ Total/partial and permanent incapacity or serious chronic medical condition diagnosed before the union member became a member will not be considered for the grant.

⁴ Fire or flood that had occurred in the home outside Singapore will not be considered.

⁵ Fire or flood as the cause of hardship must be within 6 months from the date of application.

⁶ Gross income is defined as all income derived from employment/ business, inclusive of overtime and allowances.

⁷ Member's family members living in the same household in Singapore excluding domestic helper.

Status of member / family member(s)	Members who choose to pre-fill with MyInfo – automatic retrieval of the following information via MyInfo with consent	Members who choose to fill in the application manually
If Employed	CPF Transaction History Statement (past 15 months) Latest Notice of Assessment from IRAS	Payslip (of recent 3 months from date of application)
If Self-Employed		Copy of latest Notice of Assessment from IRAS
If Unemployed		CPF Transaction History Statement (of recent 3 months from date of application) and Termination, retrenchment, or resignation letter (if rendered unemployed due to hardship reasons), if applicable

- 4.2. For cases where applicants / family members have passed the legislated re-employment age at the point of application and are unable to provide income documentation due to mobility issues, unavailability of mobile or laptop devices etc., income documents may not be required from them.
- 4.3. For cases where applicants’ family members are holding a Long-Term Visit Pass (“LTVP”) and are staying in the same household, the family members may be counted as a valid headcount for the computation of the Per Capita Income if they hold a valid LTVP at the point of application. Applicants are required to submit the LTVP holders’ income documents as well.
- 4.4. Additional supporting documents:

Supporting Documents	Where required
Birth Certificates	All applications: <ul style="list-style-type: none"> For dependents attending school in the household aged below 21 years For foreign birth certificate, please also submit Certificate of Singapore Citizenship / Re-entry Permit
Proof of residential address	All applications: <ul style="list-style-type: none"> All family members in the household, except member’s immediate family members (spouse / children)
Death Certificate & Marriage Certificate	Death of member
Medical memo / doctor’s report from medical officer in Singapore	Total / partial and permanent incapacity or serious chronic medical condition of member
Police Report	Fire / flood victim

Proof of Bank Account	Member / next-of-kin's bank account <i>(To show the Bank logo, Bank Account Name and Bank Account Number)</i>
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5. How to Apply

- 5.1. Members who meet the eligibility criteria may submit their applications via OneCARE at <https://ucare.ntuc.org.sg/assistance/>.

For deceased members, their next-of kin may approach their respective Union / Association to assist with application-on-behalf. Please ensure that all supporting documents are prepared.

6. How Does the Successful Members Receive the grant

- 6.1. Successful applicants will receive an email notification on their application outcome and confirmation of grant credited to their bank account.

7. Other Terms and Conditions

- 7.1. In support of the application, accurate, up-to-date and relevant evidence and documentation must be furnished. Failure to provide the requested information and documentation in a timely manner may result in the application being declined.
- 7.2. Appropriate action may be taken against applicants who are found to have falsely declared information, including but not limited to the return of the grant and the denial of future assistance.
- 7.3. NTUC shall not be held liable or responsible in any way (including for any claim, demand, losses or damages) for any transfers pursuant to any inaccurate bank details that the applicant has provided to NTUC or otherwise pursuant to the applicant's failure to inform NTUC of any subsequent change in any of his/her bank details.
- 7.4. NTUC reserves the right to amend the terms and conditions for the grant or to terminate the financial aid at its sole discretion without prior notice.