

### 1. About the Programme

- 1.1. The NTUC Care (Back-to-School) is an assistance programme which supports our lower-income union members with school-going children by helping to defray their cost of purchasing school-related essentials.

### 2. Eligibility Criteria

#### 2.1. Membership

Members who wish to apply for the grant must have at least 6 continuous months of membership at the point of application and must not be in arrears.

#### 2.2. Dependants

Members must have full-time school-going children who are:

- a) Residing in the same household as the member; **AND**  
b) Attending school in 2025 at an eligible educational institution<sup>1</sup> in Singapore as follows:
- Kindergarten (K1 or K2);
  - Government / Government-Aided / Independent Schools (for Primary, Secondary, Junior College, Millennia Institute) under the Ministry of Education (MOE);
  - Local Institute of Technical Education; Local Polytechnic; Local Sports / Arts Institution (pre-university students); OR
  - Special Education (SPED) School under MOE

#### Note:

- *Graduating students who will not be attending school in Year 2026 are not eligible.*
- *Each child is only eligible for the e-Voucher once. i.e. If both parents are members, child(ren) will only be approved in one application.*

#### 2.3. Income

- a) Total Monthly Gross Household<sup>2</sup> Income<sup>3</sup> of \$3,800 and below, **OR**  
b) Per Capita Income of \$950 and below if Gross Household Income exceeds \$3,800

### 3. Award Quantum for Successful Application

Dependant	Amount
School-going child	\$120 per eligible child
School-going child studying in a special needs school under MOE	Additional \$120 per eligible child

#### Note:

- *The award quantum will be disbursed to successful members in the form of e-Vouchers.*
- *A unique e-Voucher URL containing the e-Vouchers will be generated for each eligible child.*

<sup>1</sup> Please refer to Appendix A for the list of eligible educational institutions.

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

<sup>3</sup> Gross income is defined as all income derived from employment/business, inclusive of overtime and allowances.

**4. Required Supporting Documents**

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

<b>Status of member/ family member(s)</b>	<b>Member who chooses to pre-fill application form using Singpass – Myinfo</b> – automatic retrieval of the following information via Myinfo with consent	<b>Member who chooses not to pre-fill application form using Singpass – Myinfo</b> – manual uploading of the following required information
If Employed	<b>CPF Transaction History</b> (past 15 months)	<b>Payslip</b> (at least 1 month’s payslip within the recent 3 months from date of application)
If Self-Employed	AND	Latest <b>Notice of Assessment</b> from IRAS
If Unemployed	Latest <b>Notice of Assessment</b> from IRAS	<b>CPF Transaction History</b> (of recent 3 months from date of application)

4.2. For cases where members / 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 these family members. However, this exemption is subject to the condition that a valid reason is provided and indicated as remarks in the application.

4.3. For cases where member’s family member(s) are holding a Long-Term Visit Pass (“**LTVP**”) and are staying in the same household, the family member(s) 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. Members are required to submit the LTVP holders’ income documents as well, where applicable.

4.4. Additional supporting documents:

<b>Supporting Documents</b>	<b>Where Required</b>
Birth Certificates	<ul style="list-style-type: none"> <li>• For all children in the household</li> <li>• For foreign birth certificate, please also submit Certificate of Singapore Citizenship / Re-entry Permit</li> </ul>
Proof of Residential Address	<ul style="list-style-type: none"> <li>• All family members in the household, except member’s immediate family members (spouse / children)</li> </ul>
Education Supporting Documents for Eligible School-Going Children	<ul style="list-style-type: none"> <li>• For school-going children in Primary / Secondary / JC / MI / ITE / Polytechnic / SPED School (under MOE), and pre-university school-going children in local Sports / Arts Institution:                             <ul style="list-style-type: none"> <li>○ Latest results slip / transcript showing name of child, name of school and datestamp</li> </ul> </li> </ul>

	<ul style="list-style-type: none"><li>• Education supporting documents are not required for children in university, in kindergarten, or below kindergarten age.</li></ul>
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*Note:*

- Applicant may be required to submit additional supporting document(s) for verification and audit purposes.
- Each file attachment must be less than 5M and in PDF, XLS, XLSX, JPG, JPEG, DOC OR DOCX file format. File names should have **no spaces or symbols**, e.g. - . , / ( )

### 5. How to Apply

- 5.1. Application opens from 29 October 2025, 1200hrs to 3 December 2025, 1600hrs.
- 5.2. Members who meet the eligibility criteria may submit their application via OneCARE at <https://care.ntuc.org.sg/assistance/>.

*Note:*

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

### 6. How to Receive and Claim the e-Vouchers

- 6.1. Successful members will receive an email notification on their application outcome. In the same email notification, it will include instructions for members to claim their e-Vouchers.

**Step 1:** Click on the URL provided to be directed to the OneCARE portal – <https://care.ntuc.org.sg/assistance/>

**Step 2:** Log in using the same membership details used in your application.

**Step 3:** Go to the “Application History” page.

**Step 4:** Look for ‘NTUC Care (Back-to-School)’. Click into the programme and scroll to the bottom to view your unique e-Voucher URL(s). Click the URL(s) to view and claim your e-Vouchers.

**Step 5:** Your e-Vouchers are ready for immediate use – no OTP is required. Save the e-Voucher URL(s) for easy access at participating merchants. If you lose your e-Voucher URL(s), you can log in to the OneCARE portal and repeat Steps 1 – 4.

*Note:*

- For each successful application, a separate e-Voucher URL will be generated for each eligible school-going child.

### 7. Where and How to Use the NTUC Care (Back-to-School) e-Vouchers

- 7.1. The e-Vouchers are valid for purchase of school shoes / socks / textbooks / uniforms / PE attire, assessment / reference books, stationery or other school-related items at participating merchants – Bata, Pacific Bookstores, Popular and school uniform suppliers.
- 7.2. The e-Vouchers must be used in fixed denomination redemptions as issued by the organiser.
- 7.3. No refund will be given for any excess e-Voucher amount used at the point of purchase should it exceed the actual amount spent.

When making payment at participating merchants:

**Step 1:** Select the appropriate e-Voucher denominations for the cashier to scan.

**Step 2:** For any remaining balance after applying the e-Vouchers, please pay the remaining amount using other payment methods.

### 8. Other Terms and Conditions

- 8.1. The NTUC Care (Back-to-School) e-Vouchers are valid till 31 March 2026 and strictly no extension will be granted after the e-Voucher expiry date.
- 8.2. The NTUC Care (Back-to-School) e-Vouchers cannot be exchanged for cash. There will be no refund of unused value.
- 8.3. The NTUC Care (Back-to-School) e-Vouchers are strictly not for sale. Member will be denied usage of U Care programmes if found to have misused the e-Vouchers.
- 8.4. In support of the application, accurate, up-to-date and relevant evidence and documentation must be furnished. If further information and documentation are required to assess the application, the member must cooperate with NTUC to provide the requested information / documentation. Failure to provide the requested information and documentation in a timely manner may result in the application being declined.
- 8.5. Appropriate action may be taken against members who are found to have falsely declared information, including but not limited to full refund of the e-Voucher value and the denial of future assistance.
- 8.6. The NTUC Care (Back-to-School) is intended for applicants who are entitled to receive the e-Voucher. In the event of any unauthorised use of the e-Vouchers, user will need to pay NTUC the full value of the e-Voucher immediately upon demand.
- 8.7. NTUC shall not be held liable or responsible in any way (including for any claim, demand, losses or damages) for any e-Vouchers issued pursuant to any inaccurate details that the member has provided to NTUC or otherwise pursuant to the member's failure to inform NTUC of any subsequent change in any of these details.
- 8.8. 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.

**Appendix A**

<b>List of Eligible Schools</b>	
Kindergarten	In Singapore
Primary / Secondary / Junior College / Millennia Institute	Government / Government-Aided / Independent Schools under the Ministry of Education (MOE)
Local Institute of Technical Education	ITE College Central
	ITE College East
	ITE College West
Local Polytechnic	Nanyang Polytechnic
	Ngee Ann Polytechnic
	Republic Polytechnic
	Singapore Polytechnic
	Temasek Polytechnic
Local Sports / Arts Institution	Singapore Sports School
	School of the Arts
	LASALLE College of the Arts
	Nanyang Academy of Fine Arts
Special Education (SPED) School under MOE	<a href="https://www.moe.gov.sg/special-educational-needs/sped-schools">https://www.moe.gov.sg/special-educational-needs/sped-schools</a>

**Note:**

- *Graduating students who will not be attending school in Year 2026 are not eligible.*
- *Students on Work Study Diploma are not eligible as employees have a monthly salary and enjoy employee benefits.*
- *Students pursuing degrees in local sports / arts institutions are not eligible.*