

## 1. About the Programme

1.1 The **NTUC Care Fund (e-Vouchers)** is a one-time off assistance programme which aims to assist our lower-income union members to defray their cost of daily necessities.

## 2. Eligibility Criteria

2.1 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 For Members with Family Members<sup>1</sup> Staying in Same Household in Singapore:

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

### 2.3 For Members without Family Member Staying in Same Household in Singapore:

- Monthly Gross Personal Income<sup>2</sup> of \$1,650 and below

*Note:*

<sup>1</sup>Member's immediate family members living in the same household in Singapore excluding domestic helper

<sup>2</sup>Gross income is defined as all income derived from employment/business, inclusive of overtime and allowances.

## 3. Grant Quantum for Successful Application

1. Members without family member staying in the same household in Singapore	2. Members with family members staying in the same household in Singapore
<b>\$60</b>	<b>\$120</b>
	2b. Eligible school-going child <sup>3</sup> <b>Additional \$120 per child;</b> <i>Eg. Member with 2 school-going children will receive \$360</i>
	2c. <b>Additional \$120</b> per eligible school-going child studying in a special needs school

<sup>3</sup> Refers to member's child(ren) 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 (K1 or K2);
- 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 2025 will not be eligible.
2. 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.

## 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:

Status of Member	Member who chooses to pre-fill application form using Singpass - Myinfo – automatic retrieval of the following information via Myinfo with consent	Member who chooses not to pre-fill application form using Singpass - Myinfo – manual uploading of the following information
If Employed	<b>CPF Transaction History</b> (past 15 months)	<b>Payslip</b> (of any recent 3 months from date of application)
If Self-employed	AND/OR  Latest <b>Notice of Assessment</b> from IRAS (for Year of Assessment 2024, where applicable)	Copy of latest <b>Notice of Assessment</b> from IRAS (for Year of Assessment 2024, where applicable)
If Unemployed		<b>CPF Transaction History</b> (of recent 3 months from date of application)

4.2 For cases where 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.

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:

Supporting Documents	Where required
Birth Certificates	<ul style="list-style-type: none"> <li>For dependents attending school 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	If applying for eligible school-going child: <ul style="list-style-type: none"> <li>AY 2024 Results slip/transcript<sup>4</sup></li> <li>[If applicable] Successful admission letter into Special Needs School OR Student Pass of child studying in Special Needs School<sup>5</sup></li> </ul>

<sup>4</sup> Proof of enrollment for school-going child in Kindergarten 1 and 2 will be accepted

<sup>5</sup> Please refer to Appendix A for list of eligible schools

**Note:** Applicant may be required to submit additional supporting document (s) for spouse and child/children for verification and audit purposes.

## 5. How to Apply

- 5.1 Application opens from 21 November 2024, 1200hrs to 26 December 2024, 1600hrs.
- 5.2 Members who meet the eligibility criteria may submit their applications via OneCARE at <https://ucare.ntuc.org.sg/assistance/>.

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

Successful applicants will receive their e-Voucher by SMS sent to the mobile number that is listed during application within 30 days from successful application status.

- 5.3 The SMS will contain the URL to assess the e-Voucher and a 4-digit PIN code. Both will be required to redeem the e-Voucher. Please do not forward the SMS to prevent misuse.

\*Note: It is important that mobile numbers are updated to receive e-Voucher. Refer to S/n 6 on how to update mobile number or seek assistance from your respective unions.

## 6. How to Update Mobile Number

- Step 1:** Log in to NTUC U Portal at <https://www.ntuc.org.sg/uportal/E-Services>
- Step 2:** Click on – Update Particulars
- Step 3:** Log in with Singpass
- 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”

## 7. How to Redeem the e-Vouchers

- Step 1:** Have a ready internet connection.
- Step 2:** Click on the URL in the SMS sent by “NTUC U Care”. It will launch a website to redeem the e-Voucher with a 4-digit PIN code.
- Step 3:** Key in the 4-digit PIN code which was sent in the same SMS, then click “Submit”.
- Step 4:** Your e-Voucher bearing a barcode will be launched. Please present the e-Voucher to participating merchants to scan when you are making payment.
- Step 5:** Purchase transaction(s) will appear under transaction history.

- 7.1 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.
- 7.2 If member has received the SMS and the e-Voucher is unable to load due to the PIN code, it could be because a wrong PIN number was keyed in and the browser has remembered the wrong code as ‘remember code’ was checked.

In the above scenario, 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 Internet Explorer and click in.
4. Select Storage and click in.
5. Select "Clear Cache"
6. Click on the link again to key in 4-digit PIN code.

### 8. Where to Redeem the e-Vouchers

- 8.1 The e-Vouchers are valid for purchase of necessities, school textbooks, assessment / reference books, stationery, school uniforms / PE attire / shoes / socks or other school-related items at the participating merchants.
- 8.2 The e-Vouchers are not for use for purchase of alcohol and cigarettes.

### 9. Other Terms and Conditions

- 9.1 The NTUC Care Fund (e-Vouchers) are valid till 31 March 2025. Strictly no extension will be granted after the e-Voucher expiry date.
- 9.2 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 applicant 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.
- 9.3 Appropriate action may be taken against members who are found to have falsely declared information, including but not limited to return of e-Vouchers and/or full refund of the value of e-Vouchers and the denial of future assistance.
- 9.4 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 e-Vouchers.
- 9.5 The NTUC Care Fund (e-Vouchers) cannot be exchanged for cash. There will be no refund of unused value.
- 9.6 The NTUC Care Fund (e-Vouchers) 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.
- 9.7 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 applicants have provided to NTUC or otherwise pursuant to applicant' failure to inform NTUC of any subsequent change in any of these details.

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

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