

1. About the Programme

1.1 The **NTUC Care (Special Assistance)** aims to assist our lower-income union members to cope with rising cost of living.

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 Income:

- For Members with Family Members Staying in the Same Household¹ in Singapore:
 - Total Monthly Gross² Household Income of \$4,300 and below, **OR**
 - Per Capita Income of \$1,075 and below if Gross Household Income exceeds \$4,300
- For Members without Family Members Staying in the Same Household in Singapore:
 - Monthly Gross² Personal Income of \$1,850 and below

3. Grant Quantum for Successful Application

Household Type	Quantum
Members with family members staying in same household in Singapore	\$150
Members without family members staying in same household in Singapore	\$60

Notes:

¹Member's family members living in the same household in Singapore excluding domestic helper.

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

4. Required Supporting Documents

4.1 Income documents required from members and non-schooling family members:

Status of Member/family member(s)	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 required information
If Employed	CPF Transaction History (past 15 months)	Payslip (at least one month's payslip within the recent 3 months from the date of application)
If Self-employed	AND	Latest Notice of Assessment from IRAS
If Unemployed	Latest Notice of Assessment from IRAS	CPF Transaction History (of recent 3 months from the date of application)

4.2 Additional supporting documents

Information Required	Details
Proof of relationship to child(ren)	Child(ren) staying in the same household <ul style="list-style-type: none"> • Copy of child(ren)'s birth certificate(s) • For foreign birth certificate, please also submit Certificate of Singapore Citizenship / Re-entry Permit
Proof of residential address	Family members other than the Member's spouse and child(ren) <ul style="list-style-type: none"> • Identification Card with updated residential address, OR • Government letter with letterhead, name, and address
Banking information	Copy of bank statement showing bank account name, bank account number and name/logo of the bank

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

Each file attachment must be less than 5MB and in PDF, XLS, XLSX, JPG, JPEG, DOC or DOCX file format. File names should have **no spaces or symbols**, e.g. - . , / ()

4.3 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.

4.4 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.

5. **How to Apply**

5.1 Application opens from 11 February 2026, 1200hrs to 18 March 2026, 1600hrs.

5.2 Union members who meet the eligibility criteria may submit their applications 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. **When and How will the cash relief be sent to members**

6.1 Upon successful application, members will receive an email notification on the application status. The cash relief will be credited into the registered bank account within 30 working days from the date that the application was deemed successful, subject to bank clearance.

7. **Other Terms and Conditions**

7.1 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.

7.2 Appropriate action may be taken against members who are found to have falsely declared information, including but not limited to full refund of the cash relief value 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 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.

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.