



1. About the Programme

- 1.1 The **NTUC Care Fund (Special Assistance)** aims to assist our lower-income union members to cope with rising cost of living.
- 1.2 The NTUC Care Fund (Special Assistance) is a one-time cash relief which will be credited into successful member’s registered bank account.

2. Eligibility Criteria

- 2.1 Member’s date joined union must be at least 6 continuous months at the point of application and must not be in arrears.
- 2.2 For Members with Family Members¹ Staying in Same Household in Singapore:
 - Total Monthly Gross Household Income² of \$3,800 and below, **OR**
 - Per Capita Income of \$950 and below if Gross Household Income² exceeds \$3,800
- 2.3 For Members without Family Member Staying in Same Household in Singapore:
 - Monthly Gross Personal Income² of \$1,650 and below

Note:

¹Member’s immediate 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.

3. Cash Quantum for Successful Application

1. Members without family member staying in same household in Singapore	2. Members with family members staying in same household in Singapore
\$60	\$150
	2a. Eligible school-going child taking private school bus ³ Additional \$60 per child (e.g. member with two school-going children taking private school bus will receive \$120)

³Refers to Member’s children staying in the same household as the Member in Singapore and attending school in 2024 at a Government, Government-Aided and Independent Schools (Primary/Secondary) under the Ministry of Education (MOE) and MOE-registered Special Education Schools;

Note: Each child will only be able to receive the additional quantum once i.e. If both parents are members, child/children will only be approved in one application.

4. Required Supporting Documents

4.1 Income documents required from member:

Status of Member	Member with a Singpass account – automatic retrieval of the following information via Myinfo with consent	Member <u>without</u> a Singpass account – manually upload the following information
If Employed	CPF Contribution History (past 15 months)	Payslip (recent 3 months from the date of application)
If Self-employed	Notice of Assessment from IRAS (for Year of Assessment 2023)	Copy of Notice of Assessment from IRAS (for Year of Assessment 2023)
If Unemployed		CPF Contribution History (recent 3 months from the date of application)

4.2 Income Documents from Spouse and/or Family Member(s) (manually uploaded)

- Copy of Payslip (recent 3 months from the date of application) [if employed] or
- Copy of Notice of Assessment from IRAS (for Year of Assessment 2023)
- Copy of CPF Contribution History (recent 3 months from the date of application) [if unemployed]

4.3 Members with children staying in the same household:

- Copy of Member’s child/children’s birth certificate(s)

4.4 If applying for eligible school-going child/children taking private school bus transportation:

- Copy of education (recent result slip with child’s name or school admission letter) and
- Proof of child/children taking private school bus transport (receipt or letter from school bus transport company with their letterhead with child/children’s name clearly stated)

Note: Student pass card will no longer be accepted as proof of school

4.5 Applicant’s Bank Statement (manually upload)

- Copy of Bank Statement showing Bank Account Name, Bank Account Number and Name or Logo of the Bank for verification purposes

Note: Trust bank will not be accepted as it’s an online bank

4.6 Additional proof of residential address required from family members other than spouse and child/children.

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

4.7 For cases where the 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.

4.8 For cases where family members have passed their 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 are not required from these family members.

5. **How to Apply**

5.1 Application opens from 6 March 2024, 1200hrs to 3 April 2024, 1600hrs.

5.2 Union 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.*

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, subject to bank clearance.

7. **Other Terms and Conditions**

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

7.2 The NTUC Care Fund (Special Assistance) is intended for applicants who are entitled to receive this cash relief. In the event of any unauthorised use of the cash relief, user will need to pay NTUC the full value immediately upon demand.

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