

Frequently Asked Questions

常问问题

1) What is objective of the NTUC Care Fund (Covid-19) Programme?**U 关怀基金（2019 冠状病毒）的宗旨是什么呢？**

In view of the economic uncertainties that was brought about by the COVID-19 outbreak, NTUC will be rolling out the NTUC Care Fund (COVID-19) for union members who face financial distress during this challenging period. Union members may apply for the NTUC Care Fund (COVID-19) to receive a one-time assistance of up to \$300.

职总关怀基金（2019 冠状病毒）主要是为了帮助收入受冠病疫情影响的工会会员提供补助，以便减轻工友的负担。会员可以申请多达 300 元的一次性补助。

2) Who is eligible and supporting documents required?**如何符合资格以及提交文件证明？**

- a) Union members from General Branch (GB) / Ordinary Branch (OB), including the self-employed and freelancers, whose incomes have been adversely affected due to COVID-19 can apply.
职总一般分会会员或职总附属工会会员，包括自雇人士或兼职员工，若收入被新型冠状病毒严重影响均可申请。
- b) Member must also meet the following eligibility criteria and submit the required supporting documents.
会员必须符合以下条件和提交文件证明。

Criteria	General Branch (GB) members may download the form via https://ntuc.co/ApplyCareFund and email the completed form and / or supporting documents to carefund@ntuc.org.sg. 职总一般分会会员可以上网到 https://ntuc.co/ApplyCareFund 下载申请表格，然后电邮申请表格以及相关文件到 carefund@ntuc.org.sg	
	Employed 在职员工	Self-employed / Freelancers 自雇人士或自由工作者
<ul style="list-style-type: none"> Members WITH dependents staying in the same household in Singapore 会员若有在新加坡同住的受抚养者 AND 以及 Used to earn not more than \$3,400 Gross Monthly Personal Income 个人总收入不超过\$3,400 新元 AND 以及 	Income document of any month in 2019 2019 年任何月份的收入文件 AND Income document that shows <u>loss of 30% income due to COVID-19</u> i.e. income document of any month from February 2020	Official letter/email cancellation from clients of goods and/or services 客户取消商品和/或服务的正式信件/电子邮件 OR Quarantine Order / Stay Home Notice 居家隔离令/居家通知规定

<ul style="list-style-type: none"> Income dropped of 30% or Job/Event cancellations for Self-employed / Freelancers 自雇人士/自由职业者的收入下降 30%或取消工作/活动 	<p>显示因 COVID-19 而损失 30% 收入的收入文件, 即 2020 年 2 月以来任何月份的收入文件。</p>	
<ul style="list-style-type: none"> Members WITHOUT dependents staying in the same household in Singapore 会员若没有在新加坡同住的受抚养者 AND 以及 Used to earn not more than \$1,500 Gross Monthly Personal Income 个人收入不超过\$1,500 新元 AND 以及 Suffer income dropped of 30% or Job/Event cancellations for Self-employed / Freelancers 自雇人士/自由职业者的收入下降 30%或取消工作/活动 		
<ul style="list-style-type: none"> Retrenched* with retrenchment benefits of not more than \$6,500 裁员*, 裁员赔偿额不超过\$ 6,500 <p>*Income criteria does not apply to retrenched*收入标准不适用于裁员人士</p>		<p>Retrenchment letter stating retrenchment benefits of not more than \$6,500</p>

3) How do I apply for the programme?

我如何申请 U 关怀基金?

Ordinary Branch / UClub (OB) Members may apply directly from your respective unions / associations.
职总附属会会员 Ordinary Branch / UClub (OB) 可以从他们各自的工会申请。

General Branch (GB) members may download the form via <https://ntuc.co/ApplyCareFund> and email the completed form and / or supporting documents to carefund@ntuc.org.sg. Closing date for this application is 30 Sep 2020.

职总一般分会会员可以上网到 <https://ntuc.co/ApplyCareFund> 下载申请表格, 之后电邮申请表格以及相关文件到 carefund@ntuc.org.sg。申请日期至 9 月 30 日 2020。

4) How will I be notified on the outcome of my application?

我如何获知申请结果?

Ordinary Branch / UClub (OB) Members will be notified of the application outcome by your union / Association.
职总附属工会将个别通知其会员 Ordinary Branch / UClub (OB) 申请结果。

General Branch members (GB) will be notified via SMS within 6 weeks' time upon the submission of the completed form and supporting documents.

职总一般分会会员的申请结果会在提交需要的文件后的六个星期内通过短信通知。

5) How do I submit the supporting documents if I have downloaded the application?

要是我已经在下载申请表格，我要如何提交所需要的文件？

Ordinary Branch / UClub (OB) members may check with your union/ association on the instructions to submit the documents.

职总附属会会员 Ordinary Branch / UClub (OB) 必须通过各自的工会提交需要的文件。

GB members may download the form via this link <https://ntuc.co/ApplyCareFund> and email the completed form and / or supporting documents to carefund@ntuc.org.sg. Please note that if the supporting documents are incomplete, your application will be unsuccessful.

职总一般分会会员可以上网到 <https://ntuc.co/ApplyCareFund> 下载申请表格，然后电邮申请表格以及相关文件到 carefund@ntuc.org.sg。请注意！要是您的文件不足，申请就会遭拒绝。

6) Is there a minimum membership tenure?

是否有最低会员任期？

There is no minimum membership tenure, but there is a difference in quantum for existing and new members.

- Existing member: Member as at 1 March 2020
- New member: Member joined after 1 March 2020

没有最低会员任期限制，但是新会员和现有会员所得到的援助会不一。

- 现有会员：2020年三月一日之前的会员
- 新会员：2020年三月一日之后的会员

7) What would I receive?

我能收到多少援助？

Please refer to the following table:

请参考以下的资料：

	Existing Members 现有会员 (Date joined Union: before 1 March 2020 三月一日之前的会员)	New Members 新会员 (Date joined Union: 1 March 2020 onwards 三 月一日之后的会员)
Members with dependents staying in the Same Household in Singapore 会员若有在新加坡同住的受抚养者	\$300	\$200
Members without dependents staying in the Same Household in Singapore 会员若没有在新加坡同住的受抚养者	\$100	\$50

Form of assistance will be dependent on the unions / associations.

职总附属会会员所收到的援助有别于各自工会。

8) Is it a one-off financial assistance?

是否一次性提供经济援助？

Yes, member can only apply for the financial assistance once.

会员只能申请一次性的援助。

9) What if I am hospitalized / quarantined / under Stay Home notice and unable to submit the form personally?

如果我此时此刻在医院拘留/被隔离/在家符合 14 天家通知而没办法亲自申请，我能通过其它的方式申请吗？

You could send in your application and supporting documents to the union / association digitally. However, if you would like your union / association / NTUC membership to apply on your behalf, you would be required to send in your written consent via email. Alternatively, you could check if your union / association if they have an online application form available.

若是您是职总附属会会员 Ordinary Branch / UClub，您可以通过电邮提交您的表格与相关文件。假如您要您的工会代替您上网申请这基金，您必须发个电邮证明您批准他们这么做。您也可以查看您的工会是否可上网申请。

GB members may download the form via <https://ntuc.co/ApplyCareFund> and email the completed form and supporting documents to carefund@ntuc.org.sg.

职总一般分会会员可以上网到 <https://ntuc.co/ApplyCareFund> 下载申请表格，然后电邮申请表格以及相关文件到 carefund@ntuc.org.sg。

10) How do I fill up the Bank Account Details in the application form?

如何在表格填写银行资料？

Bank name, bank code, branch code and account number are mandatory information for NTUC to credit payments to successful applicants. For accounts belonging to the following banks, you may wish to take note of the following requirements when filling in the bank account details.

您必须提供您的银行名字，银行代码，分行代码和账号。之后职总才可以把援助金转账给成功的申请者。

若您是以下银行的使用者，请在填写表格时注意以下的要求。

Bank Name 银行名字	Description on Bank Account Details 账号的资料	Bank Code 银行代码	Branch Code (Example) 分行代码	Account Number (Example) 账号(例如)
POSB	All POSB Account Bank Code is 7171 and Branch Code is 081 . Account No. consists of 9 digits. 均 POSB 使用者的银行代码为 7171 和 分行代码为081。 账号一共有九位数	7171	081	123456789
DBS	Bank Code is 7171 . Use first 3 digits of the Account No. as the Branch Code. Account No. consists of 10 digits. eg. For account 0052312891, the Branch Code will be 005. (Account No. will remain as 0052312891.) 银行代码为7171。 用账号的前三位数为分行代码。 账号一共有十位数。 例如；若账号为0052312891，分行代码是005	7171	005	005231289 1
OCBC	Bank Code is 7339 . Use first 3 digits of the Account No. as the Branch Code. Drop first 3 digits of Account No. for the Account No field. eg. For account 5501089550, the Branch Code will be 550 and the Account No. will be 1089550.	7339	550	1089550

	<p>银行代码为7339。</p> <p>用账号的前三位数为分行代码。</p> <p>撇除账号的前三位数为账号。</p> <p>例如；若账号为5501089550，分行代码为550 和 账号为1089550。</p>			
UOB	<p>Bank Code is 7375.</p> <p>Use first 3 digits of Account No. and refer to UOB's BANK & BRANCH CODE GUIDE to retrieve the corresponding Branch Code</p> <p>eg. For account 9102031012, use 910 to refer to UOB's BANK & BRANCH CODE GUIDE to retrieve the Branch Code 030. (Account No will remain as 9102031012.)</p> <p>URL to UOB's Bank & Branch Code Guide: https://www.uob.com.sg/assets/pdfs/global/achcode.pdf</p> <p>银行代码为7375。</p> <p>用账号的前三位数再参考 UOB 的银行和分行代码指南查找您的分行代码。</p> <p>例如：若账号为9102031012，用 910 在UOB 的银行和分行代码指南查找您的分行代码 030。</p> <p>UOB 的银行和分行代码指南链接 https://www.uob.com.sg/assets/pdfs/global/achcode.pdf</p>	7375	030	910203101 2

Alternatively, you can check with your respective banks to verify the information.

或者，您可联系您的银行若您需要认证您的资料。

11) When will I be able to receive the assistance?

我几时会收到补助？

As we are currently receiving a high volume of applications, you will be notified by your respective union / association / NTUC membership within 6 weeks after application. For new members, you will receive the assistance after your first month's membership fee deduction is successful.

由于我们正持续接收大量的申请表格，成功申请者会在申请的六个星期内收到通知。而新会员必须等到第一个月的会员费成功的被扣除才可得到援助。

12) If I have received this assistance, can my spouse who is also a union member receive this assistance too?

如果我本人已申请援助，那么我的家属（会员）还可以申请援助吗？

Yes, both members can apply and receive NTUC Care Fund (COVID-19), so long as both meet the eligibility criteria.

申请者及家属同时是工会会员而且符合申请条件也都能申请，以获得一次性的援助。

13) When does the programme end?

这 2020 年关怀基金（2019 冠状病毒）是到什么时候？

The application period will be from 25 March to 30 September 2020.

您可以从三月二十五日至九月三十日申请。

14) What other assistance can I receive?

我还能申请那些援助?

To further help alleviate your financial burden, eligible union members can also apply for the following U Care Assistance programmes:

为了能减轻您的经济负担，符合条件的会员可以申请以下 U 关怀的援助

a. CAP+Ure Fund (<http://ntuc.org.sg/wps/portal/up2/home/aboutntuc/ucare/ucareprogrammes>)

CAP+Ure 基金

- i. This fund helps children from low- to medium-income union members who are impacted by sudden loss of income to ensure that their basic nutritional needs are not compromised due to circumstances.
若是您是低收入家庭并因为情况转变而失去收入，U 关怀的援助能帮您确保孩子的营养需求。
- ii. It provides a one-time assistance of \$250 per child (no cap in number of children)
每个孩子均 250 元的一次性补助。（没有限制孩子数量）
- iii. Member must meet the following criteria to be eligible for the funding:
会员必须符合以下的条件
 - Monthly Gross Household Income (GHI) of \$5,800 and below or Per Capita Income (PCI) of \$1,450 and below if exceeds GHI
家庭总收入须在 5,800 元及以下。如果家庭总收入超过 5,800 元，人均月收入须不超过 1,450 元
 - Children aged 21 years old and below studying at eligible educational institutions:
您的孩子年龄必须不可超过二十一岁也一定要在以下的学校读书：
 - Government / Government-aided / Independent schools (primary and secondary) under the Ministry of Education;
教育部管辖内的政府/政府辅助/自主学校(小学或中学)
 - Junior colleges; Institute of Technical Education; Millennia Institute;
初级学院、工艺教育学院、励仁高级中学、理工学院
 - Special education schools
特殊学校
 - 6 months of continuous paid-up union membership
至少连续 6 个月的会龄并无拖欠任何会费
- iv. Application is to be done through union / association / NTUC membership.
您必须通过职总附属工会申请 U 关怀援助

b. LIFT-UP Pathfinder Programme

- i. This programme aims to empower vulnerable families to improve their current circumstances, lift themselves out of their difficult times and bring about more sustainable changes to their lives.
LIFT-UP Pathfinder 帮助那些弱势群体家庭，以提升个人技能使到人生更有规划。
- ii. Member must have benefitted from NTUC Care Fund (COVID-19).
必须是要我们 2020 年关怀基金（2019 冠状病毒）的成功申请者。
- iii. Funding support of \$500 will be given to member to level up employability, skills and resilience.
您会获得 500 元的援助来提高自己的技术。
- iv. Application can be done through the union / association or register interest via http://bit.ly/2020liftup_pathfinder. For those keen to go for training, they can also receive training support by tapping on the UTAP Training Grant.
您可以上网到 http://bit.ly/2020liftup_pathfinder 申请 或了解更多培训课程。

c. For other union membership benefits, refer to <http://ntuc.org.sg/privileges>

您也可以上我们的网站 <http://ntuc.org.sg/privileges> 查看更多资料。

15) Are members allowed to apply for both NTUC Care Fund (COVID-19) and CAP+Ure Fund?

会员可以同时申请职总一般分会 2020 年关怀基金（2019 冠状病毒）与 CAP+Ure 基金吗？

Yes, you are allowed for both NTUC Care Fund (COVID-19) and CAP+Ure Fund as long as you meet the eligibility criteria.

只要您有符合职总一般分会 2020 年关怀基金（2019 冠状病毒）与 CAP+Ure 基金的条件，您可申请这些援助。