

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 such as groceries and transportation.
- 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 Membership

Members 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 Gross Household Income of \$3,800 and below, **OR**
- Per Capita Income of \$950 and below if Gross² Household Income exceeds \$3,800

For Members without Family Members Staying in the Same Household in Singapore:

- Monthly Gross² Personal Income of \$1,650 and below

3. Award 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 working family members:

Status of Member/family member(s)	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 Transaction History Statement (past 15 months)	Payslip (recent 3 months from the date of application)
If Self-employed	Notice of Assessment from IRAS (for Year of Assessment 2024)	Notice of Assessment from IRAS (for Year of Assessment 2024)
If Unemployed		CPF Transaction History Statement (recent 3 months from the 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 documentations 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"> Dependents in the same household For foreign birth certificate, please also submit Certificate of Singapore Citizenship / Re-entry Permit
Proof of residential address	<ul style="list-style-type: none"> All family members in the household, except member’s immediate family members (spouse/children)
Applicant’s Bank Statement	<ul style="list-style-type: none"> Copy of Bank statement showing Bank Account Name, Bank Account Number and Name or Logo of the Bank for verification purposes <p>Note: Trust bank will not be accepted as it’s an online bank</p>

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 17 February 2025, 1200hrs to 26 March 2025, 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 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 the return of the award 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 the bank 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.