

1. About the Programme

- 1.1. The NTUC Care (U Stretch) is an assistance programme which aims to assist our lower-income union members to defray their cost of daily necessities.

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

- a) For Members without Family Member(s) Staying in Same Household in Singapore:
- i. Monthly Gross¹ Personal Income of \$1,850 and below
- b) For Members with Family Member(s) Staying in Same Household² in Singapore:
- i. Total Monthly Gross Household Income of \$4,300 and below, **OR**
 - ii. Monthly Per Capita Income of \$1,075 and below if Gross Household Income exceeds \$4,300

3. Award Quantum for Successful Application

Members without family member(s) staying in the same household in Singapore	Members with family member(s) staying in the same household in Singapore
\$60	\$120

Note: The award quantum will be disbursed to successful members in the form of e-Vouchers.

4. Required Supporting Documents

- 4.1. Income documents are required from member and **all** non-schooling family members living in the same household:

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	Members who choose to fill in the application manually
Employed	CPF Transaction History (past 15 months)	Payslip (at least one month's payslip within the recent three months from date of application)
Self-Employed	AND	Latest Notice of Assessment from IRAS
Unemployed	Latest Notice of Assessment from IRAS	CPF Transaction History (of recent three months from date of application)

¹ Gross income is defined as all income derived from employment/business, inclusive of overtime and allowances.

² Member's family members living in the same household in Singapore excluding domestic helper.

- 4.2. For cases where members/family member(s) 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. A valid reason is to be provided for this exemption.
- 4.3. For cases where members' 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 for family member(s) living in the same household as the member:

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

Note:

- Applicant may be required to submit additional supporting document(s) for themselves and/or their dependents for verification and audit purposes, where required.
- Each file attachment must be less than 5M and in PDF, XLS, XLSX, JPG, JPEG, DOC OR DOCX file format. File names should have **no spaces or symbols**, e.g. - . , / ()

5. How to Apply

- 5.1. Application opens from 1 July 2026, 1200hrs to 5 August 2026, 1600hrs.
- 5.2. 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. How to Receive and Claim the e-Vouchers

- 6.1. Successful members will receive an email notification on their application outcome. In the same email notification, it will include instructions for members to claim their e-Vouchers.

- Step 1:** Click on the URL provided to be directed to the OneCARE portal – <https://care.ntuc.org.sg/assistance/>
- Step 2:** Log in using the same membership details used in your application.
- Step 3:** Go to the “Application History” page.
- Step 4:** Look for ‘NTUC Care (U Stretch)’. Click into the programme and scroll to the bottom to view your unique e-Voucher URL. Click the URL to view and claim your e-Vouchers.

Step 5: Your e-Vouchers are ready for immediate use – no OTP is required. Save the e-Voucher URL for easy access at participating merchants. If you lose your e-Voucher URL, you can log in to the OneCARE portal and repeat Steps 1 – 4.

7. Where and How to Use the NTUC Care (U Stretch) e-Vouchers

- 7.1. The e-Vouchers are valid for purchase of necessities at the participating merchants – NTUC FairPrice and Unity.
- 7.2. The full list of stores can be viewed via your e-Voucher interface “Where to use” and our [website](#).

When making payment at participating merchants:

Step 1: Select the appropriate e-Voucher denominations for the cashier to scan.

Step 2: For any remaining balance after applying the e-Vouchers, please pay the remaining amount using other payment methods.

- 7.3. The e-Vouchers must be used in fixed denomination redemptions as issued by the organiser. No refund will be given for any excess e-Voucher amount used at the point of purchase should it exceed the actual amount spent.
- 7.4. The e-Vouchers are not valid for purchase of alcohol and cigarettes and cannot be exchanged for cash.
- 7.5. The e-Vouchers are valid till 31 December 2026 and strictly no extension will be granted after the e-Voucher expiry date.
- 7.6. The e-Vouchers are strictly not for sale. Member will be denied usage of NTUC Care Assistance programmes if found to have misused the e-Vouchers.
- 7.7. The NTUC Care (U Stretch) 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.

8. Terms and Conditions

- 8.1. Please refer to <https://www.ntuc.org.sg/uportal/news/collections/ntuc-care-programmes> for the full terms and conditions.