

1. About the Programme

1.1 The **NTUC Care Fund (e-Vouchers)** is an assistance programme which aims to assist our low-income union members to defray their cost of necessities and their children's school expenses for the new school year.

2. Eligibility Criteria

2.1 Membership - Member's date joined union must be at least 6 continuous months at point of application and must not be in arrears

2.2 Income - For Members with Family Members Staying in Same Household in Singapore:

- Total Monthly Gross Household Income¹ of \$3,400 and below, **OR**
- Per Capita Income of \$850 and below if Gross Household Income² exceeds \$3,400 or

2.3 Income - For Members without Family Members Staying in Same Household in Singapore:

- Monthly Gross Personal Income¹ of \$1,500 and below.

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

² Applicant's immediate family members living in the same household in Singapore excluding domestic helper

3. e-Voucher Quantum for Successful Application

1. Members <u>without family members</u> staying in the same household in Singapore	2a. Members <u>with family members</u> staying in the same household in Singapore
\$50	\$100
	2b. Eligible school-going child ³ Additional \$100 per child ; Eg. Member with 2 school-going children will receive \$300
	2c. Additional \$100 per eligible school-going child studying in a special needs school

³ Refers to member's children staying in the same household as the member in Singapore and attending school in 2024 at an eligible educational institution in Singapore as follows:

- Kindergarten 1 or 2;
- Government / Government-Aided / Independent Schools (Primary or Secondary) under the Ministry of Education (MOE);
- Junior Colleges; Institute of Technical Education; Millennia Institute; Polytechnics; OR
- Special Education (SPED) Schools (refer to Appendix A)

Note:

1. Graduating students (e.g. final year junior college students) who will not be attending school in Year 2024 will not be eligible.
2. Each child is only eligible for the voucher once i.e. If both parents are members, child(ren) will only be approved in one application.

4. Required Supporting Documents

4.1 Income documents require from member and spouse (if applicable):

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 (of any recent 3 months in year 2023)
If Self-employed	Notice of Assessment from IRAS (for Year of Assessment 2023)	<u>If the Annual Trade Income is less than \$6,000</u> Copy of acknowledgement after submitting IRAS Form 144 (for Work Year 2022)
If Unemployed		<u>If your Annual Trade Income is \$6,000 and above</u> Copy of Notice of Assessment from IRAS (for Year of Assessment 2023)
		CPF Contribution History for the past 3 months

4.2 Income Documents from Spouse (manually upload)

- Copy of Payslip of any recent 3 months in the year 2023 (if spouse is working) OR,
- Copy of CPF Contribution History for the past 3 months (if spouse is not working)

4.3 If applying for eligible school-going child:

- Photocopy of Member’s Child/Children’s Birth Certificates OR Education Supporting Document
- [If applicable] Successful admission letter into Special Needs School OR Student Pass of child studying in Special Needs School
- For foreign birth certificate(s), please also submit Certificate of Singapore Citizenship / Re-entry Permit AND Student Pass.

4.4 Additional proof of residential address required from other family members other than spouse and children.

Note: Applicant may be required to submit other supporting document(s) for verification and audit purposes.

5. How to Apply

5.1 The application period opens from **23 Oct 0900hrs to 1 December 2200hrs**.

5.2 Union members who meet the eligibility criteria may submit their applications via the new system OneCARE at <https://ucare.ntuc.org.sg/assistance/>. The user guide and online video demo will guide users through the application process.

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 e-Vouchers be sent to Members

- 6.1 Successful applicants will receive their e-vouchers by SMS sent to the mobile number that is registered within 30 working days from the application closing date. Note: Sender name is 'NTUC U Care'
- 6.2 The NTUC Care Fund (e-Vouchers) are valid till 30 April 2024. Strictly no extension will be granted after the voucher expiry date.
- 6.3 SMS will contain the URL to open the e-voucher and a 4-digit pin code. Both will be required to redeem the e-Vouchers. Please do not forward the SMS to prevent misuse.

*Note: It is important that mobile numbers are updated to receive e-Vouchers. Refer to S/n 7 on how to update mobile number or seek assistance with your respective unions.

7. How to Update Mobile Number

- Step 1:** Log in to NTUC U Portal at www.ntuc.org.sg
- Step 2:** Click on e-Services
- Step 3:** Click on PDPA – Update Particulars
- Step 4:** Select your preferred mode of update: Either manually, or via MyInfo
- Step 5:** Update your mobile number under Contact Information and click Confirm

8. How to Redeem the e-Vouchers

- 8.1 **Step 1:** Have a ready internet connection.
Step 2: Click on the URL sent via SMS. It will launch a website to open the e-Voucher and the page to key in the 4-digit pin code will appear.
Step 3: Key in the 4-digit pin code which was sent in the same SMS.
Step 4: e-Vouchers bearing the barcode will be launched. Please present the voucher to participating merchants to scan and make purchase.
Step 5: Purchase transaction will appear in transaction history.
- 8.2 The NTUC Care Fund (e-Vouchers) can be drawn down according to exact amount spent, till zero. There is no minimum value to be spent.
- 8.3 If member has received the SMS and voucher is unable to load due to the pin, it could be due to keying of wrong pin number and the browser has remembered the wrong code as 'remember code' was checked.

Please follow the following steps to clear the cache of the mobile browser:

1. Go to Settings.
2. Search for Apps and click in.
3. Search for Chrome or Internet Explorer and click in.
4. Select Storage and click in.
5. Select "Clear Cache"
6. Click on the link again to key in 4-digit pincode.

9. Where to Redeem the e-Vouchers

9.1 The vouchers are valid for purchase of necessities, school textbooks, assessment / reference books, stationery, school uniforms / PE attire / shoes / socks or other school-related items at the participating merchants.

10. Other Terms and Conditions

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

10.2 The NTUC Care Fund (e-Vouchers) are strictly not for sale. Union member will be denied usage of U Care Fund programmes if found to have misused the vouchers.

10.3 The NTUC Care Fund (e-Vouchers) cannot be exchanged for cash. There will be no refund of unused value.

10.4 The NTUC Care Fund (e-Vouchers) is intended for applicants who are entitled to receive this voucher. In the event of any unauthorised use of the voucher, user will need to pay NTUC the full value of the voucher immediately upon demand.

10.5 NTUC shall not be held liable or responsible in any way (including for any claim, demand, losses or damages) for any vouchers 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.

Appendix A – List of Eligible Special Education (SPED) Schools

- <https://www.moe.gov.sg/special-educational-needs/sped-schools>