

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

³ Refers to member's children staying in the same household as the member in Singapore and attending school in 2023 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 2023 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) Notice of Assessment from IRAS (for Year of Assessment 2022)	Payslip (of any month in year 2022)
If Self-employed		<u>If your Annual Trade Income is less than \$6,000</u> Copy of acknowledgement after submitting IRAS Form 144 (for Work Year 2021) <u>If your Annual Trade Income is \$6,000 and above</u> Copy of Notice of Assessment from IRAS (for Year of Assessment 2022)
If Unemployed		CPF Contribution History for the past 3 months

4.2 Income Documents from Spouse (manually upload)

- Copy of Payslip of any month in the year 2022 (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
- For foreign birth certificate(s), please also submit Certificate of Singapore Citizenship / Re-entry Permit AND Student Pass.

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 **17 Oct 0900hrs to 30 Dec 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. Note: Sender name is 'NTUC U Care'
- 6.2 The NTUC Care Fund (e-Vouchers) are valid till 30 April 2023. 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-voucher 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 basic 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' failure to inform NTUC of any subsequent change in any of these details.

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

Name of School	Address
AWWA School	11 Lorong Napiri, Singapore 547532
Canossian School	1 Sallim Road, Singapore 387621
Cerebral Palsy Alliance Singapore School	65 Pasir Ris Drive 1, Singapore 519529
Chaoyang School	10 Ang Mo Kio Street 54, Singapore 569184
Delta Senior School	3 Choa Chu Kang Grove, Singapore 688237
Eden School (Bukit Batok Campus)	101 Bukit Batok West Avenue 3 Singapore 659168
Grace Orchard School	6A Jurong West St 52, Singapore 649297
Katong School	900 New Upper Changi Road, Singapore 467354
Lighthouse School	51 Toa Payoh Rise, Singapore 298106
Metta School	30 Simei St 1, Singapore 529949
MINDS Ang Mo Kio Training & Development Centre	134 Ang Mo Kio Ave 3 St 12 #01-1677, Singapore 560134
MINDS Clementi Training & Development Centre	304 Clementi Avenue 4 #01-487, Singapore 120304
MINDS Eunos Training & Development Centre	11 Jalan Ubi Block 3 #01-21, Singapore 409074
MINDS Faber Training & Development Centre	207 Clementi Avenue 6 #02-01, Singapore 120207
MINDS Jurong Training & Development Centre	18 Boon Lay Way #02-97 Tradehub 21 Singapore 609966
MINDS Napiri Training & Development Centre	MINDSville@Napiri 7 Lorong Napiri, Singapore 547533
MINDS Tampines Training & Development Centre	267 Tampines St 21 #01-09, Singapore 520267
MINDS Yishun Training & Development Centre	652 Yishun Avenue 4 #01-507, Singapore 760652
MINDS Fernvale Gardens School	7 Fernvale Road, Singapore 797635
MINDS Lee Kong Chian Gardens School	802 Margaret Drive, Singapore 149311
MINDS – Woodlands Gardens School	30 Woodlands Ring Road, #01-01, Singapore 737883
MINDS Towner Gardens School	1B Lengkok Lima, Singapore 417557
Pathlight School	5 Ang Mo Kio Ave 10, Singapore 569739
Rainbow Centre - Margaret Drive School	501 Margaret Drive, Singapore 149306
Rainbow Centre - Yishun Park School	15 Yishun Street 61, Singapore 768548
St Andrew's Autism School	1 Elliott Road, Singapore 458686
Tanglin School	143 Alexandra Road, Singapore 159924