

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 basic necessities and their children's school expenses for the new school year.
- 1.2 The NTUC Care Fund (e-Vouchers) are valid till 30 April 2022. **Strictly no extension will be granted after the voucher expiry date.**

2. Eligibility Criteria

- 2.1 Member's date joined union must be at least 6 continuous months at point of application and must not be in arrears
- 2.2 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 Income¹ exceeds \$3,400
- 2.3 For Members without Family Members Staying in Same Household in Singapore:
- Monthly Gross Personal Income¹ of \$1,500 and below

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

3. Voucher Quantum for Successful Application

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

²Refers to member's children staying in the same household as the member in Singapore and attending school in 2022 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 Schools (refer to Appendix A)

Note:

1. *Graduating students (e.g. final year junior college students) who will not be attending school in Year 2022 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:

If you are employed	If you are self-employed	If you are unemployed
Copy of company payslip of any month in year 2021	<p><u>If your Annual Trade Income is less than \$6,000</u> Copy of acknowledgement after submitting IRAS Form 144 (<i>for Work Year 2020</i>)</p> <p><u>If your Annual Trade Income is \$6,000 and above</u> Copy of Notice of Assessment from IRAS (<i>for Year of Assessment 2021</i>)</p> <p><i>Note: What you submit needs to show your name and trade income. If you have employment income, this must be reflected as a separate line item.</i></p>	<p>Copy of CPF Contribution History for the past 3 months</p> <p>AND</p> <p><u>If you are married</u> Copy of spouse's payslip of any month in the year 2021 (if spouse is working) OR Copy of CPF Contribution History for the past 3 months (if spouse is not working)</p>

4.2 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.
- Members need not submit Birth Certificate again if they had submitted for U Care Back to School Voucher Programme and uploaded on U Care System previously.

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 22 June to 22 July 2021.

5.2 Union members who meet the eligibility criteria may submit their applications via the U Care System at www.ntuc.org.sg/ucare/apply. Refer to [Online Video Demo](#) to apply via computers (Refer to S/n 11 for more details).

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 in U Portal by 22 October 2021. Note: Sender name is 'NTUC U Care'

6.2 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. List of participating merchants will be updated in July 2021.

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.

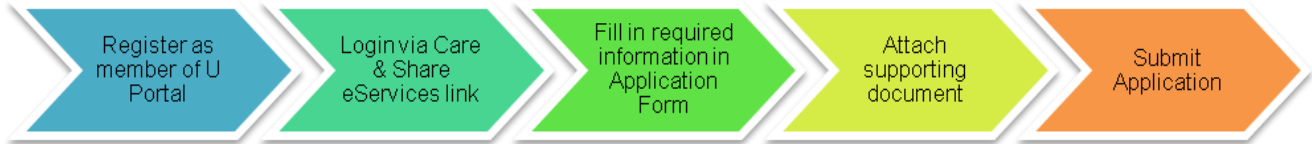
10.5 NTUC shall not be held liable or responsible in any way (including for any claim, demand, losses or damages) for any vouchers issued pursuant to any inaccurate details that applicants have provided to NTUC or otherwise pursuant to applicant's failure to inform NTUC of any subsequent change in any of these details.

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

Name of School	Name of School
AWWA School	MINDS Ang Mo Kio Training & Development Centre
Canossian School	MINDS Clementi Training & Development Centre
Chaoyang School	MINDS Eunos Training & Development Centre
Delta Senior School	MINDS Faber Training & Development Centre
Eden School (Bukit Batok Campus)	MINDS Jurong Training & Development Centre
Grace Orchard School	MINDS Napiri Training & Development Centre
Katong School	MINDS Tampines Training & Development Centre
Lighthouse School	MINDS Yishun Training & Development Centre
Metta School	Rainbow Centre - Margaret Drive School
Pathlight School	Rainbow Centre - Yishun Park School
St Andrew's Autism School	Fernvale Gardens School
Tanglin School	Lee Kong Chian Gardens School
Cerebral Palsy Alliance Singapore School (CPASS)	Towner Gardens School
	Woodlands Gardens School

Important Information on U Care System Usage


Overview of Online Application Process

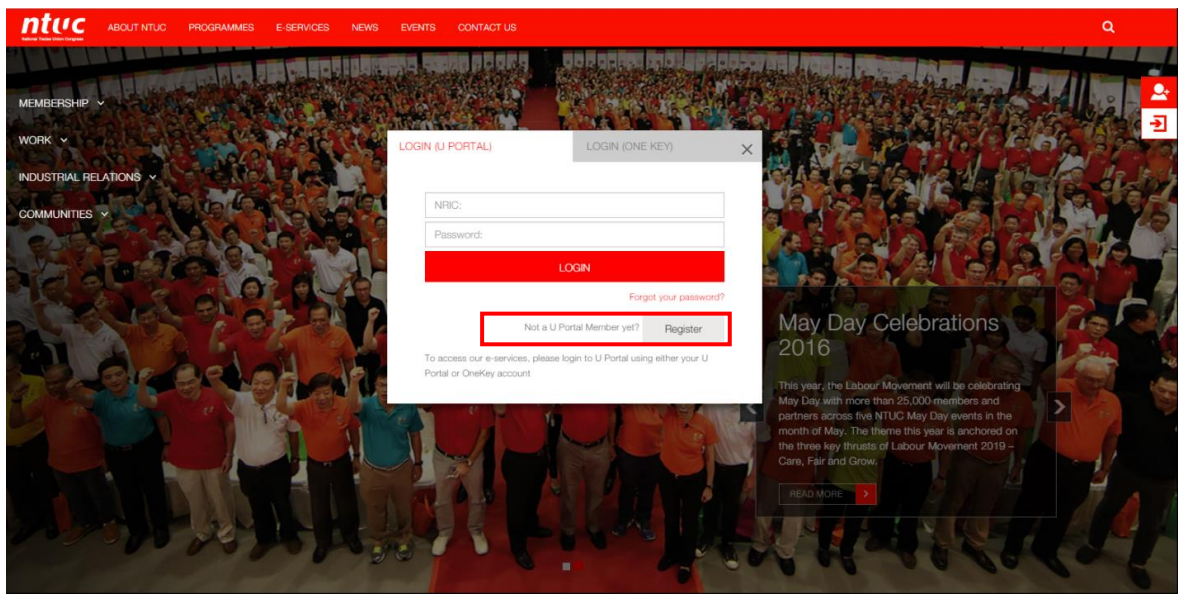


Online Step-by-Step Guide

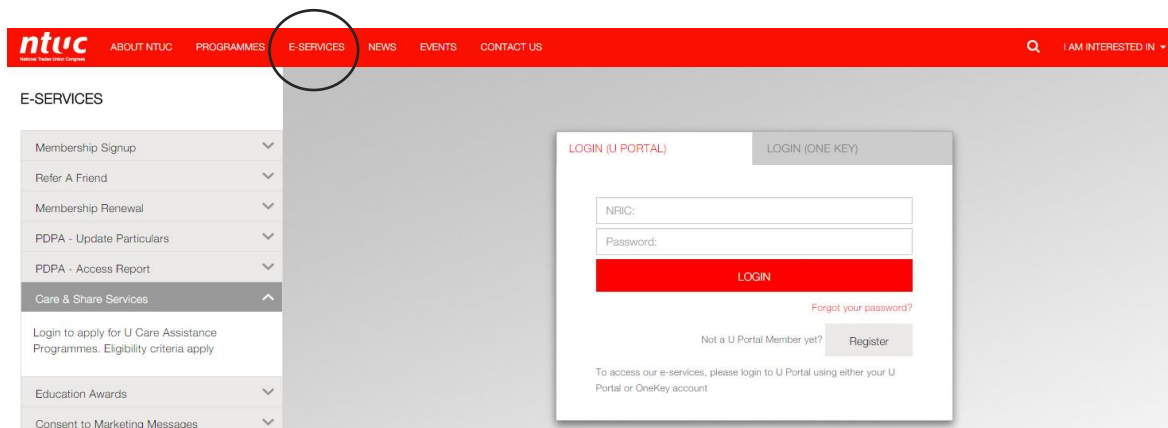
The step-by-step online demo will guide users through the application process. Please access the online demo via this link: <http://www.ntuc.org.sg/ucare/onlineappdemo.htm>

11. U Care System (UCS) login

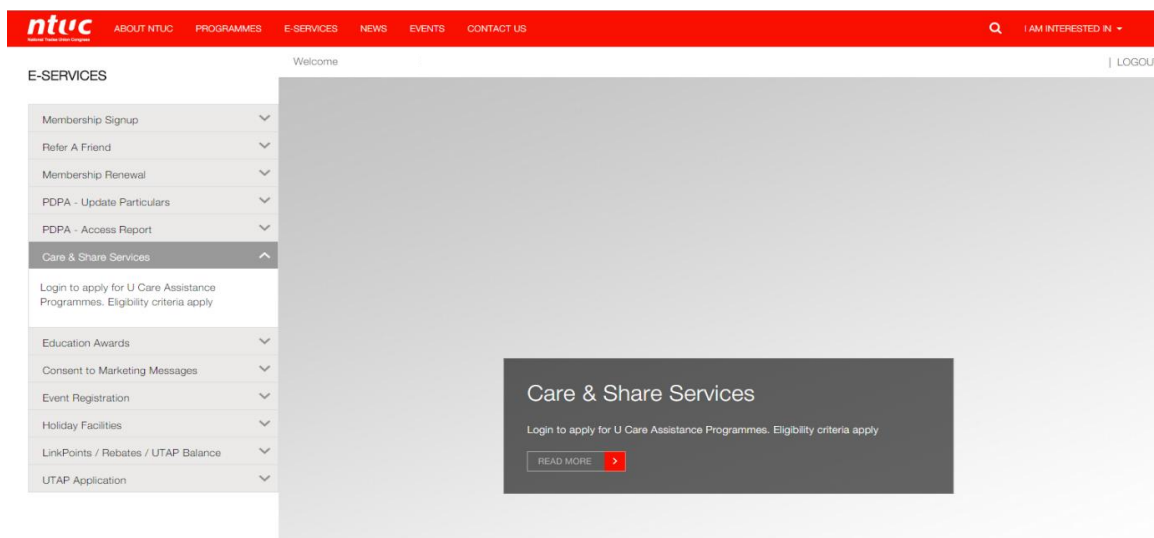
11.1 Union members must be a registered U Portal member to access the UCS. To sign up as a U Portal member, go to www.ntuc.org.sg homepage, click the “ LOGIN ” button located at the right side of the page and select “Not a U Portal Member yet? Register” as shown in the diagram below to proceed with registration.



11.2 Upon successful sign-up as a U Portal member, log in with NRIC/FIN and password. To access the UCS, click on “E-SERVICES” located at the top of the page, followed by “Care & Share Services” at the left-hand side as highlighted in the diagram below.



11.3 At the new window as shown below, click “READ MORE” to be directed to the UCS page.



11.4 To use the UCS, the following web browsers are recommended:

- a. Firefox version 34
- b. Safari version 7.0
- c. Chrome version 3X

11.5 The maximum file size for the supporting documents is 3 megabyte (MB) each. Up to 3 files for each field requiring a supporting document could be uploaded. The file format should be one of these: .pdf, .jpg, .jpeg, .png, .gif. Ensure that all content in the uploaded document is sharp and clearly visible. The scanner can be set to scan at a resolution of at least 150 dpi (dots per inch). The camera can be set to capture at a lower resolution between 8 to 12MP.

11.6 Member may check the status of the application via the UCS’s “My Application” function.