

## **NTUC Care Fund (COVID-19)**

### **for affected Union Members**

### **Frequently Asked Questions**

#### **1) Who is eligible?**

- a) Union members from General Branch (GB) / Ordinary Branch (OB), including the self-employed and freelancers, whose **incomes have been adversely affected due to COVID-19** can apply.
- b) Member must also meet the following eligibility criteria:

Members <u>WITH</u> dependents staying in the same household in Singapore	Members <u>WITHOUT</u> dependents staying in the same household in Singapore
Original Gross Monthly Income of not more than \$3,400	Original Gross Monthly Income of not more than \$1,500

- Income drop of at least 30% reduction OR (for Freelancers / Self-employed only) Job / Event Cancellations
- Retrenched\* with retrenchment benefits of not more than \$6,500  
\*income does not apply to retrenched

#### **2) Who are considered my dependents?**

Dependents refer to applicant's immediate family member living in the same household in Singapore. Please do not include domestic helper.

#### **3) Is there a minimum membership tenure?**

There is no minimum membership tenure, but there is a difference in quantum for existing and new members.

- Existing member: Member as at 1 March 2020
- New member: Member joined after 1 March 2020

#### **4) What would I receive?**

Please refer to the following table:

	Existing Members (Date joined Union: before 1 March 2020)	New Members (Date joined Union: 2 March 2020 onwards)
Members with dependents staying in the Same Household in Singapore	<b>\$300</b>	<b>\$200</b>
Members without dependents staying in the Same Household in Singapore	<b>\$100</b>	<b>\$50</b>

Form of assistance will be dependent on the unions / associations.

#### **5) Is it a one-off financial assistance?**

Yes, member can only apply for the financial assistance once.

#### **6) How do I apply for the programme?**

Ordinary Branch members are required to obtain and submit the application form directly from their respective unions / associations. He/she will then be notified of the outcome of the application by his/her Union / Association. Please enquire with your union / association on how to apply and submit the application form.

General Branch members, please download the [application form](#) and refer [here](#) for the submission instructions.

If you are unsure of your union / association, or if you are an Ordinary Branch or General Branch member, please check [here](#) or refer to Qn 9 on the steps to find out.

#### **7) What is the application period?**

The application period will be from 25 March to 30 September 2020.

**8) What are the supporting documents required?**

- a) If you are employed, you will be required to submit a payslip of pre-COVID-19 i.e. payslip of any month in 2019, to show your original income of \$3,400 and below, and a payslip of after COVID-19, i.e. payslip of any month in 2020, to show the income drop of at least 30%.
- b) If you are retrenched, you will be required to submit your retrenchment letter stating your retrenchment benefits of not more than \$6,500.
- c) If you are self-employed or a freelancer, you will be required to submit an income document of pre-COVID-19 i.e. IRAS statement 2019 and evidence of cancellations/postponement of jobs or quarantine order / stay-home notice.

**9) I do not know which union / association I belong to. / I am not sure if my membership is still active. / I do not know my union / association contact number.**

Member's may call the NTUC hotline to enquire on your membership details. Please follow the below steps:

- i. Press \* to go to next menu
- ii. Press 1 for members
- iii. Press 1 for membership
- iv. Key in last 4 digits of your NRIC. Listen to the repeat and press 1 to confirm if correct.
- v. Key in date of birth in DD/MM/YYYY format. Listen to the repeat and press 1 to confirm if correct.
- vi. Your membership details will be read out to you, and your union's contact number.

**10) What if I am hospitalized / quarantined / under Stay Home notice, and unable to submit the form personally?**

For Ordinary Branch members, you could send in your application and supporting documents to the union / association digitally. However, if you would like your union / association to apply on your behalf, you would be required to send in your written consent via email. Alternatively, you could check if your union / association if they have an online application form available.

For General Branch members, please download the [application form](#) and refer [here](#) for the submission instructions.

**11) How do I submit the supporting documents if I submitted an online application?**

Please check with your union/ association/ NTUC membership on the instructions to submit the documents, as incomplete applications will be deemed as incomplete.

**12) How do I fill up the Bank Account Details in the application form?**

Bank name, bank code, bank branch and account number are mandatory information for union/association/ NTUC to credit payments to successful applicants. For accounts belonging to the following banks, you may wish to take note of the following requirements when filling in the bank account details.

Bank Name	Description on Bank Account Details	Bank Code	Branch Code (Example)	Account Number (Example)
POSB	All POSB Account Bank Code is <b>7171</b> and Branch Code is <b>081</b> .  Account No. consists of 9 digits.	7171	<b>081</b>	123456789
DBS	Bank Code is <b>7171</b> .  Use <b>first 3 digits</b> of the Account No. as the Branch Code.  Account No. consists of 10 digits.  eg. For account 0052312891, the Branch Code will be 005. (Account No. will remain as 0052312891.)	7171	<b>005</b>	<b>005</b> 2312891

OCBC	<p>Bank Code is <b>7339</b>.</p> <p><b>Use first 3 digits</b> of the Account No. as the Branch Code.</p> <p><b>Drop first 3 digits</b> of Account No. for the Account No field.</p> <p>eg. For account 5501089550, the Branch Code will be 550 and the Account No. will be 1089550.</p>	7339	<b>550</b>	1089550
UOB	<p>Bank Code is <b>7375</b>.</p> <p>Use first 3 digits of Account No. and refer to <b>UOB's BANK &amp; BRANCH CODE GUIDE</b> to retrieve the corresponding Branch Code</p> <p>eg. For account 9102031012, use 910 to refer to <b>UOB's BANK &amp; BRANCH CODE GUIDE</b> to retrieve the Branch Code 030. (Account No will remain as 9102031012.)</p> <p><b>URL to UOB's Bank &amp; Branch Code Guide:</b>  <a href="https://www.uob.com.sg/assets/pdfs/global/achcode.pdf">https://www.uob.com.sg/assets/pdfs/global/achcode.pdf</a></p>	7375	<b>030</b>	9102031012

Alternatively, you can check with your respective banks to verify the information.

**13) When will I be able to receive the assistance?**

You will be notified by your respective union / association / NTUC membership in 8 to 10 weeks after your application.

**14) If I'm a new member, how do I apply for the scheme?**

For new members, please approach your respective union / association / NTUC membership for assistance as well as the terms and conditions.

**15) If I have received this assistance, can my spouse who is also a union member receive this assistance too?**

Yes, both members can apply and receive NTUC Care Fund (COVID-19), so long as both meet the eligibility criteria.

**16) What other assistance can I receive?**

To further alleviate your financial burden, eligible union members can also apply for the following U Care Assistance programmes:

- a. CAP+Ure Fund (<http://ntuc.org.sg/wps/portal/up2/home/aboutntuc/ucare/ucareprogrammes>)
  - i. This fund helps children from low- to medium-income union members who are impacted by sudden loss of income to ensure that their basic nutritional needs are not compromised due to circumstances.
  - ii. It provides a one-time assistance of \$250 per child (no cap in number of children)
  - iii. Member must meet the following criteria to be eligible for the funding:
    - Monthly Gross Household Income (GHI) of \$5,800 and below or Per Capita Income (PCI) of \$1,450 and below if exceeds GHI
    - Children aged 21 years old and below studying at eligible educational institutions:
      - Government / Government-aided / Independent schools (primary and secondary) under the Ministry of Education;
      - Junior colleges; Institute of Technical Education; Millennia Institute;
      - Special education schools
    - 6 months of continuous paid-up union membership
  - iv. Application is to be done through union / association / NTUC membership.
- b. LIFT-UP Pathfinder Programme
  - i. This programme aims to empower vulnerable families to improve their current circumstances, lift themselves out of their difficult times and bring about more sustainable changes to their lives.
  - ii. Member must have benefitted from NTUC Care Fund (COVID-19).
  - iii. Funding support of \$500 will be given to member to level up employability, skills and resiliency.

iv. Application can be done through the union / association. For those keen to go for training, they can also receive training support by tapping on the UTAP Training Grant.

c. For other union membership benefits, refer to <https://www.ntuc.org.sg/wps/portal/up2/home/membership>.

**17) Are members allowed to apply for both NTUC Care Fund (COVID-19) and CAP+Ure Fund?**

Yes, you are allowed to apply for both NTUC Care Fund (COVID-19) and CAP+Ure Fund as long as you meet the eligibility criteria.

**18) I still have queries regarding the application. Who can I ask?**

Please contact your union / association for more details. If you are unsure of your union / association, please refer to Qn 9 on the steps to find out.