

FREQUENTLY ASKED QUESTIONS

NTUC U FSE Relief Scheme 2022
for Freelance Combi Bus, Limousine and Delivery Drivers & Riders

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A. Scheme Information

A1 What is the NTUC U FSE Relief Scheme 2022?

The NTUC U FSE Relief Scheme 2022 provides one-off cash relief of up to \$300 for freelance combi bus and limousine driver members of the National Private Hire Vehicles Association (NPHVA) and delivery drivers & motorcycle riders of National Delivery Champions Association (NDCA).

The cash relief is being provided to this group of freelance drivers and riders to cushion the impact of higher fuel prices, which have led to increased costs for self-employed persons who depend on their vehicles for their livelihoods.

A2 When is the application period?

Applications will be open from 29 August to 28 October 2022.

A3 Who is eligible?

You are eligible if you meet the following criteria:



Combi bus or limousine driver *Maximum 13-seater	Delivery driver using vehicle other than motorcycle i.e. van or car	Delivery rider using motorcycle
You are in the trade for at least one month prior to point of submission of application		
You are a paid-up member of NPHVA and hold a valid vocational licence.	You are a paid-up member of NDCA and drive or ride a vehicle or motorcycle to make freelance deliveries;	
Not a recipient of the one-off relief of \$150 for eligible taxi main hirers and private hire car drivers provided by the Government		

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A 4 Can I apply if I am a non-member?

As the NTUC U FSE Relief Scheme 2022 is only open for applications from NTUC members who meet the eligibility criteria, we regret that non-members would not be able to apply.

If you would like to apply for NPHVA/NDCA membership and submit an application for the NTUC U FSE Relief Scheme 2022, please sign up at:

<p>National Private Hire Vehicles Association</p> 	<p>https://ntuc.co/NPHVAONLINE (for combi bus and limousine drivers)</p> <p>Under Company and Business Nature, to type NPHVA</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p><small>COMPANY NAME (IN FULL)</small></p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="NPHVA"/> </div> <div style="width: 45%;"> <p><small>COMPANY BUSINESS NATURE</small></p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="NPHVA"/> </div> </div>
<p>National Delivery Champions Association</p> 	<p>https://ntuc.co/NDCA (for delivery drivers and motorcycle riders)</p> <p>Under Company Name, to type NDCA</p> <div style="margin-top: 10px;"> <p><small>COMPANY NAME (IN FULL)</small></p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="NDCA"/> </div>

A 5 What amount would a successful applicant receive?

The quantum of cash relief that successful applicant will receive is in relation to their NPHVA/NDCA membership commencement date and the vehicle category they fall under. Please refer to the following table for more information:

Category	Existing NPHVA/NDCA member More than three months of membership at point of submission of application)	New NPHVA/NDCA member (Less than three months of membership at point of submission of application)

	Combi bus* or limousine driver (NPHVA member) *Maximum 13-seater	\$300	\$250	
	Delivery driver using vehicle other than motorcycle i.e. van or car (NDCA member)	\$300	\$250	
	Delivery rider using Motorcycle (NDCA member)	\$150	\$100	

A 6 Can I apply for the NTUC U FSE Relief Scheme 2022 if I am a recipient for the one-off relief of \$150 for eligible taxi main hirers and private hire car drivers by the Government?


The below categories may apply. Successful applicants, should they meet the criteria, will receive the amounts stated below instead:


Description of individuals	Existing NPHVA/NDCA member (More than three months of membership at point of submission of application)	New NPHVA/NDCA member (Less than three months of membership at point of submission of application)
Combi bus* or limousine driver (NPHVA member) *Maximum 13-seater	150	100
Delivery Driver using vehicle other than motorcycle i.e. van or car (NDCA member)	150	100

B. Pre-Application ([back to top](#))

B1 How do I sign up as an NDCA/NPHVA member?

You can sign up as a member by signing up online

National Private Hire Vehicles Association 	https://ntuc.co/NPHVAONLINE (for combi bus and limousine drivers)
National Delivery Champions Association	https://ntuc.co/NDCA (for delivery drivers and motorcycle riders)

	
<p>If you are signing up online, please allow <u>up to 3 days</u> for the system to update your membership status before proceeding to apply for the NTUC U FSE Relief Scheme 2022.</p>	
<p>B2 How can I verify if I am an NTUC member?</p>	
<p>You may check your NTUC membership status by calling our hotline at 6213 8008 and selecting the following options:</p> <ul style="list-style-type: none"> • Press 1 for NTUC member • Press 1 to check your membership status • Enter last 4 digits of your NRIC • Press 1 to confirm • Enter in dd/mm/yyyy format eg (01012000) • Press 1 to confirm <p>Refer to question B3 for further details.</p>	
<p>B3 I am an existing NTUC member in another Union/Association. I have not self-updated or notified NTUC or my Union/Association that I am now a freelance driver or rider in the combi bus/limousine/delivery trade. Can I proceed to apply?</p>	
<p>Yes, if you meet the eligibility criteria in A3, you may proceed to apply for the NTUC U FSE Relief Scheme 2022 if your current membership is paid-up.</p> <p>Do note that by putting in the application for the NTUC U FSE Relief Scheme, you are giving consent to us (NPHVA or NDCA) to update your membership record and activate a transfer of your membership to the relevant Association (NPHVA or NDCA).</p>	
<p>B4 I am a member but I have outstanding membership arrears. How do I pay for them?</p>	
<p>Through GIRO</p>	<ul style="list-style-type: none"> • Online GIRO is currently applicable to DBS, POSB & OCBC banks only. • Log into your internet banking to set up the GIRO instruction. • Select "NTUC-Membership" for the Billing Organisation. • Indicate your NRIC or FIN number for the Bill Reference number.
<p>Through Debit/Credit Card (VISA/Mastercard)</p>	<ul style="list-style-type: none"> • You can use Debit/Credit Card to pay for the membership fee here.

		<ul style="list-style-type: none"> You may choose either to make payment for the arrears or an upfront amount of \$117 (yearly membership amount). To apply for recurring payment using your Debit/Credit Card, please tick the "Apply for Debit/Credit Card Recurring Payment" box before making the payment.
	<p>Through AXS (Payment by NETS only)</p>	<ul style="list-style-type: none"> Visit any of the AXS stations located islandwide. Select "Services" on the top panel. Select "Labour of Love – NTUC Membership" Select "Outstanding Membership Fee Payment" or "Membership Renewal" and follow the on-screen instructions to complete your transaction. Alternatively, payment can be done through AXS m-Station or online as well.


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C. Application Process

C1 How do I apply online?	
	<ul style="list-style-type: none"> Ensure that you have prepared the soft copies of the necessary documents. Do ensure that the scanned copies of the supporting documents have a maximum file size of 1MB , are clear and can be read easily Standby with your SingPass log-in details. Apply online via www.ufse.org.sg/reliefscheme2022 Please refrain from submitting multiple applications. Do check your email regularly after submitting the application. We will contact you via email if we require clarifications.
C2 I need assistance to apply. Can I apply in person?	
	<p>You may apply in person at our roving helpdesks if you require additional assistance.</p> <ul style="list-style-type: none"> Please check the latest helpdesk schedule at www.ufse.org.sg/reliefscheme2022 before heading down Ensure that your SingPass and supporting documents are ready.

	<ul style="list-style-type: none"> • Visit the site on the allocated date/time and bring along your supporting documents and SingPass log-in details. Our centre team will guide you to submit the online application. • Do check your email regularly after submitting the application. We will contact you via email if we require clarifications.
<p>C3 What supporting documents are required for my application to the NTUC U FSE Relief Scheme 2022?</p>	
<p style="text-align: center;">Combi bus* or limousine driver *Maximum 13-seater</p>	
<p>1. Proof of self-employed income</p> <ul style="list-style-type: none"> • CPF Contribution History for the past 6 months. <p>2. Proof of vehicle type:</p> <ul style="list-style-type: none"> • Hire-purchase agreement (to include ACRA record showing that the purchase is made by the business registered in your name) <u>or</u> • Vehicle rental agreement. 	
<p style="text-align: center;">Delivery driver using vehicle other than motorcycle i.e. van or car</p>	
<p>1. Proof of active freelance delivery work using weekly income statements/invoices/receipts from platform or platforms showing:</p> <ul style="list-style-type: none"> • Gross earnings of at least \$1,500 within 2 consecutive weeks from 01 July to date of submission <p>2. Proof of vehicle type:</p> <ul style="list-style-type: none"> • Screenshot of platform app or apps showing your name and mode of transport; or • Rental contract (current at point of submission) or • Hire-purchase agreement (to include ACRA record showing the purchase is made by the business registered in your name). 	
<p style="text-align: center;">Delivery rider using motorcycle</p>	
<p>1. Proof of active freelance delivery work using weekly income statements/invoices/receipts showing:</p> <ul style="list-style-type: none"> • Gross earnings of at least \$1,000 within 2 consecutive weeks from 01 July to date of submission <p>2. Proof of vehicle type:</p>	

	<ul style="list-style-type: none">• Screenshot of platform app or apps showing your name and mode of transport; <u>or</u>• Rental contract (current at point of submission); <u>or</u>• Hire-purchase agreement (to include ACRA record showing the purchase is made by the business registered in your name). <p>Please note that you will be required to declare that:</p> <ul style="list-style-type: none">• You were active in delivery & delivery trade one month prior to point of submission of application• You possess a valid PDVL/TDVL/BDVL vocational license (for combi bus/limousine driver) <p>Checks will be conducted.</p> <p>Please refer to the annex for examples.</p>	
C4 I was a previous successful applicant of U FSE Relief Scheme 2021. Will the process be simplified for me?		
	<p>For combi bus/limousine driver, you will only be required to submit the following supporting document</p> <table border="1" data-bbox="236 1014 1348 1122"><tr><td data-bbox="236 1014 1348 1122" style="text-align: center;">Combi bus* or limousine driver *Maximum 13-seater</td></tr></table> <p>1. Proof of vehicle type:</p> <ul style="list-style-type: none">• Hire-purchase agreement (to include ACRA record showing that the purchase is made by the business registered in your name) <u>or</u>• Vehicle rental agreement.	Combi bus* or limousine driver *Maximum 13-seater
Combi bus* or limousine driver *Maximum 13-seater		
C5 FORMSG: How do I upload my supporting documents onto the form?		
	<p>Based on the category you have selected, the form would prompt you to upload the required supporting documents.</p> <p>The upload limit of each category has a maximum file size of 1MB. If you have more than 1 file to upload in 1 field, please compress them in a zip folder and upload the folder. E.g. if you have 2 pdf files for your Proof of activity in delivery trade, it should be compressed in a zip folder and does not exceed 1MB.</p>	

<p style="text-align: center;">1 File per upload field. ZIP multiple documents together</p> <div style="text-align: center;"><p>The diagram illustrates the process of zipping multiple documents. On the left, two PDF icons are shown, each labeled 'Weekly Partner Statement - 2021-W06' and 'Weekly Partner Statement - 2021-W05'. A blue arrow points to the right, where a single ZIP file icon is shown, labeled 'my_partner_statements'.</p></div> <p style="text-align: center;">OR use free sites like www.ilovepdf.com to merge pdf documents together</p>

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D. Post Application

D1 How do I know if my application has been submitted successfully?	<p>It is mandatory to fill in an email address in the application form to receive a confirmation email upon submission and for any follow-up regarding your application.</p> <p>Please contact us at ufse_relief2022@ntuc.org.sg if you did not receive the confirmation email.</p>
D2 How long will it take to process my application and how will I be notified?	<p>Applicants will be informed of the outcome of his/her application via SMS to their designated mobile number in about 6 to 8 weeks, upon submission of all required supporting documents.</p>
D3 How will the payment for successful applicants be disbursed?	<ul style="list-style-type: none">• Cash Disbursement via Giro<ul style="list-style-type: none">○ Payment will be made to the successful applicant <u>2 weeks after the SMS notification on the application approval.</u>○ The applicant will be required to provide their bank details upon application.• Cheque Payment<ul style="list-style-type: none">○ Cheque will be ready for collection <u>around 4 weeks after the SMS notification on the application approval.</u>

- | | |
|--|---|
| | <ul style="list-style-type: none">○ Cheque collection details will be sent to the provided email address of successful applicants. Cheques must be collected in person by the applicant at NTUC Centre, One Marina Boulevard. |
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E. Information Updates and Enquiries

E1 I have further questions on the NTUC U FSE Relief Scheme 2022. Who can I contact?

You can contact us at:

- Our email: ufse_relief2022@ntuc.org.sg

E2 Where can I get updates on the NTUC U FSE Relief Scheme 2022?

To get updates on the NTUC U FSE Relief Scheme, you can follow:

- The U FSE website <http://www.ufse.org.sg> or
- Our Facebook page [here](#)

E3 Where can I seek assistance to retrieve my supporting documents (eg CPF documents) from Government websites?

You may wish to approach ServiceSG Centres at the following locations. More details can be found at [ServiceSG, citizens' first-stop for government services \(psd.gov.sg\)](https://psd.gov.sg)

Our Tampines Hub
1 Tampines Walk
Singapore 528523

ServiceSG@Nee Soon Central Community Club
Northpoint City
(Near Berth B8 in Yishun Bus Interchange)
1 North Point Drive
Singapore 768019

ServiceSG@Kampong Chai Chee Community Club
Heartbeat@ Bedok
11 Bedok North Street 1
Singapore 469662

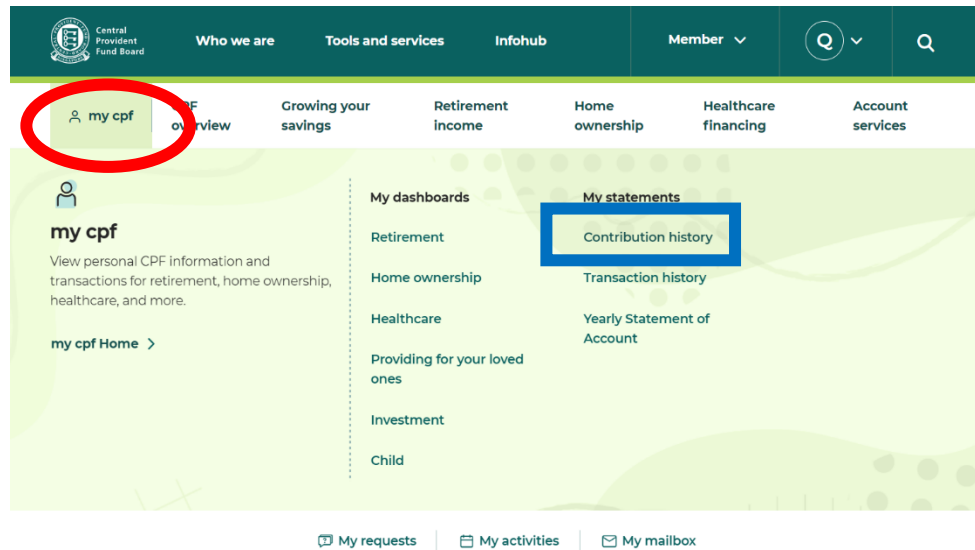
ServiceSG@The Frontier Community Club
The Frontier Community Place
60 Jurong West Central 3
Singapore 648346

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F. Annex - Samples of Supporting Documents

Item	Sample
<p>Proof of CPF contribution (For combi bus* or limousine driver *Maximum 13-seater)</p>	<p>Step 1: Visit www.cpf.gov.sg and click Login as seen below (circled in red):</p>  <p>The screenshot shows the CPF website interface. The 'Login' button in the top navigation bar is circled in red. Below the navigation bar, there is a banner for the 'Retirement and Health Study 2022/23' with a 'Learn more' button.</p> <p>Step 2: Log in to CPF website with your Singpass details</p>  <p>The screenshot shows a Singpass login screen. It features a large QR code with a red border and a red 'i' icon in the center. Below the QR code is the Singpass logo. At the bottom, there is a button that says 'Use password login instead' and a link that says 'Download now'.</p>

Step 3: Click on **my cpf** (circled in red) and click on **Contribution History** under my statements (see blue rectangle)



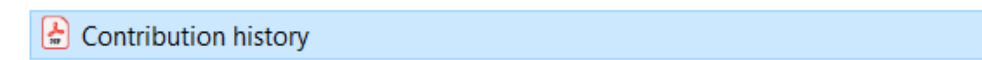
Step 4: Retrieve your CPF contribution history for the last 6 months



Step 5: Save your CPF Contribution History Statement by clicking the Adobe icon to download your statement in PDF format.



Step 6: Save your document (Contribution history) in your preferred folder. You can now upload the file in your application.



Proof of activity in delivery trade (For delivery driver and delivery rider using motorcycle)

1 File per upload field. ZIP multiple documents together




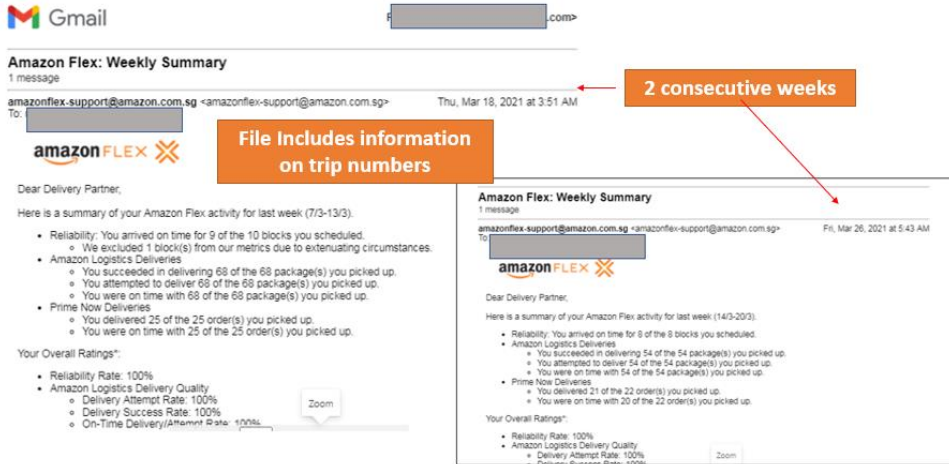

OR use free sites like www.ilovepdf.com to merge pdf documents together

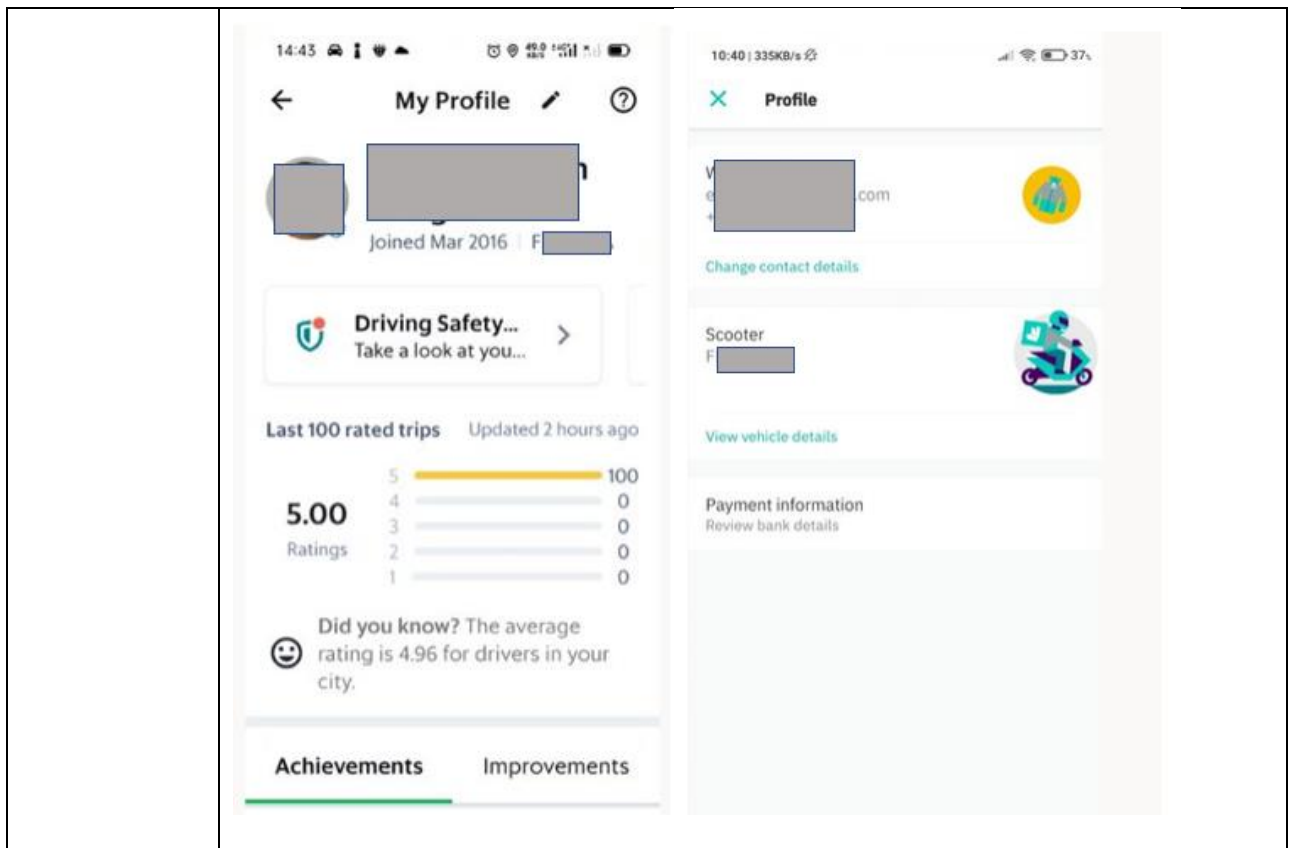
Accepted income statements/invoices and receipts within 2 consecutive weeks from 01 July to date of submission FOR GRAB – please include full statement.

The image shows two screenshots of Grab Driver Statements for consecutive weeks. The first screenshot is for the week of Feb 1 - 7, 2021, with a weekly total of SGD 1,108.20. The second screenshot is for the week of Feb 8 - 14, 2021, with a weekly total of SGD 802.68. An orange box labeled '2 consecutive weeks' points to both statements. A callout box labeled 'Name of Applicant on the statement' points to the name field in the second statement.

Earnings	
Fares	0.00
Deliveries	689.71
Tips	14.00
Incentives	196.50
Miscellaneous Payments	207.99
Weekly Total	SGD 1,108.20

Earnings		Deductions	
Fares	0.00	Commissions	-23.40
Deliveries	536.71	Rental Fees	0.00
Tips	3.88	Vehicle Expenses	0.00
Incentives	175.60	Adjustments	0.00
Miscellaneous Payments	109.89		
Weekly Total	SGD 826.08		SGD -23.40
		Weekly Total	SGD 802.68

	<div style="text-align: right;">  <p>Delivery Hero (Singapore) Pte Ltd (201-209-757-Z) 143, #26-01 Cecil St, GB Building, 069542 Singapore</p> </div> <p>Hi A [REDACTED] n!</p> <p>Hope you are doing great! Please find enclosed below your service invoice for your review. Thanks for your support and have a safe ride!</p> <p>SERVICE INVOICE</p> <hr/> <p>Name: A [REDACTED] n Email: [REDACTED]@amazon.com Rider ID: 200003 Payment Cycle: 06/01/20 - 12/01/20 Bank name: POSB Account number: [REDACTED] Batch paid as: 4 (the batch you booked your shift with; scoring cycle 20.12 – 02.01)</p> <hr/> <table border="0"> <tr> <td>ORDER SERVICE FEE:</td> <td style="text-align: right;">\$348.00</td> </tr> <tr> <td>Total Deliveries:</td> <td style="text-align: right;">47</td> </tr> <tr> <td>Docket Service Fee:</td> <td style="text-align: right;">\$348.00</td> </tr> </table> <hr/> <p>INCENTIVES & COMPENSATIONS: \$0.00 Quest: \$0.00</p> <p><i>* Please note that referral and bag return will be invoiced separately at the end of each month</i></p> <hr/> <p>ADJUSTMENTS: \$0.00 \$0.50/concierge order & wallet reimbursement: \$0.00</p> <hr/> <table border="0"> <thead> <tr> <th></th> <th style="text-align: right;"><i>Deductions made</i></th> <th style="text-align: right;"><i>Money you owed</i></th> </tr> </thead> <tbody> <tr> <td>DEDUCTIONS:</td> <td style="text-align: right;">\$0.00</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Equipment Deduction:</td> <td style="text-align: right;">\$0.00</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Deduction from previous period:</td> <td style="text-align: right;">\$0.00</td> <td style="text-align: right;">\$0.00</td> </tr> <tr> <td>Deduction from COD:</td> <td style="text-align: right;">\$0.00</td> <td style="text-align: right;">\$0.00</td> </tr> </tbody> </table> <p><i>* Difference between the money you owed and the deductions made will be deducted in the next cycles (\$0.00)</i></p> <hr/> <table border="0"> <tr> <td>TOTAL SERVICE FEE:</td> <td style="text-align: right;">\$348.00</td> </tr> <tr> <td>NET SERVICE FEE:</td> <td style="text-align: right;">\$348.00</td> </tr> </table> <div style="text-align: center;"> <p>22/06/2021 Email - Amazon Flex Weekly Summary</p>  <p>amazon FLEX </p> <p>File Includes information on trip numbers</p> <p>2 consecutive weeks</p> </div>	ORDER SERVICE FEE:	\$348.00	Total Deliveries:	47	Docket Service Fee:	\$348.00		<i>Deductions made</i>	<i>Money you owed</i>	DEDUCTIONS:	\$0.00	\$0.00	Equipment Deduction:	\$0.00	\$0.00	Deduction from previous period:	\$0.00	\$0.00	Deduction from COD:	\$0.00	\$0.00	TOTAL SERVICE FEE:	\$348.00	NET SERVICE FEE:	\$348.00
ORDER SERVICE FEE:	\$348.00																									
Total Deliveries:	47																									
Docket Service Fee:	\$348.00																									
	<i>Deductions made</i>	<i>Money you owed</i>																								
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TOTAL SERVICE FEE:	\$348.00																									
NET SERVICE FEE:	\$348.00																									
<p>Proof of Vehicle Type (screenshots from app) (For delivery driver and delivery rider using motorcycle)</p>																										



Proof of Vehicle Type (rental agreement) (For all categories)

Mini Bus Rent To Own Contract

This Minibus Rental Agreement ("Agreement") is made and entered into as of 30th OCTOBER 2019 between M [REDACTED], with an address of 4 [REDACTED], Singapore [REDACTED] Company Registration Number of 5 [REDACTED] E ("Owner"), and, S [REDACTED] Y [REDACTED] with an address of B [REDACTED] 24, SINGAPORE [REDACTED] with Identification Number of S [REDACTED] ("Renter").

Owner and Renter may also be referred to as "Party" in the singular and "Parties" in the plural. This Agreement is subject to the following terms and conditions:

Rental Vehicle

Owner hereby agrees to rent to Renter the following vehicle ("Vehicle"):

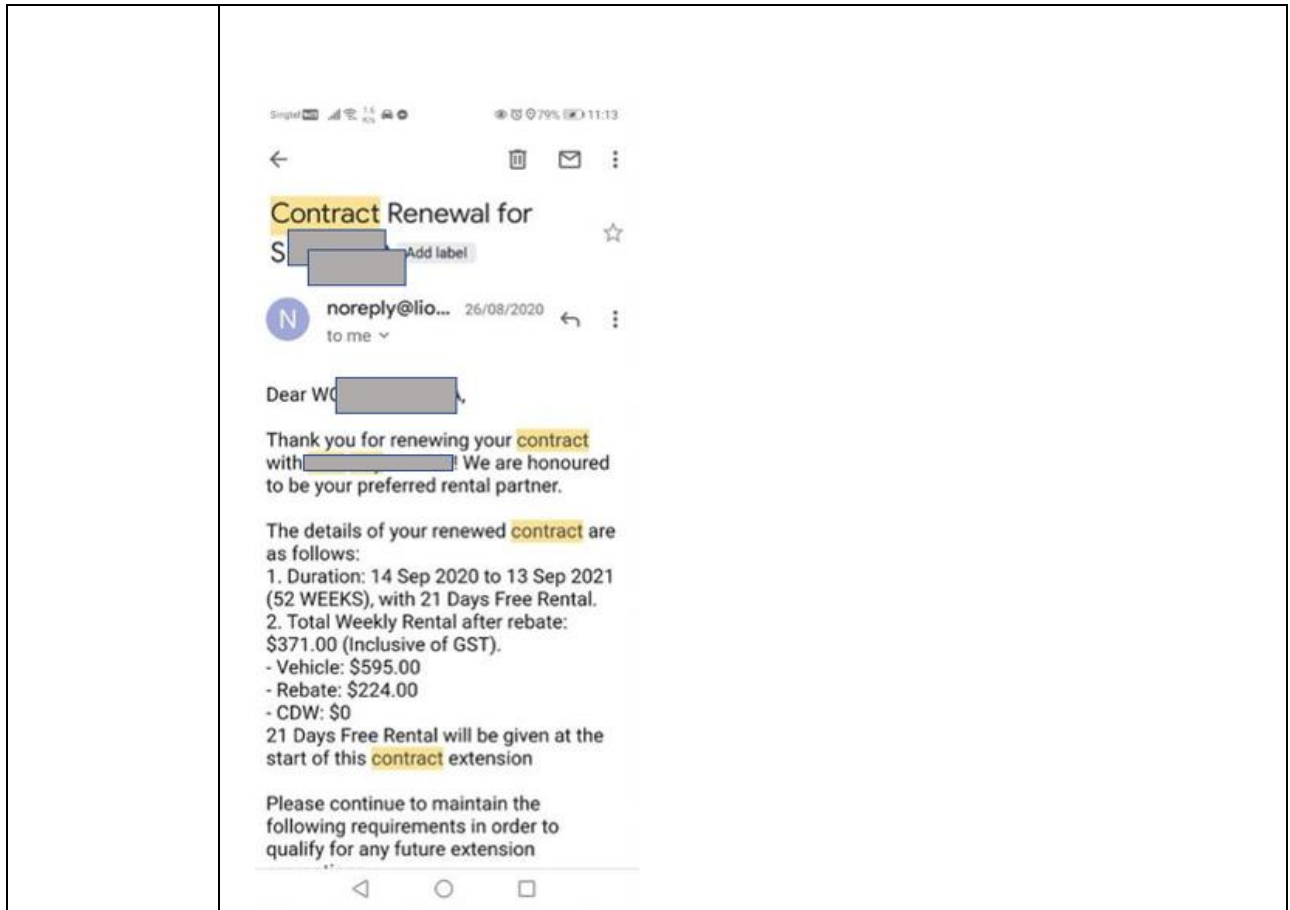
Make: Toyota Model: HIACE HIGH ROOF COMMUTER TURBO AUTO
 Year: 2014 Color: WHITE
 Mileage: 290000KM

Rental Period

Owner agrees to rent Vehicle to Renter for the following period:

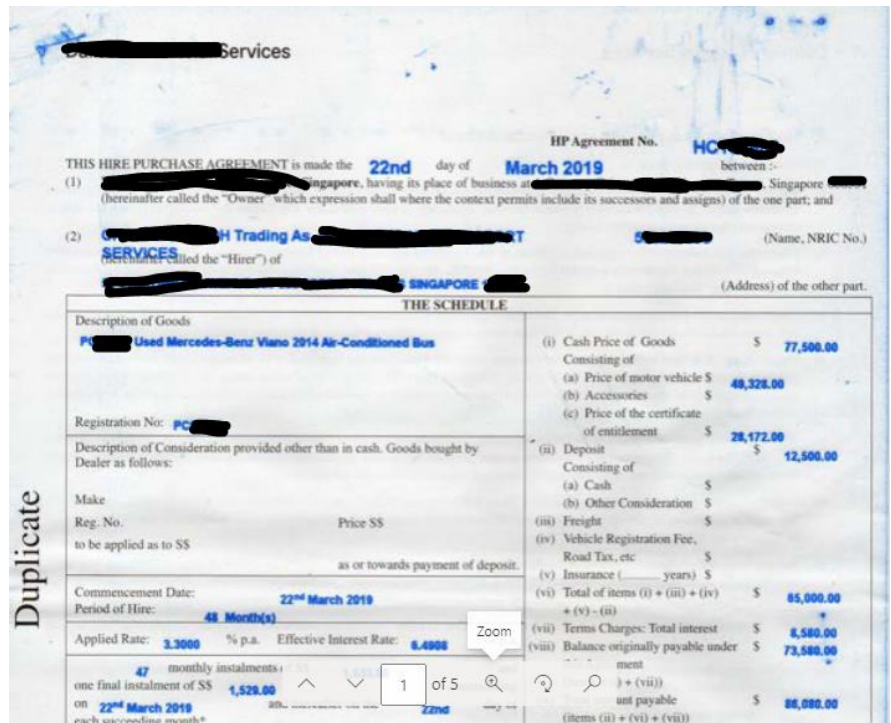
Start Date: 1st NOVEMBER 2019 End Date: 1st NOVEMBER 2021

The Parties agrees that this Agreement terminates upon the End Date specified above. Notwithstanding anything to the contrary in this Agreement or any Exhibits, either Party may terminate this Agreement prior to the End Date with at least one (1) month notice after at least 3 months of the agreement. At the End Date 1st NOVEMBER 2021 upon completing the full 2yrs RENTAL the vehicle shall be given to Renter as per agreement. The Ownership of 2 [REDACTED] shall be given to Renter. RENT TO OWN AS PER AGREED.



Proof of Vehicle Type (Hire Purchase agreement) (For all categories)

To include ACRA record showing that the purchase is made by the business registered in your name



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