

FAQ
E-scooter Delivery Riders Assistance Programme

1. What would the e-scooter delivery rider receive?

Eligible members will receive Kopitiam and NTUC FairPrice gift cards, as well as enjoy union membership reimbursement.

	Existing NTUC Union Members	New sign-ups
Financial Support for Daily Essentials	\$100 Kopitiam gift card \$100 NTUC FairPrice vouchers	\$50 Kopitiam gift card \$50 NTUC FairPrice vouchers
NTUC Union Membership Fees Reimbursement <i>Co-sponsored by NTUC, foodpanda and GrabFood</i>	3 months' worth	

2. How does the union membership fee reimbursement work?

Paying members will receive union membership fee reimbursement through GIRO after three months.

3. Why are NTUC and partners co-sponsoring the membership fee reimbursement

This helps to ensure that these members can continue to receive the full suite of NTUC union membership benefits during this difficult period.

Looking ahead, NTUC also wants to represent this group of self-employed persons, and provide them with a more structured and holistic support.

4. Who is eligible?

The e-scooter delivery rider must be an existing NTUC union member or must sign-up immediately on the spot to become an NTUC union member.

The e-scooter delivery rider must show proof that he/she is an existing delivery rider who has at least one delivery completed from 9 October to 7 November has a valid e-scooter license.

He/she has to declare hardship reasons.

He/she has to declare a monthly gross household income of \$5,800 and below.

5. When and how can the delivery rider apply?

Applications for this programme will only be accepted between 19 November till 31 December 2019.

From Tuesday 19 November 2019, he/she can head down to the following location for application:

NTUC Members' Hub (Available from 19 November till 31 December)

NTUC Centre, 1 Marina Boulevard #B1-03 Singapore 018989
 Opens Mon till Fri, 9am till 5.30pm

Nearest MRT Stations: Raffles Place or Downtown

By Bus:

Clifford Pier / Fullerton Bay Hotel (Service Nos: 10, 10E, 57, 70, 75, 100, 107, 128, 130, 131, 162, 167, 196, 196E, 531, 541, 546, 587, 590, 598, 700)

The Promontory @ Marina Bay (Service No: 97)

Collyer Quay/ Clifford Centre (Service Nos 10, 70, 97, 100, 107, 130, 131, 162, 196)

foodpanda (Available from 19 November till 30 November)

39 Woodlands Close #06-64

Opens Mon till Fri, 10am till 6pm

Saturdays, 10am till 2pm

Grab (Available from 19 November till 30 November)

Blk 24 #01-100 Midview City S573960

Opens Mon till Fri, 10am till 6pm

Saturdays, 10am till 2pm

6. What other benefits can these riders receive?

To further alleviate their financial burden, eligible union members can also enjoy U Care Assistance programmes that provide discounts for daily necessities and support for families with children. For those keen to go for training, they can also receive training support by tapping on the UTAP Training Grant.

For other union membership benefits, you can refer to

<https://www.ntuc.org.sg/wps/portal/up2/home/membership>

7. How can I apply for the U Care Assistance Programmes?

Existing union members and new sign ups who are eligible, can also apply for U Care Assistance Programmes such as U Stretch vouchers, U Care Back-to-School vouchers and CAP+Ure Fund by following these steps:

- i. You must have submitted the E-Scooter Delivery Riders Assistance Programme form to be eligible to apply for the 2019 vouchers.
- ii. Referring to locations stated in Point (5), NTUC staff at these locations will pass you the necessary forms for application.
- iii. You will need to submit the forms, accompanied with necessary documents to:
 - o NTUC staff on the various sites
 - o NTUC Members' Hub
 - o Mail-in to NTUC Members' Hub

For new sign-ups, please note that terms and conditions apply for these U Care Assistance Programmes. Our staff on the ground will guide you through the application process. Applications for these programmes will only be accepted between 19 November till 31 December 2019.

8. How do I know if I am eligible for U Care Assistance Programmes?

Please download the following forms o check your eligibility.

1. [Back-to-School and U Stretch](#)
2. [CAP+Ure](#)

9. How can I apply for UTAP Training Grant?

UTAP is a training benefit for NTUC members to defray their cost of training. This benefit is to encourage more union members to go for skills upgrading.

NTUC members enjoy 50% *unfunded course fee support for up to \$250 each year when you sign up for courses supported under UTAP.

** Unfunded course fee refers to the balance course fee payable after applicable government subsidy*

Illustration:	
	WSQ Certificate in Workplace Safety & Health
(a) Full Course Fees (before Subsidy):	\$2,000*
(b) Less Government Subsidy e.g.90%:	-\$1,800
(c) Course Fee Payable (after Subsidy):	\$200
(d) Less UTAP Funding (50% of Course Fee payable after Government Subsidy):	-\$100
(e) You Pay:	\$100
<i>*course fees are only for illustration purposes and may be subjected to changes</i>	

Who Is Eligible

All NTUC members can apply for UTAP. However, the following criteria must be met to be eligible for UTAP:

1. Paid-up union membership before course commenced, throughout whole course duration and at the point of claim
2. Course by training provider must be supported under UTAP, and training must commence within the supported period
3. Course must not be fully funded through company sponsorship or other types of funding
4. Unfunded course fee must be S\$20 and above
5. You must achieve a minimum of 75% attendance for each application and sat for all prescribed examination(s), if any
6. UTAP application must be submitted within 6 months after course completion