

ANNEX A

FREQUENTLY ASKED QUESTIONS

1. What happens to applications which have been submitted before 14 February 2022?

- Applications submitted before 14 February 2022 would be processed per previously established parameters.

2. What is the application window for TCF?

- The application window for each TCF scheme is as follows:
 - For applicants applying for assistance under the TCF scheme for lower-income households, applications should be made within 6 months from the end of their Isolation Order/mandatory Leave of Absence/Stay-Home Notice/Quarantine Order or discharge from hospitalisation due to COVID-19 (whichever is later).
 - For applicants applying for assistance under the TCF scheme for healthcare workers who contracted COVID-19 in the line of duty, applications should be made within 6 months from the date of COVID-19 contraction.
 - There is no closing deadline for eligible organisations to apply for the Appreciation Scheme to recognise the efforts of frontline healthcare and social service workers in the fight against COVID-19.

3. How long does it take for eligible individuals to receive the funds upon submitting their applications?

- Eligible applicants of the scheme for lower-income households affected by COVID-19 can expect to receive the funds within two to three weeks upon submission of the necessary information/documents. Application for other schemes may take up to two months for us to verify details.

4. Are there other government schemes that support individuals who need financial support, but are not eligible for assistance under TCF?

- For lower- to middle-income employees or self-employed persons who have experienced involuntary job loss, involuntary no-pay leave or significant income loss, they can apply for temporary financial support under the COVID-19 Recovery Grant (CRG).
- Alternatively, lower-income individuals and families (with monthly household income of \$1,900 and below, or monthly per capita income of \$650 and below) can apply for ComCare if they require support for their basic living expenses.
- If their income exceeds these guidelines and they face financial difficulties, they may still approach the Social Service Offices (SSOs). The SSOs will assess their circumstances and provide assistance accordingly.

5. Are recipients of ComCare, COVID-19 Recovery Grant (CRG) or COVID-19 Recovery Grant – Temporary (CRG-T) eligible for assistance under TCF?

Recipients of ComCare, CRG and CRG-T are eligible to apply for additional assistance under TCF if they meet the eligibility criteria.