

ELIGIBILITY CRITERIA FOR COVID-19 SUPPORT GRANT

The eligibility criteria for the COVID-19 Support Grant are as follows:

- Singapore Citizen or Permanent Resident, aged 16 and above
- Full-time or part-time employees affected by the economic impact of the COVID-19 situation (loss of job/reduction in salary or start of involuntary no-pay leave (NPL) should have occurred after 23 Jan 2020):
 - Presently unemployed due to retrenchment/contract termination;
 - Presently on involuntary NPL for a period of at least three consecutive months (e.g. Mar – May 2020, May – Jul 2020); or
 - Presently experiencing reduced monthly salary of at least 30% for a period of at least three consecutive months (e.g. Mar – May 2020, May – Jul 2020).
- Prior gross monthly household income of ≤ \$10,000 or monthly per capita income of ≤ \$3,100
- Live in a property with annual value of ≤ \$21,000
- Not on ComCare Short-to-Medium-Term Assistance or Long-Term Assistance¹
- Has not already received, or is currently not receiving the COVID-19 Support Grant or the Self-Employed Persons Income Relief Scheme (SIRS).
- Full-time National Servicemen and interns are not eligible

¹ ComCare beneficiaries whose circumstances have changed during the COVID-19 situation may approach SSOs for a review of their current ComCare Short-to-Medium-Term support. Those who are newly placed on ComCare will receive at least six months of assistance. Existing ComCare beneficiaries whose assistance is ending by July 2020 will have their assistance extended for a further six months without review.

FREQUENTLY ASKED QUESTIONS

1. Some applicants may have more than one job. Can they still apply for the COVID-19 Support Grant?

Yes. Applicants who have multiple jobs affected by COVID-19 should report this accordingly in their application forms. The amount of grant will be based on the sum of the last drawn basic monthly salary of the **affected jobs** capped at \$800/month.

For applicants who have lost their job(s) or are placed on involuntary NPL, the amount of grant is capped at \$800 per month.

For applicants who had their monthly salary reduced by at least 30% every month for at least three consecutive months, the amount of grant is capped at \$500 per month.

2. Are daily-rated/ad-hoc workers eligible for the COVID-19 Support Grant?

The COVID-19 Support Grant is for full-time or part-time employees with valid employment contracts. Daily-rated/ad-hoc workers who do not have employment contracts or CPF contributions are not considered full-time or part-time employees.

Daily-rated/ad-hoc workers who require financial assistance may approach their nearest SSOs (go.gov.sg/locate-sso) to apply for financial assistance. ComCare provides financial assistance and comprehensive support to low-income individuals and families (with monthly household income of \$1,900 and below, or a per capita income of \$650 and below). If their income exceeds these guidelines, they may still approach the SSOs if they face financial difficulties. The SSOs will assess their circumstances and needs, and provide assistance accordingly.

3. Are self-employed persons (SEPs) eligible for the COVID-19 Support Grant?

The COVID-19 Support Grant is for full-time or part-time employees. SEPs such as insurance agents, real estate agents, freelancers (including delivery riders), hawkers, taxi drivers/private-hire car drivers, are not eligible for COVID-19 Support Grant.

SEPs may qualify for the SEP Income Relief Scheme (SIRS) instead. (<https://www.ntuc.com.sg/SIRS>)

4. If an applicant has been unemployed prior to COVID-19, can he/she apply for the COVID-19 Support Grant?

No, the applicant would not be eligible for the COVID-19 Support Grant as the grant supports those who are retrenched, placed on more than 3 months NPL or experienced at least 30% reduction in salary for more than 3 months, because of COVID-19.

Those who have been unemployed prior to COVID-19 and require financial assistance may approach their nearest Social Service Office (SSO) (go.gov.sg/locate-sso) to apply for financial assistance. ComCare provides financial assistance and comprehensive support to low-income individuals and families (with monthly household income of \$1,900 and below, or a per capita income of \$650 and below). If their income exceeds these guidelines, they may still approach the SSOs if they face financial difficulties. The SSOs will assess their circumstances and needs, and provide assistance accordingly.

5. When can applicants apply for the COVID-19 Support Grant?

MSF has expanded the eligibility criteria of the scheme and is progressively rolling out our system enhancements to cater to the different groups of affected employees:

- a. Applicants who have lost their jobs and are currently unemployed or who are placed on involuntary NPL for at least three consecutive months, can start applying from 4 May 2020.
- b. Applicants who had their monthly salary reduced by least 30% for a period of at least three consecutive months can start applying from 11 May 2020.

All applications for the COVID-19 Support Grant will remain open until 30 Sep 2020.

6. Do applicants have to submit another application for the COVID-19 Support Grant if they had applied for the Temporary Relief Fund?

Online applicants of the Temporary Relief Fund who have previously indicated that they would like to apply for COVID-19 Support Grant and have submitted the relevant documents² would **not** have to submit any application form for the COVID-19 Support Grant when applications open. Instead, MSF will assess their eligibility for the COVID-19 Support Grant and contact them for additional information as required.

Temporary Relief Fund applicants who had applied at the Community Centres or SSOs, and indicated that they wanted to apply for COVID-19 Support Grant will receive an SMS inviting them to apply for the COVID-19 Support Grant online.

Individuals who had not previously expressed that they would like to apply for CSG will need to submit a new online application for the COVID-19 Support Grant.

² **Mandatory** documents include:

- Relevant documents indicating loss of job, being placed on involuntary NPL or reduction of at least 30% salary for at least three consecutive months, such as Retrenchment letter, contract termination, letter from employer (e.g. indicating loss of least 30% of salary for at least 3 consecutive months), payslip(s) or CPF contribution statement(s) showing **last drawn monthly salary, before loss** of job, being placed on involuntary NPL or loss of at least 30% of your salary;
- Payslip(s) or CPF contribution statement(s) showing **monthly salary, after loss** of at least 30% of your salary for at least three consecutive months and
- Scanned copy of the first page of your bank book/bank statement/bank slip indicating your bank account name and number (for the crediting of assistance). **Optional**: Your CHAS Orange or Blue card.

7. Can a COVID-19 Support Grant recipient continue to receive the Support Grant for the second and third month if they found a job in the first month after approval of the COVID-19 Support Grant?

Applicants who have found employment within the period of the COVID-19 Support Grant support will continue to receive the grant until it expires at the end of the third month. The grant may assist them during the transition period before they start working.

8. Are there other government schemes to support individuals who need additional financial support, but who are not eligible for the COVID-19 Support Grant (e.g. those who are still employed but earning low income)?

Low-income individuals can apply for ComCare assistance. ComCare provides financial assistance and comprehensive support to low-income individuals and families (with monthly household income of \$1,900 and below, or a per capita income of \$650 and below). If their income exceeds these guidelines, they may still approach the SSOs if they face financial difficulties. The SSOs will assess their circumstances and needs, and provide assistance accordingly.

9. How can applicants verify the identity of a public servant contacting them through the phone or email?

To make help more accessible, officers from the SSOs may conduct video/phone interviews with applicants to verify the identity and details of their applications. SSO officers will:

- a. Identify themselves and purpose of the call and seek the applicant's consent to proceed with the phone interview.
- b. Contact applicants only if they have applied for financial assistance or the COVID-19 Support Grant, or sought financial help through other government agencies.
- c. Provide applicants with an authorised email address xxx@msf.gov.sg to submit supporting documents.
- d. Provide pre-paid envelopes for applicants to mail back the supporting documents for physical submissions. All applicants are strongly encouraged to mail the supporting documents. If they are unable to do so, they may physically bring the documents to the SSOs.

Alternatively, applicants can call the ComCare hotline number 1800-222-0000 to verify. Our hotline team will email the relevant SSO for verification. An SSO Officer will contact the applicant and share the verified information (date and time of the applicant's earlier call to the ComCare hotline as "proof") and request for permission to proceed with the phone interview.