

# NTUC U Stretch Voucher 2010



## Frequently Asked Questions (FAQs)

*(Information is correct at time of print)*

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**Q1. What is the objective of U Stretch vouchers?**

A1: As a Caring Labour Movement, we aim to help our low-income union members (both Ordinary and General Branch) by lessening their financial burden. A core programme of the Labour Movement's U Care Fund, the U Stretch vouchers provide relief to our beneficiaries on their living expenses and rising cost of living.

**Q2. What is a U Stretch voucher?**

A2: It is a 50% discount voucher that entitles the eligible member to redeem at selected NTUC Social Enterprises. With a total value of \$30, it comes in a booklet of 12 vouchers, each with a denomination of \$2.50.

**Q3. What are the eligibility criteria?**

A3: Union member who has:

- a. Total gross monthly household income of \$1,800 and below, or;
- b. Per capita income not exceeding \$500 if household income exceeds \$1,800 per month.

**Q4. How are these vouchers to be used?**

A4: Each U Stretch voucher is to be used for a minimum spending of \$5.00 in order to redeem the \$2.50 discount, i.e. 50% off each \$5 purchase. These vouchers are to be presented to the cashiers at the participating NTUC Social Enterprises when making payment. One only needs to purchase a minimum amount of \$5 to utilise the full value of each \$2.50 discount voucher. Please refer to table below for illustration.

Amount Spent	No. of Vouchers to Use	Discount Obtained
\$0.01 to \$4.99	Member cannot use the voucher as he/she will have to spend minimum of \$5 to get \$2.50 off (which is a 50% discount)	
\$5	1	\$2.50
\$5.01 to \$9.99	1	\$2.50
\$10	2	\$5
\$10.01 to \$14.99	2	\$5
\$15	3	\$7.50
\$15.01 to \$19.99	3	\$7.50
\$20	4	\$10
\$20.01 to \$24.99	4	\$10
\$25	5	\$12.50
\$25.01 to \$25.99	5	\$12.50
\$30	6	\$15
and so on...		

**Q5. What is the total value of U Stretch vouchers to be given out?**

A5: \$1.5 million worth of U Stretch vouchers will be given out to 50,000 union members.

**Q6. How much worth of vouchers would a successful applicant get?**

A6: Each successful applicant will receive one booklet with \$30 worth of U Stretch vouchers.

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**Q7. Why was the value of the U Stretch vouchers higher last year?**

A7: With the global downturn being one of the most severe in recent history, 2009 was an exceptional year when the Labour Movement rallied with its tripartite partners to raise more funds in order to give out more assistance to lessen the effects of the recession on our low-income members.

**Q8. How do union members apply?**

A8: Union members who meet the eligibility criteria are to apply through their respective unions:

- For Ordinary Branch (OB) members, they shall apply directly with the respective unions that they belong to.
- For General Branch (GB) members, they shall apply directly with NTUC Member Services Centre, NTUC Centre, No. 1, Marina Boulevard #B1-01, Singapore 018989.

Photocopies of the latest payslip of all working members in the same household are required to be submitted for verification.

**Q9. Where can the U Stretch vouchers be used?**

A9: They can be used at the following participating NTUC Social Enterprises:

Participating NTUC Social Enterprises	Outlet/s	Usage of U Stretch Voucher
NTUC FairPrice	NTUC FairPrice Supermarkets, Xtra, Xpress, Finest and Cheers outlets. Cannot be used for purchase of alcoholic beverages, cigarettes and statutory items	\$2.50 off each \$5 spend Limit to \$30 worth of vouchers to be used per member, i.e. \$60 purchase to get \$30 discount.
NTUC Club	Costa Sands Resort (Downtown East/Pasir Ris/Sentosa), Wild Wild Wet, Escape Theme Park, Orchid Bowl (all centres), eXplorerkid, Ferris Wheel @ E!hub, Kiddy Ride, nEbO, The Spa @ Aranda, LinkPoints Redemption at Downtown East (Each voucher of \$2.50 discount = 375 LinkPoints off redemption of items)	As Above.  Each voucher of \$2.50 discount = 375 LinkPoints off redemption of items
NTUC Eldercare	NTUC Eldercare Day Care Service at Marsiling, Taman Jurong, Pasir Ris, Jurong Central, Punggol South & Henderson	\$2.50 off each \$5 spend Limit to \$30 worth of vouchers to be used per member, i.e. \$60 purchase to get \$30 discount.

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Participating NTUC Social Enterprises	Outlet/s	Usage of U Stretch Voucher
NTUC FoodFare	Admiralty Foodcourt, AMK Hub Foodcourt, Khoo Teck Puat Hospital Foodcourt, Rivervale Foodcourt, Sembawang MRT Foodcourt and Simei MRT Foodcourt. Cannot be used for purchase of alcoholic beverages and cigarettes	As Above
NTUC Healthcare	Unity Pharmacy, The Living Pharmacy, NTUC Denticare & TCM clinics	As Above
NTUC Link	Each voucher of \$2.50 discount = 375 LinkPoints off redemption of items under Instant Rewards. Redeemable only at NTUC Member Services Centre, One Marina Boulevard, NTUC Centre, Basement 1	Each voucher of \$2.50 discount = 375 LinkPoints off redemption of items under Instant Rewards.

**Q10. How will applicants know the outcome of their applications?**

A10: OB Applicants will be informed by their respective unions. GB applicants will be informed by NTUC Member Services Centre on when and where to collect their vouchers.

**Q11. How long will the U Stretch vouchers be valid?**

A11: The U Stretch vouchers will be valid from 1 Aug 2010 to 15 Feb 2011. No further extension will be given after the validity period.

**Q12. Can U Stretch vouchers be converted to cash?**

A12: No, the vouchers cannot be exchanged for cash.

**Q13. Are the vouchers transferable?**

A13: The U Stretch vouchers are not transferable. However, as the vouchers do not carry any members' identification or names, they can be used by anyone who presents them for redemption. Successful applicants are encouraged to keep them safely to prevent theft and usage by any parties who pick them up. Vouchers are not for sale. Applicant will be denied usage of U Care Fund programmes if found to have misused the vouchers.

**Q14. If the vouchers have been tampered with or defaced, can they still be used?**

A14: The vouchers should be kept safely and presented in reasonably good condition to avoid being rejected by NTUC Social Enterprises. The NTUC Social Enterprises reserve the right not to recognise or accept tampered or defaced vouchers.

**Q15. What if someone found a voucher that does not belong to him/her?**

A15: If found, vouchers can be returned to NTUC Member Services Centre, NTUC Centre, No. 1 Marina Boulevard, #B1-01 One Marina Boulevard, Singapore 018989.