

## Grocery Vouchers

### 1. Who is eligible for the Grocery Vouchers, and how much will I get?

- Singaporeans aged 21 years and above, who live in 1-room and 2-room HDB flats and do not own more than one property, are eligible for the Grocery Vouchers.
- Individuals will be assessed in 2020 and 2021 for the scheme. Each eligible individual will receive \$300 in Grocery Vouchers in 2020, and \$100 in 2021.

### 2. How and when will I get the Grocery Vouchers?

- Eligible Singaporeans will receive a total of \$300 in Grocery Vouchers this year over two batches, the first \$150 in early October 2020, and the remaining \$150 in early December 2020.
- The October 2020 vouchers will be progressively sent via registered mail to the NRIC-registered addresses of all recipients in early October 2020.

### 3. Why are the vouchers mailed out and not collected in person?

- The vouchers are sent by mail for the convenience of all eligible recipients and to prevent crowding at pick-up locations due to the COVID-19 situation.
- Necessary precautions have been taken to mitigate potential theft by sending the vouchers via registered mail, which is tracked.

### 4. What should I do if I suspect that my vouchers have been stolen?

- The October 2020 vouchers will be progressively sent off via registered mail in early October 2020. Eligible recipients should receive their vouchers in October.
- If you have strong reasons to suspect your vouchers are stolen, immediately make a police report. After the police report is made, contact our Grocery Vouchers hotline at 1800-2222-888 to request for your vouchers to be voided and replaced. Voided vouchers cannot be redeemed.
- People's Association (PA) will subsequently contact you on your re-issuance request and make the necessary arrangements for you to collect your replacement vouchers in person at your nearby Community Club/Centre. A copy of your NRIC and police report will be retained by PA as supporting documents for your reissue request.

### 5. When will the vouchers expire?

- The expiry date is printed on every voucher.
- Vouchers issued in 2020 will expire on 31 Dec 2021.

### 6. Can the vouchers be used at all supermarkets, including mini-marts and convenience stores?

- The vouchers can be used at participating supermarkets. To date, FairPrice, Giant, Prime Supermarket and Sheng Siong Supermarket have agreed to accept these vouchers.

### 7. Can the vouchers be combined for use?

- Yes. From 11 Nov 2020, up to a maximum of 30 vouchers can be used in a single transaction.

<b>8.</b>	<b>Why is Government imposing a cap on the number of vouchers I can use in a transaction?</b>
<ul style="list-style-type: none"> <li>• We are limiting the number of vouchers that can be used in a single transaction to reduce the risk of fraud and abuse.</li> <li>• Each recipient is issued with a combined 30 vouchers in Oct and Dec 2020. This limit ensures that people are still able to use all their vouchers issued to them this year.</li> </ul>	
<b>9.</b>	<b>I am not a participating retailer (FairPrice, Giant, Sheng Siong Supermarket, Prime Supermarket). Can I accept Budget 2020 Grocery Vouchers?</b>
<ul style="list-style-type: none"> <li>• We strongly advise you not to do so. <ul style="list-style-type: none"> <li>○ You will not be able to verify if any of the vouchers were already used at supermarkets.</li> <li>○ If you try to use the vouchers, you may be flagged as a potential fraud or theft case, as the vouchers were not issued to you.</li> <li>○ If any of the vouchers you accept were stolen, you may be inadvertently involved in police investigations.</li> <li>○ Government and retailers will <u>not</u> exchange the vouchers for cash (as per our T&amp;Cs).</li> </ul> </li> <li>• If you are a local merchant in the heartland, you may wish to check with your merchant association to see how you can participate in the CDC Vouchers Scheme. This Scheme is aimed at helping lower-income Singaporean households defray cost of living and support participating local merchants and hawkers in their businesses. If you wish to participate in the scheme, you may contact your merchant association or sign up via the respective forms for each district using the links below: <ul style="list-style-type: none"> <li>○ Central Singapore CDC: <a href="https://form.gov.sg/#!/5e99a2435dad670011b26ebb">https://form.gov.sg/#!/5e99a2435dad670011b26ebb</a></li> <li>○ South West CDC: <a href="https://form.gov.sg/#!/5ee44d09b775c800116bfe2d">https://form.gov.sg/#!/5ee44d09b775c800116bfe2d</a></li> <li>○ North West CDC: <a href="https://form.gov.sg/#!/5eb021892e3eff0011b782ab">https://form.gov.sg/#!/5eb021892e3eff0011b782ab</a></li> <li>○ North East CDC: <a href="https://form.gov.sg/#!/5eb278ac00d9ac0011b02192">https://form.gov.sg/#!/5eb278ac00d9ac0011b02192</a></li> <li>○ South East CDC: <a href="https://form.gov.sg/#!/5ea16350574f970011d89bfc">https://form.gov.sg/#!/5ea16350574f970011d89bfc</a></li> </ul> </li> <li>• You may find your CDC by entering your postal code in the District Information search function on <a href="https://www.pa.gov.sg/">https://www.pa.gov.sg/</a></li> </ul>	
<b>10.</b>	<b>Are holders of the Grocery Vouchers entitled to any discounts at the participating supermarkets?</b>
<ul style="list-style-type: none"> <li>• To promote the consumption of healthier choice products, we have partnered the participating supermarkets to provide some discounts to holders of the Grocery Vouchers.</li> <li>• When making payment with the Grocery Vouchers at FairPrice, Prime Supermarket and Sheng Siong Supermarket, holders of the vouchers will enjoy 5% discount off all Healthier Choice Symbol (HCS) products capped at 5% of voucher value.</li> <li>• For Giant, the discount will be 4% off the entire shopping basket (i.e. not restricted to HCS products) capped at 4% of voucher value and max \$2 per transaction.</li> <li>• For more information about the discount programme, please refer to the participating supermarkets' promotional materials.</li> </ul>	
<b>11.</b>	<b>What is a Healthier Choice Symbol product?</b>

- A Healthier Choice Symbol product indicates that it is a healthier option, and this helps consumers to make informed food choices when grocery shopping. Products carrying the symbol are generally lower in fat, saturated fat, sodium, sugar and high in dietary fibre, calcium and wholegrains.
- Healthier Choice Symbol products can be identified by the red pyramid logo.

**12. I have other queries on the Grocery Vouchers. Who can I ask?**

- For more information on the Grocery Vouchers scheme, please visit [go.gov.sg/csp2020](http://go.gov.sg/csp2020) or contact us at 1800-2222-888.

*Updated: 11 November 2020*