

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 recipients would have received their first \$150 in Grocery Vouchers in October 2020.
- We will deliver a second batch of \$150 in Grocery Vouchers around end-2020, to the homes of eligible recipients. Delivery will be according to area/postal code. We will make up to two home deliveries to recipients. The first delivery will be on one of the four Saturdays from 12 December 2020, in this order:

Postal code starting with	Delivery date
01XXXX – 31XXXX	12 December 2020
32XXXX – 53XXXX	19 December 2020
54XXXX – 69XXXX	26 December 2020
73XXXX – 82XXXX	02 January 2021

For example, if your postal code is 561234, your vouchers will be delivered on 26 December 2020.

- If there is no one at home to receive the vouchers on the first delivery, we will make a second delivery between the following Monday to Friday (excluding public holidays).
- If we are still unable to deliver the vouchers, we will leave a Delivery Notification Card to let recipients know to collect their Grocery Vouchers at a specified post office within 10 working days.

3. Why did the Government choose this method of delivery?

- We have updated the delivery method to balance between safety, security and convenience to recipients. Home deliveries and self-collection at the post offices will be spaced out over a slightly longer period, into January, to reduce any crowding.
- We seek the kind understanding and patience of recipients on this matter.

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

- 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?
	<ul style="list-style-type: none"> • 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?
	<ul style="list-style-type: none"> • The vouchers can be used at the participating supermarkets - FairPrice, Giant, Prime Supermarket and Sheng Siong Supermarket.
7.	Can the vouchers be combined for use?
	<ul style="list-style-type: none"> • Yes. From 11 Nov 2020, up to a maximum of 30 vouchers can be used in a single transaction.
8.	Why is Government imposing a cap on the number of vouchers I can use in a transaction?
	<ul style="list-style-type: none"> • We are limiting the number of vouchers that can be used in a single transaction to reduce the risk of fraud and abuse. • Each recipient is issued with a combined 30 vouchers for 2020. This limit ensures that people are still able to use all their vouchers issued to them.
9.	I am not a participating retailer (FairPrice, Giant, Sheng Siong Supermarket, Prime Supermarket). Can I accept Budget 2020 Grocery Vouchers?
	<ul style="list-style-type: none"> • You are not advised to do so. <ul style="list-style-type: none"> ○ You will not be able to verify if any of the vouchers were already used at supermarkets. ○ 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. ○ If any of the vouchers you accept were stolen, you may be inadvertently involved in police investigations. ○ Government and retailers will <u>not</u> exchange the vouchers for cash (as per our T&Cs). • 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"> ○ Central Singapore CDC: https://form.gov.sg/#!/5e99a2435dad670011b26ebb ○ South West CDC: https://form.gov.sg/#!/5ee44d09b775c800116bfe2d ○ North West CDC: https://form.gov.sg/#!/5eb021892e3eff0011b782ab ○ North East CDC: https://form.gov.sg/#!/5eb278ac00d9ac0011b02192 ○ South East CDC: https://form.gov.sg/#!/5ea16350574f970011d89bfc

<ul style="list-style-type: none"> You may find your CDC by entering your postal code in the District Information search function on https://www.pa.gov.sg/
<p>10. Are holders of the Grocery Vouchers entitled to any discounts at the participating supermarkets?</p>
<ul style="list-style-type: none"> To promote the consumption of healthier choice products, we have partnered the participating supermarkets to provide some discounts to holders of the Grocery Vouchers. 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. 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. For more information about the discount programme, please refer to the participating supermarkets' promotional materials.
<p>11. What is a Healthier Choice Symbol product?</p>
<ul style="list-style-type: none"> 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.
<p>12. I have other queries on the Grocery Vouchers. Who can I ask?</p>
<ul style="list-style-type: none"> For more information on the Grocery Vouchers scheme, please visit go.gov.sg/csp2020 or contact us at 1800-2222-888.

Updated: 4 December 2020