

Solidarity Payment FAQs	
<b>1.</b>	<b>What is the Solidarity Payment?</b>
	<ul style="list-style-type: none"> <li>As announced on 6 April 2020, the Solidarity Payment provides timely support for households, to ensure that no household stands alone during this difficult period.</li> </ul>
<b>2.</b>	<b>How much will I get under the Solidarity Payment?</b>
	<ul style="list-style-type: none"> <li>Each adult Singaporean, aged 21 and above in 2020, will receive \$600. This comprises \$300 of the Care and Support – Cash which will be brought forward to be paid out earlier, and an additional \$300, bringing the total to \$600.</li> <li>If you are an adult Permanent Resident living in Singapore with Singaporean parent(s), spouse or child(ren), or a Long-Term Visit Pass-Plus (LTVP+) Holder living in Singapore, you will receive \$300 each.</li> </ul>
<b>3.</b>	<b>How and when will I get the Solidarity Payment?</b>
	<ul style="list-style-type: none"> <li>If you are an adult <u>Singaporean</u> (aged 21 years and above in 2020): <ul style="list-style-type: none"> <li>You would have received it into your bank account on 14 April or 28 April 2020, depending when you provided your bank account details to the Government.</li> <li>Otherwise, you will receive the payment by cheque in the mail from 30 April onwards.</li> <li>If you had provided your bank account information earlier but the crediting was unsuccessful (e.g. bank account closed, or error in the information provided), you will also receive a cheque in the mail from 30 April onwards.</li> <li>For more information, please visit <a href="https://go.gov.sg/sp2020">https://go.gov.sg/sp2020</a>.</li> </ul> </li> <li>If you are an adult <u>Permanent Resident (PR) living in Singapore</u>, aged 21 years and above in 2020, with Singaporean parent(s), spouse or child(ren), you may apply for the Solidarity Payment by 10 May 2020 at <a href="https://go.gov.sg/sppr">https://go.gov.sg/sppr</a> with your SingPass. <ul style="list-style-type: none"> <li>If you provide your local bank account details on the website by 10 May 2020, you will be able to receive the payment in your local bank account on 19 May 2020. You will receive an SMS thereafter, notifying you of the details of the bank crediting.</li> <li>Otherwise, you will receive the payment via cheque, which will be issued in stages, from end-May 2020. Cheques will be mailed to NRIC-registered addresses only.</li> </ul> </li> <li>If you are an adult <u>Long-Term Visit Pass-Plus (LTVP+) holder living in Singapore, aged 21 years and above</u>, you are not required to apply for the Solidarity Payment. You will receive the Solidarity Payment via cheque, which will be issued in stages, from end-May 2020. Cheques will be mailed to FIN-registered addresses only.</li> </ul>
<b>4.</b>	<b>Which are the local banks?</b>
	<ul style="list-style-type: none"> <li>If you have a bank account with <b>DBS, POSB, OCBC, or UOB</b>, you will be able to provide your bank account details for the Solidarity Payment to be credited into.</li> <li>Otherwise, you will receive the Solidarity Payment via cheque to your NRIC-registered address in Singapore later.</li> </ul>

<p><b>5. I have closed my earlier bank account which was provided to the Government. What can I do?</b></p>
<ul style="list-style-type: none"> <li>• If you have since closed the bank account that was previously used to receive past Government payouts, you will receive the Solidarity Payment via mailed cheque to your NRIC-registered address.</li> </ul>
<p><b>6. How do I know which bank account the money will be credited into?</b></p>
<ul style="list-style-type: none"> <li>• For Singaporeans: <ul style="list-style-type: none"> <li>○ In order for the payment to reach you quickly, the Solidarity Payment was credited to about 90% of Singaporeans' bank accounts that was used for previous Government payouts. The monies would have been credited into the bank account that you provided to the Government for previous payouts, such as the SG Bonus in 2018, or GST Voucher – Cash (Bicentennial Payment) in 2019, if eligible.</li> <li>○ Majority of Singaporeans received an SMS from MOF notifying them of the Solidarity Payment, as well as the bank account that the money has been credited into. The successful payment will be reflected as “GOV” in your bank passbook, or “GOVT PAYOUT”/”Government Payout” in your bank statement.</li> </ul> </li> <li>• For Permanent Residents: <ul style="list-style-type: none"> <li>○ If you provided your bank account details by 10 May 2020, you will receive an SMS notifying you of the details of the bank crediting after 19 May 2020.</li> </ul> </li> </ul>
<p><b>7. I have submitted my bank account details on the secure Gov.sg form, but did not receive the Solidarity Payment in my bank account on 28 April. What can I do?</b></p>
<ul style="list-style-type: none"> <li>• If you have provided your bank account details on the secure Gov.sg form by 23 April, but did not receive the payment in your bank account on 28 April, it means that the payment on 28 April was unsuccessful.</li> <li>• You will receive your Solidarity Payment via cheque, which will be mailed to your NRIC-registered address from 30 April. No further action from you is required.</li> </ul>
<p><b>8. Can I still provide my bank account details at the secure Gov.sg form?</b></p>
<ul style="list-style-type: none"> <li>• No, the forms are closed.</li> <li>• The deadline for Singaporeans to provide bank account details was 23 April 2020; and the deadline for PRs to apply for the Solidarity Payment was 10 May 2020.</li> </ul>
<p><b>9. I received the Solidarity Payment cheque. What can I do?</b></p>
<ul style="list-style-type: none"> <li>• Your cheque is valid for up to 6 months from the cheque issuance date.</li> <li>• If you have a bank account, we strongly encourage you to drop your cheque at your preferred bank's Quick Cheque Deposit Box.</li> <li>• If you do not have a bank account, you may encash your cheque at selected community centres, or at your nearest UOB Branch. Please refer to the section below for FAQs relating to Solidarity Payment cheques.</li> </ul>
<p><b>10. I have not received my Solidarity Payment cheque. What should I do?</b></p>
<ul style="list-style-type: none"> <li>• For Singaporeans: <ul style="list-style-type: none"> <li>○ Cheques will be mailed to your NRIC-registered address from 30 April, in stages.</li> </ul> </li> <li>• For Permanent Residents (if you have opted for cheque payment), and LTVP+ holders: <ul style="list-style-type: none"> <li>○ Cheques will be mailed to your NRIC/FIN-registered address from end-May, in stages.</li> </ul> </li> </ul>
<p><b>11. I am a Singaporean living overseas. Will I receive the Solidarity Payment?</b></p>

<ul style="list-style-type: none"> <li>• The Solidarity Payment is for all adult Singaporeans. If you are a Singaporean with a registered overseas address, you will receive the Solidarity Payment in the local bank account that you had previously provided for past Government payouts. Payment will not be made to overseas bank accounts.</li> <li>• If you are living overseas and have no Singapore mobile number or have other queries about logging into SingPass, you may contact +65 62222 888 for assistance.</li> <li>• If you do not receive the payment into your local bank account, you will receive it by cheque mailed to your NRIC-registered address in Singapore. Cheques will not be mailed overseas.</li> </ul>
<p><b>12. I am an LTVP+ Holder and I would like to receive the payment in my bank account. What can I do?</b></p>
<ul style="list-style-type: none"> <li>• As an LTVP+ holder, you are not required to apply for the Solidarity Payment. You will receive the Solidarity Payment via mailed cheque at your FIN-registered address from end-May 2020.</li> </ul>
<p><b>13. I have just obtained my Singapore citizenship/PR/LTVP+ in 2020. Will I receive the Solidarity Payment?</b></p>
<ul style="list-style-type: none"> <li>• You may submit your queries at <a href="https://go.gov.sg/csp2020contact">https://go.gov.sg/csp2020contact</a>.</li> </ul>
<p><b>14. I am an SC and will turn 21 years old in 2020. Will I receive the Solidarity Payment?</b></p>
<ul style="list-style-type: none"> <li>• Yes, you will receive the Solidarity Payment.</li> <li>• If you provided your bank account details via the online form by 23 April 2020, you would have received it into your bank account on 28 April 2020. Otherwise, you will receive a cheque in the mail from 30 April 2020.</li> </ul>
<p><b>15. The beneficiary is bedridden, physically immobile, or of unsound mind, and does not have a bank account. How can I help the beneficiary encash his/her cheque for the Solidarity Payment?</b></p>
<ul style="list-style-type: none"> <li>• If you are aged 21 and above and intend to encash the cheque on behalf of such a beneficiary, please proceed to the bank issuing the cheque, i.e. UOB, with the following documents: <ul style="list-style-type: none"> <li>○ Original documentary evidence stating the beneficiary's medical condition (e.g. doctor's memorandum, medical report, or court order). The date of the document(s) should not be more than 1 year before the cheque encashment date, unless it specifically states that the individual's condition is permanent.</li> <li>○ Your original NRIC and a photocopy of the beneficiary's NRIC; and</li> <li>○ The beneficiary's Solidarity Payment cheque.</li> </ul> </li> <li>• You will be required to sign a Letter of Indemnity at the bank.</li> <li>• If you are unable to fulfil any of the conditions above, please contact 1800-2222-888 for further assistance.</li> </ul>
<p><b>16. I have other queries on the Solidarity Payment. Who can I ask?</b></p>
<ul style="list-style-type: none"> <li>• More information on the Solidarity Payment can be found at <a href="https://go.gov.sg/sp2020">https://go.gov.sg/sp2020</a>.</li> <li>• For further enquiries on the Solidarity Payment, you may submit your queries at <a href="https://go.gov.sg/csp2020contact">https://go.gov.sg/csp2020contact</a> or call 1800-2222-888.</li> <li>• To protect your privacy, we will not be able to respond to queries of an individual nature (e.g. queries on bank account details) received through other channels.</li> </ul>

## FAQs on Solidarity Payment Cheques

<b>1. How do I get the cash with this cheque ?</b>
<ul style="list-style-type: none"><li>• Your cheque is valid for up to 6 months from the cheque issuance date.</li><li>• Given the current safe distancing measures, we strongly encourage you to deposit your cheque into your respective banks' Cheque Deposit Boxes. If you deposit your cheque before the cut-off time, your Solidarity Payment will be available in your bank account by 2pm the next working day (excluding Saturdays, Sundays, and Public Holidays).</li><li>• However, if you do not have a bank account, you may encash your cheque at your nearest UOB Branch.</li></ul>
<b>2. Do I have to bring any supporting documents to encash my cheque?</b>
<ul style="list-style-type: none"><li>• Yes, you will be required to present your ID (NRIC, valid passport, Singapore driving licence, or MINDEF/SPF/SCDF ID Card), before you can encash your cheque.</li></ul>
<b>3. Will there be screening measures at the UOB Branches?</b>
<ul style="list-style-type: none"><li>• Yes. The following measures will be in place:<ul style="list-style-type: none"><li>○ Temperature screening for all customers, colleagues, suppliers and visitors entering our branches and the community centres.</li><li>○ Applying of safe distancing measures, including reducing the number of customers within a branch at any point in time and ensuring one metre spacing between customers when in the branch and the community centres.</li><li>○ Requiring visitors to complete health and travel declarations before entering the branches and the community centres.</li></ul></li></ul>
<b>4. Which are the UOB Branches open for encashment during this period?</b>
<ul style="list-style-type: none"><li>• Please refer to <a href="https://uob.com.sg/covid19updates">uob.com.sg/covid19updates</a> for the latest information.</li></ul>
<b>5. What are the branch opening hours?</b>
<ul style="list-style-type: none"><li>• Please refer to <a href="https://uob.com.sg/covid19updates">uob.com.sg/covid19updates</a> for the latest branch opening hours.</li></ul>
<b>6. My cheque is lost / damaged, can I request for a replacement cheque?</b>
<ul style="list-style-type: none"><li>• You may request for a replacement cheque due to lost or damaged cheques at designated UOB Branches from 8 June 2020 onwards.</li></ul>