Taxi Subsidy Scheme

General Questions

1. What assistance is provided under the Taxi Subsidy Scheme?
The Taxi Subsidy Scheme is aimed at supporting persons with permanent disabilities who are totally dependent on taxis as their only mode of transport for school, work or employment-related training.

Eligibility Criteria

1. What are the eligibility criteria for the Taxi Subsidy Scheme?
Eligible candidates must be:

- Singapore Citizen or Permanent Resident
- Applicant must be certified as having any of the following permanent disabilities:
  - Physical Disability
  - Visual Impairment
  - Hearing Impairment
  - Intellectual Disability
  - Autism Spectrum Disorder
- Applicants must be a working adult / student / trainee
  - Adults who are in employment or have been accepted for employment
  - Students attending mainstream schools or Institutes of Higher Learning (e.g. Polytechnics, ITEs and Universities) that are registered, approved or recognised by the Ministry of Education (MOE)
  - Students attending private educational institutes registered with MOE or with the Council for Private Education (minimum course duration of two months)
  - Trainees attending employment-related training supported by SG Enable
- Medically certified as unable to take public transport and totally dependent on taxis for travelling to school, work or employment-related training

Candidates must also:

- Have a per capita household income (PCI) of $2,600 per month and below
- Not own any motor vehicles
- Not already enjoying subsidies under the VWO Transport Subsidies (VWOTS)

Application

1. How can someone apply for the Taxi Subsidy Scheme?
Applicants may submit their application online using their SingPass or by downloading and submitting the hardcopy application form together with the required supporting documents to SG Enable. All forms mentioned in this section can be found on http://www.sgenable.sg.

The Taxi Subsidy Scheme is via a 2-stage process. The application will first be evaluated based on application purpose, verification of disability and means-test eligibility. The successful applicants will then be informed to proceed with the medical assessment to determine if they are solely dependent on taxi for travel to work / school / training.

1st Stage
Applicants will need to prepare the following supporting documents:

- Clear photocopy of the Applicant's NRIC (Front and Back) or Birth Certificate
- Clear photocopy of the Authorised Person's NRIC (Front and Back) for applicants who are below 21 years old and/or mentally incapacitated
- Any one of the following supporting documents on the applicant's permanent disability:
  
a) Latest doctor's memorandum stating the type of permanent disability, or
  
b) Functional Assessment Report to be completed by a doctor for assessment of physical disability, or
  
c) VWO Verification Form to be completed by a VWO, indicating that he/she has a permanent disability and is affiliated with the VWO.
- Any one of the following supporting documents proving the Applicant's employment /school /training status:
  
a) Employer Verification Form to be completed by the employer, or
  
b) School Verification Form to be completed by the school, or
  
c) Training Verification Form to be completed by the training provider.
- Completed Means-Test Declaration Form
  
Note: Applicants do not need to submit the Means-Test Declaration Form if they have been means-tested within the past one year.
- Clear photocopy of the first page of the Applicant's Bank Book / Bank Statement
- Photograph of the Applicant for the personalised EZ-Link card
  
a) Passport-size colour photograph taken within the last three months
  
b) Clearly showing the full front view of the face with sufficient lighting against a white background
  
c) For online submission, the resolution must be 240 x 320 pixels

2nd Stage

The medical assessment form will be mailed to the applicant whose application is supported based on their application purpose, disability and means-test eligibility.

The applicant will need to submit the following document to proceed with stage 2 of the application process:

- Medical Assessment Form from designated medical institutions certifying applicant as unable to take public transport, and that taxis are the only alternative for travelling to school, work or employment-related training.

Note: There will be no refund of any costs/fees incurred for the medical assessment or any other costs incurred in the application for the Taxi Subsidy Scheme.

2. Why must the applicant undergo medical assessment via designated medical institutions when they have been assessed to be persons with disabilities previously?

The medical assessment is necessary to verify that the applicant is unable to take public transport and
taxis are the only alternative for travelling to school, work or employment related training.

3. Which are the institutions designated to carry out the medical assessment?
   - Tan Tock Seng Hospital (TTSH)
   - Institute of Mental Health (IMH)
   - National University Hospital (NUH)
   - KK Women's and Children's Hospital (KKH)
   - Singapore General Hospital (SGH)
   - Alexandra Hospital (AH)
   - Khoo Teck Puat Hospital (KTPH)
   - Changi General Hospital (CGH)
   - Society for the Physically Disabled (SPD)
   - Movement for the Intellectually Disabled of Singapore (MINDS)
   - Handicaps Welfare Association (HWA)
   - Mount Alvernia Outreach Clinic

4. Where can I find information about the training courses supported by SG Enable?
   All SG Enable supported training courses can be found at [http://employment.sgenable.sg/training/training-programmes/](http://employment.sgenable.sg/training/training-programmes/).

5. Can I attend the training course first and submit claims for trips made before applying for the Taxi Subsidy Scheme or before my application for the Scheme is approved?
   You are advised to apply for the Taxi Subsidy Scheme before the start of your training course. This is because you can only make claims for trips that are made after your application for the scheme has been approved.

6. I am an existing beneficiary under the Taxi Subsidy Scheme. Do I need to submit a new application for training?
   You do not need to submit a new application. However, you will need to submit the Training Verification Form to certify your new training purpose before you can start to submit claims for travelling to attend training.
Subsidy Amount and Disbursement

1. What is the amount of subsidy successful applicants (or beneficiaries) are likely to receive?

The subsidy amount will vary accordingly for each individual, depending on their means-test. Based on distance travelled and subsidy rate, a monthly subsidy cap will be computed. The approved subsidy (the monthly subsidy cap or taxi fares incurred, whichever is lower) will be reimbursed on a monthly basis to the designated bank account.

<table>
<thead>
<tr>
<th>Per Capita Monthly Household Income</th>
<th>Subsidy Rate</th>
<th>Revised (with effect from 1 August 2017)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Current</td>
<td>Permanent Citizen</td>
</tr>
<tr>
<td>$0 to $700</td>
<td>50%</td>
<td>25%</td>
</tr>
<tr>
<td>$701 to $1,100</td>
<td>40%</td>
<td>20%</td>
</tr>
<tr>
<td>$1,101 to $1,600</td>
<td>30%</td>
<td>15%</td>
</tr>
<tr>
<td>$1,601 to $1,800</td>
<td>20%</td>
<td>10%</td>
</tr>
<tr>
<td>$1,801 to $2,600</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>$2,601 and above</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Example 1:
Leonardo is a person with disabilities who relies on taxis for work. He lives in Sengkang and works in Tampines and the distance between his home and workplace is 15 km. His maximum monthly taxi fare before subsidy is $950.

His per capita monthly household income via means-test is $700. As such, he is successful in applying for the Taxi Subsidy Scheme and is eligible for 80% subsidy support.

The monthly subsidy cap that Leonardo is able to enjoy will therefore be: $950 x 80% = $760.

Example 2:
Rachel is a person with disabilities who relies on taxis to go to school. She lives in Ang Mo Kio and goes to school at Yishun. The distance between her home and school is 10km. Her maximum monthly taxi fare before subsidy is $800.

Her per capita monthly household income via means-test is $1,000. As such, she is successful in applying for the Taxi Subsidy Scheme and is eligible for 75% subsidy support.

The monthly subsidy cap that Rachel is able to enjoy will therefore be: $800 x 75% = $600.

2. How will the subsidy be disbursed?

Employed and/or Students utilising the Taxi Subsidy Scheme for school and/or work:
They will be issued with a personalised Taxi Subsidy Scheme card (or Taxi Subsidy Card). The cardholder will then need to ensure that there is sufficient stored value in the card to pay for their taxi fares upfront. A monthly taxi utilization statement will be obtained by SG Enable via EZ-Link. Based on this statement and the cardholder’s subsidy level, the approved subsidy will be reimbursed on a
monthly basis to the designated bank account. Generally, reimbursement will be made by the 25th of the following month. For instance, the approved subsidy for transactions made in Jan 2017 will be reimbursed by 25th Feb 2017.

For trainees who are utilising the Taxi Subsidy Scheme for training only:
They will receive their approved subsidy via GIRO to their designated bank account, 3 months after submission of the claims and relevant supporting documents.

3. Why is the scheme means-tested?
The scheme aims to support persons with disabilities who are unable to travel by public transport for the purposes of attending school, work or employment-related training supported by SG Enable and where taxis are the only alternative. The means-test is used to assess the level of support required by households for transport to be both accessible and affordable with more assistance given to those from lower income families who may require more assistance.

4. If the applicant has undergone means-testing for other schemes previously, do they need to submit a means-test form again for the Taxi Subsidy Scheme?
The means-test result is valid for 2 years. Under the Taxi Subsidy Scheme, you do not need to re-submit the form if your current means-test result has a one-year validity in the National Means Test System.

5. If the applicant is a wheelchair-user and needs to take a Maxi Cab/London Cab, will this be taken into consideration?
During the computation of subsidy, the additional costs of hiring a Maxi Cab/London Cab will be taken into consideration. The assessor will need to indicate the applicant's need to be on a Maxi Cab/London Cab on the medical assessment form.

6. What happens if there is a change in the beneficiary’s home/office/school/training address?
The beneficiary may update their latest home/office/school/training address through the SG Enable website using their SingPass, or they may email tss@sgenable.sg with supporting documents. An update of the subsidy cap will be computed based on these changes.

Use of Taxi Subsidy Card

1. Why must I use the Taxi Subsidy Card for the scheme?
The Taxi Subsidy Card issued by EZ-Link is the most widely accepted mode of cashless payment by all taxi companies in Singapore.

The adoption of cashless payment eliminates the problem of faded or lost receipts which may result in financial losses for you. The ease of capturing all transaction details in the card will also ensure faster disbursement of the subsidies.

However, the Taxi Subsidy Card will not be issued for beneficiaries who submit claims solely for the purpose of training. In this instance, claims can only be made through the submission of manual taxi receipts together with the training attendance form.

2. Will there be an application fee for the Taxi Subsidy Card?
There is no application fee for the Taxi Subsidy Card.

However, in the event that a replacement card is needed due to loss or damage of the card, there will be a fee of S$50, which will be deducted from your next GIRO disbursement.
3. Can the Taxi Subsidy Card be used for transactions in all taxis?
   The Taxi Subsidy Card can be used to pay for fares for all taxis except for Prime and TransCab, as they currently do not have the facilities to accept transactions using the TSS Card.

   The Ministry of Social and Family Development and SG Enable will continue to encourage taxi operators to allow payment via the Taxi Subsidy Card, where possible.

4. Can I pay for the taxi fare with cash first and then claim for the subsidy?
   Only transactions recorded in the Taxi Subsidy Card can be claimed. Hence, you need to ensure that there is enough stored value in the Taxi Subsidy Card to pay for your taxi fares.

5. Is there a need to register the Taxi Subsidy Card upon receipt?
   Yes, beneficiaries are strongly encouraged to register their Taxi Subsidy Card upon receipt. The EZ-Link ‘Activate’ is a value-added programme offered by EZ-Link. Upon registration of EZ-Link card, it enables cardholders to enjoy the following value-added services:
   - Free card-blocking service in the event of lost card
   - Tracking of card transaction history
   - Free lost card coverage programme which protects cardholders for up to S$15 should there be unauthorised usage of the lost EZ-Link card after is has been reported lost or stolen.

   To activate and register the card online, please visit the EZ-Link website (http://home.ezlink.com.sg/activate). Alternatively, cardholders may download the EZ-Link app from the iTunes App Store or Google Play Store on their mobile phones to register their cards.

6. Who can I contact if I encounter problems with my card?
   Cardholders are advised to proceed to any EZ-Link Ticket Office or contact their Customer Service Line at 6496 8300 for assistance.

7. Can I apply for GIRO or credit card automatic top-up services?
   Yes, you can enjoy hassle-free top-up services with EZ-Reload (Auto Top-Up). EZ-Reload is a service by EZ-Link that automatically tops up your card when it has insufficient value for payment. For more information, please visit the EZ-Link website.

   Application can be done at any AXS machine. You can activate the service at any General Ticketing Machine (GTM).

8. Where and how can I top up my Taxi Subsidy Card?
   There are various top-up options available for your Taxi Subsidy Card. For information on the various top up options, visit the EZ-Link website.

9. What should the cardholder do if the Taxi Subsidy Card is lost or stolen?
   You must immediately report the loss of your card to SG Enable by calling our Infoine at 1800 8585 885 or email to tss@sgenable.sg.

   The cardholder should also notify EZ-Link through their Customer Service Line at 6496 8300 (Operating hours: 8am to 6pm daily except public holidays).

   Please note that EZ-Link will need 1 working day to terminate the card and another 1 working day to blacklist the card.

   You should also file a police report within 24 hours of the loss of your card and submit the report to customerservice@ezlink.com.sg within 7 days.
If your Taxi Subsidy card is 'Activate!', you may sync the remaining value of your lost card to another designated EZ-link card by nominating an existing 'Activate!' registered EZ-link card to enable the refund, or register a new EZ-link card with the 'Activate!' programme to enable the refund.

Please note that the remaining value on the lost card will be calculated based on the date and time the loss report was made to EZ-Link. All refunds will be via card-to-card funds transfer. To complete the transfer of recovered stored value from your lost card onto your new card, you need to sync the remaining money at any AXS machine within 90 days.

For more information, please visit the EZ Link website.

10. Can the Taxi Subsidy Card be used to make other transactions? (i.e. to pay bills or purchase food)
   Yes. However, only transactions made to pay for transport via taxi will be taken into account for the computation of the subsidy amount to be disbursed.