

## TAXI SUBSIDY SCHEME (TSS) Frequently Asked Questions (FAQ)

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### A. GENERAL

#### A1. Where can I find information about the training courses supported by SG Enable?

All SG Enable supported training courses can be found at <https://employment.sgenable.sg/jobseekers/get-trained/>.

#### A2. 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 travel to attend training.

### B. HOW TO APPLY

#### B1. Why must the applicant undergo medical assessment via designated hospitals when they have been assessed to be persons with disabilities previously?

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

#### B2. Which are the institutions designated to carry out the medical assessment?

S/N	MEDICAL INSTITUTION	CONTACT
1	ALEXANDRA HOSPITAL	6472 2000
2	CHANGI GENERAL HOSPITAL	6788 8833
3	CHANGI GENERAL HOSPITAL, WARD 3B @ PARKWAY EAST HOSPITAL	6342 5710
4	HANDICAPS WELFARE ASSOCIATION*	6254 3006
5	INSTITUTE OF MENTAL HEALTH / WOODBRIDGE HOSPITAL	6389 2000
6	KHOO TECK PUAT HOSPITAL	6555 8000
7	KK WOMEN'S AND CHILDREN'S HOSPITAL	6294 4050
8	MOUNT ALVERNIA OUTREACH CLINIC	6473 5100
9	MOVEMENT FOR THE INTELLECTUALLY DISABLED OF SINGAPORE*	6479 5655
10	NATIONAL CANCER CENTRE SINGAPORE	6436 8000

11	NATIONAL DENTAL CENTRE SINGAPORE	6324 8802
12	NATIONAL HEART CENTRE OF SINGAPORE	6704 8000
13	NATIONAL NEUROSCIENCE INSTITUTE	6330 6363 (TTSH) 6321 4377 (SGH)
14	NATIONAL SKIN CENTRE	6350 6666
15	NATIONAL UNIVERSITY HOSPITAL	6772 2002
16	NG TENG FONG GENERAL HOSPITAL	6716 2000
17	NUH WARD 2 AND WARD 3 @ ALEXANDRA	6772 2002
18	SINGAPORE GENERAL HOSPITAL	6224 9221
19	SINGAPORE NATIONAL EYE CENTRE	6227 7255
20	SPD*	6579 0700
21	TAN TOCK SENG HOSPITAL	6256 6011

\*Medical assessments open to members only.

## C. SUBSIDY AMOUNT AND DISBURSEMENT

### C1. 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 the subsidy rate, a monthly subsidy cap will be computed.

Monthly Per Capita Household Income	Subsidy Rate	
	Revised (with effect from 1 Jan 2020)	
	Singapore Citizen	Permanent Resident
\$800 and below	80%	55%
\$801 - \$1,200	75%	50%
\$1,201 - \$1,900	60%	40%
\$1,901 - \$2,000	50%	30%
\$2,001 - \$2,800	30%	15%
\$2,801 and above	0%	0%

Only PCHI Criteria Updated

No Change in Subsidy Rates (%)

The monthly subsidy cap refers to the maximum tax subsidy the beneficiary may receive each month. The actual subsidy is computed based on the total tax expenditure (reflected in the EZ Link monthly transaction log) multiply by the subsidy rate (as determined by the beneficiary's means-test). The total amount of subsidy reimbursed will not exceed the beneficiary's monthly subsidy cap.

#### 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:  
 $\$950 \times 80\% = \$760$ .

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:  
 $\$800 \times 75\% = \$600$ .

**C2. How will the subsidy be disbursed?**

For beneficiaries who are issued with a personalised Taxi Subsidy Card:

Cardholders must ensure that there is sufficient stored value in the card to pay for their taxi fares upfront. A monthly taxi utilisation statement on the cardholder's previous month travel 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, reimbursements will be made by the 25th of the following month. For instance, the approved subsidy for transactions made in Jan 2019 will be reimbursed by 25th Feb 2019.

For beneficiaries who are registered under TSS Grab for Business:

Beneficiaries must select the "SGE-TSS" business tag when booking their rides with Grab. Their Grab transactions will be captured automatically and transmitted to SG Enable each month. Based on the monthly transaction statement and the beneficiary's subsidy level, the approved subsidy will be reimbursed on a monthly basis to the designated bank account. Generally, reimbursements will be made by the 25th of the following month. For instance, the approved subsidy for transactions made in Jan 2019 will be reimbursed by 25th Feb 2019.

For beneficiaries who submit manual receipt claims:

The subsidy amount will be reimbursed and paid to the beneficiary's designated bank account by the 25th of the third month after travel. For example, the subsidy amount for Jan 2019 manual receipt claims submission will be reimbursed by 25th Apr 2019. The claims and supporting documents must be submitted to SG Enable within two months of travel. Claims and supporting documents submitted after two months will not be processed. For example, receipts for Jan 2019 must be submitted latest by Mar 2019.

**C3. 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 recognised by SG Enable and where taxis are the only alternative. The means-test is used to assess the level of support required by the household for transport to be both accessible and affordable with more assistance given to those from lower income families who may require more assistance.

**C4. 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?**

As part of the eligibility criteria for the Taxi Subsidy Scheme, applicants do not need to submit a means-test form again if they have been means-tested within the past one year.

**C5. 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.

**C6. If the applicant is a wheelchair user and needs to take a Maxi Cab/ London Cab, will the additional costs 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.

**C7. 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](mailto:tss@sgenable.sg) with the supporting documents. An update of the subsidy cap will be computed based on these changes.

**D. USE OF TAXI SUBSIDY CARD**

**D1. Why must the Taxi Subsidy Card be used for the Taxi Subsidy Scheme?**

The Taxi Subsidy Card issued by EZ Link is the most widely accepted mode of cashless payment by most taxi companies in Singapore.

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

**D2. Is there a need to register the Taxi Subsidy Card upon receipt?**

While there is no need to register the Taxi Subsidy Card for use, cardholders are strongly encouraged to register the card with the EZ Link Card Blocking Service. Upon registration, cardholders may enjoy the following value-added services:

- Monitor card transaction history
- Free card blocking service in the event of lost card
- Lost card coverage programme which protects cardholders for up to S\$15 should there be unauthorised usage of the lost card after it has been reported lost or stolen.

For more information, please visit the EZ Link website (<https://www.ezlink.com.sg/cardblocking>). Cardholders may also download the EZ Link app from the Google Play Store or Apple App Store on their mobile phones to register their cards.

**D3. Can the Taxi Subsidy Card be used for transactions in all taxis?**

The Taxi Subsidy Card can be used to pay for fares in all taxis except for Prime and TransCab, as they currently do not have the facilities to accept transactions using the Taxi Subsidy Card/ EZ Link 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/ EZ Link Card, where possible.

**D4. I am a Grab user. Can I use Grab for my trips to and fro between home and school/ work/ employment-related training and submit the claims for subsidy reimbursement?**

We are pleased to share that Grab is now a recognised mode of transport under the Taxi Subsidy Scheme (TSS). However, do take note that Grab does not support payment by EZ Link hence you will need to register for the 'TSS Grab for Business' to have your transactions captured automatically on the 'TSS Grab for Business' Portal, and transmitted to SG Enable each month for claims processing. To register for this initiative, please write to [tss@sgenable.sg](mailto:tss@sgenable.sg).

**D5. Is there 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 \$50, which will be deducted from the beneficiary's next GIRO disbursement.

**D6. Who can cardholders contact if they encounter problems with their card?**

Cardholders are advised to proceed to any TransitLink Ticket Office or contact the EZ Link Hotline at 6496 8300 (Operating hours: Daily – 8.00am to 6pm, except public holidays) for assistance.

**D7. Can cardholders apply for GIRO or credit card automatic top-up services?**

Yes, cardholders can enjoy hassle-free top-up services with EZ-Reload (Auto Top-Up). EZ-Reload is a value-added service by EZ Link that automatically tops up your card when it has insufficient value. For more information, please visit the EZ Link website (<https://www.ezlink.com.sg/home-ezreload>).

**D8. Where and how can I top-up my Taxi Subsidy Card?**

There are various top-up channels available to top up the Taxi Subsidy Card/ EZ Link Card. These include the General Ticketing Machines and TransitLink Add Value Machines located at selected MRT stations, bus interchanges and bus stops. For more information, please visit the EZ Link website (<https://www.ezlink.com.sg/top-up-your-EZ-Link/islandwide-top-up-points>).

**D9. What should the cardholder do if the Taxi Subsidy Card is lost or stolen?**

Cardholders must immediately report the loss of their card to SG Enable by contacting the SG Enable Infoline at 1800 8585 885 or emailing [tss@sgenable.sg](mailto:tss@sgenable.sg).

For cardholders who have registered for the EZ Link Card Blocking Service, they must also notify EZ Link through their Hotline at 6496 8300 (Operating hours: Daily – 8.00am to 6pm, except public holidays). For more information, please visit the EZ Link website (<https://www.ezlink.com.sg/cardblocking>).

**E. GRAB FOR BUSINESS UNDER THE TAXI SUBSIDY SCHEME**

**E1. What is the Grab for Business under the Taxi Subsidy Scheme?**

The initiative was introduced to extend further support to approved beneficiaries who engage Grab services for their travel to school, work or employment-related training supported by SG Enable. With this initiative, registered beneficiaries<sup>1</sup> who engage Grab services<sup>2</sup> will no longer need to submit their Grab receipts to SG Enable for reimbursements. Instead, their Grab transactions will be captured automatically<sup>3</sup> and transmitted to SG Enable each month via a server-to-server interface.

**NOTES:**

- 1 Beneficiaries who have given consent to have their information shared between SGE, MSF and Grab for subsidy reimbursement under the Taxi Subsidy Scheme.
- 2 Applicable to all Grab fleet type except GrabHitch.
- 3 Beneficiaries must select the “SGE-TSS” business tag when booking their ride.

For more information, please write to [tss@sgenable.sg](mailto:tss@sgenable.sg).