

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://www.sgenable.sg/your-first-stop/training-consultancy/enabling-academy/training/persons-with-disabilities/programmes>

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. If the applicant is known to SG Enable as a person with disability, do they still need to undergo the medical assessment administered by a designated medical institution?

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

B2. Can the applicant engage other clinics or hospitals not listed under the list of designated medical institutions to administer the medical assessment?

Currently, the medical assessment has to be administered by the medical professionals of the designated medical institutions or Social Service Agencies (SSAs).

B3. Which are the institutions designated to carry out the medical assessment?

S/N	MEDICAL INSTITUTION / SOCIAL SERVICE AGENCY (SSA)	OPEN TO
1	Alexandra Hospital	Public
2	Changi General Hospital	Public
3	Changi General Hospital, Ward 3B @ Parkway East Hospital	Public
4	Handicaps Welfare Association	Members only

5	Institute Of Mental Health / Woodbridge Hospital	Public
6	Khoo Teck Puat Hospital	Public
7	KK Women's and Children's Hospital	Public
8	Mount Alvernia Outreach Clinic	Public
9	Movement for the Intellectually Disabled of Singapore	Members only
10	National Cancer Centre Singapore	Public
11	National Dental Centre Singapore	Public
12	National Heart Centre Of Singapore	Public
13	National Neuroscience Institute	Public
14	National Skin Centre	Public
15	National University Hospital	Public
16	Ng Teng Fong General Hospital	Public
17	NUH Ward 2 and Ward 3 @ Alexandra	Public
18	Singapore General Hospital	Public
19	Singapore National Eye Centre	Public
20	SPD	Members only
21	Tan Tock Seng Hospital	Public

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 Oct 2024)	
	Singapore Citizen	Permanent Resident
\$900 and below	80%	55%
\$901 - \$1,500	75%	50%
\$1,501 - \$2,300	60%	40%
\$2,301 - \$2,600	50%	30%
\$2,601 - \$3,600	30%	15%
\$3,601 and above	0%	0%

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:

Beneficiaries must submit their manual receipt claims via the eService. Please refer to the 'Guide to eService Claim Submission' that was issued to you earlier, for steps on how to submit and manage claims online. If you require a new copy of the guide, please write to us at tss@sgenable.sg. Claims and supporting documents must be submitted within two months of travel to be eligible for reimbursement. For example, receipts for Jan 2019 must be submitted latest by Mar 2019. Based on the claim submission received 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 received in Jan 2019 will be reimbursed by 25th Feb 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 still 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 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. 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 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.

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 EZ Link for assistance. For more information, please visit the TransitLink or EZ Link website.

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

Yes, cardholders may apply for such automatic top-up services. For more information, please visit the EZ Link website.

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

For more information on the various top-up channels available, please visit the EZ Link website.

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. Please call the SG Enable Infoline at 1800 8585 885, or email tss@sgenable.sg.

For cardholders who have registered for the EZ Link Card Blocking Service, please visit the EZ Link website for more information.

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 beneficiaries¹ who engage Grab services² will no longer need to submit their Grab receipts to SG Enable for reimbursements. Instead, their Grab transactions will be captured automatically³ 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.