

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 Singapore-registered Healthcare Professional from Public Hospitals or Social Service Agencies?

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.

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 taxi subsidy the beneficiary may receive each month. The actual subsidy is computed based on the total taxi 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 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. GRAB FOR BUSINESS UNDER THE TAXI SUBSIDY SCHEME

D1. 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.