

Embargoed until 13 December 2021 5pm

\$130 Million CDC Vouchers Scheme Launched: 1.3 Million Singaporean Households to receive \$100 CDC vouchers

The five Community Development Councils (CDCs) are pleased to announce the launch of the \$130 million CDC Vouchers Scheme for all Singaporean households, which is part of a \$900 million Household Support Package at Budget 2021. The Scheme was launched by Guest-of-Honour Prime Minister Lee Hsien Loong, also Chairman of People's Association (PA) at Jurong Spring Community Club on Monday, 13 December 2021. PM was joined by Ms Low Yen Ling, Minister of State for Culture, Community and Youth & Trade and Industry, Chairman of Mayors' Committee and Mayor of South West District; Ms Denise Phua Lay Peng, Mayor of Central Singapore District; Mr Desmond Choo, Mayor of North East District; Mr Alex Yam, Mayor of North West District and Mr Fahmi Aliman, Mayor of South East District.

1.3 million Singaporean households to receive digital CDC vouchers

2. The nationwide CDC Vouchers Scheme provides for \$130 million in CDC vouchers to be distributed to all Singaporean households for use at participating hawkers and heartland merchants – a key thread in Singapore's social fabric that continues to help foster a sense of shared identity and community spirit among Singaporeans. The Scheme has two key objectives: a) To thank Singaporeans for their sense of solidarity during the pandemic, b) To support our hawkers and heartland merchants affected by the pandemic.

3. Up to 1.3 million Singaporean households will each receive \$100 in CDC vouchers which can be spent at the participating hawkers and heartland merchants. Singaporean households will have a year to claim and spend their vouchers. The vouchers have to be claimed by 31 December 2022.

One member of the households to claim vouchers using Singpass

4. **Only one member** of each household will need to visit go.gov.sg/cdcv, and login with his/her Singpass to claim the CDC vouchers. A **CDC vouchers link** will be sent to the registered mobile phone number of the claimant household member, who can then **share the vouchers with other household members via a link**. Residents can spend the vouchers at participating hawkers and heartland merchants identified by the CDC voucher decal. To spend the voucher, the resident simply clicks on the CDC vouchers link, selects the amount to be used and shows the QR code to a participating merchant who will in turn scan it using his/her RedeemSG App. *(For further details please refer to the media factsheet.)*

Assistance available for claiming of vouchers

5. To ensure all residents will enjoy benefits of the CDC Vouchers Scheme, help will be available at Community Centres/Clubs (CCs). Priority for assistance shall be given to seniors without household members to help them claim their vouchers. Residents without smartphones or who need to set up their Singpass or reset their Singpass password will also be assisted at the CCs during the Scheme duration. Where needed, there will also be the option of printing hardcopy vouchers at the CCs.

6. Aside from CCs, assistance will also be available at selected Residents' Committee (RC) / Residents' Network (RN) Centres located in areas with a higher concentration of elderly population, to guide residents on how to claim the CDC vouchers.

7. In addition, Digital Ambassadors at the SG Digital community hubs found in selected CCs and public libraries island-wide will provide assistance for digitally less savvy residents who need help to claim their digital vouchers. The Silver Generation Office Ambassadors will also assist with any queries or request for assistance during their house visits to seniors.

Digital vouchers to provide seamless experience for households and merchants

8. In the bid to make the nationwide CDC Vouchers Scheme easy to use and inclusive, the CDCs and Government Technology Agency (Govtech) have run several trials across the CDCs with residents, hawkers and heartland merchants to finetune the digital voucher claiming and spending experience. Ground feedback and suggestions were taken in to develop a digital solution which will benefit hawkers and heartland merchants through faster payouts, and save time, so they no longer need to collect, count and submit paper vouchers. Residents will not need to visit the CCs to claim physical vouchers.

9. PA and the five CDCs have worked closely with the following partners to achieve the goal of creating a digital solution that is easy to use for the residents, hawkers and heartland merchants alike:

- a) Enterprise Singapore (ESG);
- b) Government Technology Agency (Govtech) / Open Government Products (OGP);
- c) Infocomm Media Development Authority (IMDA) / SG Digital Office;
- d) Ministry of Finance (MOF);
- e) Federation of Merchants' Associations Singapore (FMAS);
- f) Heartland Enterprise Centre Singapore (HECS);
- g) Grassroots Organisations;
- h) Merchants' / Hawkers' Associations; and
- i) SME Centres.

Highlights:

- Scheme aims to support heartland businesses that have been hit hard by the Covid-19 pandemic.
- Residents have a full year – **till 31 December 2022** – to claim and spend vouchers.
- **Only one family member of the household** is required to claim the vouchers.

- Seniors without household members to help them to claim their CDC vouchers, as well as the digitally less savvy, will be given priority when seeking help at CCs.
- To claim the vouchers, one member of the household can go to **go.gov.sg/cdcv** and log in via Singpass. A CDC Vouchers link will be sent to the registered mobile phone number of the user, and this link can be shared with other household members.
- The vouchers can be shared with household members via clicking on the “share my vouchers” button on the voucher redemption website to copy the unique voucher link and paste into any preferred messaging apps e.g. SMS/ Whatsapp/ Telegram. Anyone with the link will be able to access the vouchers.
- The CDCs have taken a collaborative whole-of-community approach to implement the scheme.
- For more information on the CDC Vouchers Scheme, visit <https://vouchers.cdc.gov.sg>

10. The CDCs appreciate the following organisations for their assistance in the CDC Vouchers Scheme: a) SingPost, who ensured all notification letters to Singaporean households would be delivered to all Singapore households in a timely manner and b) DBS, for their kind sponsorship.

Spend CDC Vouchers at Heartland Festival

11. Residents can spend their CDC Vouchers at Heartland Shops (Hawkers, F&B, Retail and Services) to qualify for the Heartland Festival Lucky Draw with three weekly prizes of up to \$388 and a grand draw with three top prizes of up to \$3,388. Residents transacting through E-Payments will be entitled to an additional chance to win at the Lucky Draw.

Quotes:

12. Quotes from Mayors and FMAS President Mr Yeo Hiang Meng, BBM and HECS President Mr Kwek Theng Swee, PBM are attached at Annex.

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About the CDCs

Since 1997, the CDCs have been bridging communities by strengthening social infrastructure, building social resilience and social capital, and promoting a culture of giving back, through the following ways:

- (a) Aggregator of Needs and Resources
- (b) Builder of Capability / Capacity in Partners and Networks
- (c) Connector of Communities

There are five Community Development Councils (CDCs), namely, Central Singapore, North East, North West, South East and South West CDCs. Mayors of the Districts are Chairman of the respective CDCs. The Office of the Mayors comprises:

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| (a) Ms Low Yen Ling | Chairman of Mayors' Committee &
Mayor of South West District |
| (b) Ms Denise Phua Lay
Peng | Mayor of Central Singapore District |
| (c) Mr Desmond Choo | Mayor of North East District |
| (d) Mr Alex Yam | Mayor of North West District |
| (e) Mr Mohd Fahmi Aliman | Mayor of South East District |

For more information, please visit www.cdc.gov.sg and www.pa.gov.sg