

## **FREQUENTLY ASKED QUESTIONS ON CELEBRATORY GIFTS FOR NSMEN**

### **Q1: What are the Celebratory Gifts for NSmen?**

A1: The Celebratory Gifts for NSmen comprise \$100 credits which can be redeemed for vouchers from <https://ns-mha.uniqrewards.com>, and a congratulatory card signed by the NSmen's Division/Formation/Command Commander or equivalent. This is to celebrate the significant personal milestones in the NSmen's lives.

### **Q2: Which groups of NSmen are eligible for the Celebratory Gifts?**

A2: NSmen will be eligible for the Celebratory Gifts if they legally register their marriage; welcome a newborn<sup>1</sup>; or adopt a child on or after 1 Jan 16. They must also meet the following criteria at the time of the marriage, birth of the newborn or adoption:

- a. Attended at least one NS activity<sup>2</sup> in the last three work years (WYs);
- b. Must not have received an 'E' grading for any In-Camp Training (ICT) attended in the last three WYs;
- c. Have not been phased into MHA Reserve<sup>3</sup>; and
- d. Have not committed serious civil and military offences.

### **Q3: How are the last three work years (WYs) calculated for the eligibility of the Celebratory Gifts?**

A3: It refers to three WYs before the WY that the NSman becomes eligible for the Celebratory Gifts. For example, if the NSman registered his marriage on 15 Jan 16 (WY15), he needs to have completed at least one NS activity from the start of WY12 up till 15 Jan 16 to be eligible.

### **Q4: Do NSmen have to apply for the Celebratory Gifts?**

A4: For locally registered marriages and births, NSmen are not required to apply for the Celebratory Gifts. MHA will retrieve the marriage information from the Ministry of Social and Family Development (MSF) and the birth information from the Immigration & Checkpoints Authority (ICA) and process the Celebratory Gifts accordingly.

The following are exceptions:

- a. Overseas Marriage: NSmen are required to apply for the Celebratory Gifts by submitting a copy of (i) the overseas marriage certificate and (ii) the spouse's NRIC/passport, with the completed application form on NS Portal to their respective PMC for processing.

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<sup>1</sup> At the point of birth, the parents of the child have to be legally married.

<sup>2</sup> NSmen whose Operationally-Ready Date (ORD) falls within the past three WYs, any period of full-time NS served will be considered an NS activity for the purpose of computing eligibility for the Celebratory Gifts.

<sup>3</sup> Former NSmen who are above statutory age are also eligible while they are on Volunteer service.

- b. Overseas Birth: NSmen are required to apply for the Celebratory Gifts by submitting a copy of (i) the overseas birth certificate, (ii) the spouse's NRIC/passport, (iii) the child's passport/identification document, and (iv) the overseas marriage certificate, if applicable, with the completed application form on NS Portal to their respective PMC for processing.
- c. Adoption: NSmen are required to apply for the Celebratory Gifts by submitting a copy of (i) the adoption order issued by the Family Justice Courts, (ii) the spouse's NRIC/passport, (iii) the child's passport/identification document, and (iv) the overseas marriage certificate, if applicable, with the completed application form on NS Portal to their respective PMC for processing.

**Q5: How will NSmen know if they are eligible for the Celebratory Gifts?**

A5: NSmen who: (a) meet the eligibility criteria for the Celebratory Gifts and; (b) do not fall under the exception circumstances mentioned in A2, will receive a congratulatory card and SMS notification within one to two months from either registering their marriage or child's birth with the local agencies or having successfully applied for the Celebratory Gifts through their respective PMC.

From mid Dec 17, eligible NSmen will be notified of their new login credentials via SMS notification, to access the enhanced redemption website.

For enquiries on eligibility, NSmen can contact their respective ~~NS Unit~~NSmen's Division/Formation/Command Commander or equivalent. Alternatively, NSmen can call the NS Hotline at 1800-eNSNSNS (1800-3676767) or email [contact@ns.sg](mailto:contact@ns.sg).

**Q6: What gifts will be accorded to NSmen who solemnised their marriage or welcomed a newborn on or after 1 Jan 16?**

A6: If NSmen meet the eligibility criteria for the Celebratory Gifts, they will receive \$100 credits and a congratulatory card signed by their Division/Formation or Command Commander or equivalent. The welfare provisions of wedding or newborn gifts accorded during ICTs will no longer be given.

**Q7: Why is the Celebratory Gifts for NSmen effective from 1 Jan 16?**

A7: The Celebratory Gifts for NSmen takes reference from the implementation of national marriage and parenthood initiatives, which are based on the calendar year. Some examples of these national marriage and parenthood initiatives include the enhanced Baby Bonus and extended paternity leave, both of which were announced at the 2015 National Day Rally and were effective from 1 Jan 15.

**Q8: Are the Celebratory Gifts taxable?**

A8: The Celebratory Gifts for NSmen are not taxable.

**Q9: For multiple births in one delivery, how many credits will the NSman receive?**

A9: For multiple births (e.g. twins, triplets etc.) in one delivery, \$100 credits will be accorded for each newborn.

**Q10: Is there a limit to the number of Celebratory Gifts one can receive in a year?**

A10: No. As long as the NSman meets the eligibility criteria, he will qualify for the Celebratory Gifts.

## **REDEMPTION**

**Q11: Can NSmen use their original login credentials to access the enhanced redemption website?**

A11: The redemption website has been enhanced to allow redemption of credits from two recognition schemes, the NS Excellence Award and the Celebratory Gifts for NSmen. Eligible NSmen, including existing recipients, will be assigned with new login credentials. They will be notified via SMS from mid Dec 17.

**Q12: When will NSmen receive their new login credentials to start redeeming their Celebratory Gifts credits?**

A12: For NSmen who are eligible for the Celebratory Gifts in 2016 and 2017 and have yet to redeem their award, they will receive their new login credential via SMS notifications from mid Dec 17 to end Feb 18. For NSmen who qualify for the Celebratory Gifts from 2018, they will receive their SMS notifications within one to two months from their eligibility date, i.e. from Mar 18 onwards.

**Q13: What should eligible NSmen do if they do not receive the SMS notification by the stipulated timeline mentioned in A12?**

A13: NSmen who do not receive the SMS notification by the stipulated timeline in A12 can contact their respective ~~NS Unit~~NSmen's Division/Formation/Command Commander or equivalent. Alternatively, NSmen can call the NS Hotline at 1800-eNSNSNS (1800-3676767) or email [contact@ns.sg](mailto:contact@ns.sg).

**Q14: If the mobile number registered on NS Portal is not valid, how will eligible NSmen be notified?**

A14: For a better redemption experience, NSmen are strongly encouraged to update their mobile number on NS Portal. NSmen who did not register a valid mobile number on NS Portal will be notified via the mailing address provided on NS Portal.

**Q15: How long are the credits valid for?**

A15: Credits will be valid for 12 months from their SMS notification. NSmen affected by the redemption website downtime will have their credit validity automatically

extended by the duration of redemption service unavailability. The credit validity date will be reflected in the redemption website after logging in.

**Q16: Can NSmen affected by the website downtime request for an extension of credit validity?**

A16: Affected NSmen will have their credit validity automatically extended by the duration of redemption service unavailability.

**Q17: Can NSmen request for an extension of credit validity beyond 12 months?**

A17: Unless stated otherwise, there will be no extension of credit validity.

**Q18: What should recipients of Celebratory Gifts do if they accidentally delete the SMS notification?**

A18: Please contact the CG Hotline at 6595 9372, or email [cs@unigrewards.com](mailto:cs@unigrewards.com) to request for the SMS notification to be resent to you. Operating hours are from Mondays to Fridays, 9am to 6pm, excluding Public Holidays.

**Q19: For NSmen who received credits from both Celebratory Gifts and NS Excellence Award schemes, can they combine the credits for redemption?**

A19: NSmen will be able to combine their credits for redemption in the enhanced redemption website from mid Dec 17.

**Q20: What is the minimum redemption amount per checkout? What if the NSman chooses to redeem below the minimum redemption amount?**

A20: To ensure a safe and secured redemption experience, NSmen are required to utilise all available credits in a single redemption transaction.

Unutilised credits, if any, will be forfeited upon completion of redemption transaction. Before completing the redemption transaction, an alert will be given to NSmen who chose not to fully utilise their credits.

**Q21: What are the rewards packages available for redemption?**

A21: Eligible NSmen may log in to the enhanced redemption website (<https://ns-mha.unigrewards.com>) to refer to the list of lifestyle products, services or family attractions available for redemption. Packages will be reviewed and updated from time to time.

**Q22: How long are the rewards packages valid for upon redemption on the website?**

A22: Unless stated otherwise, rewards packages offered are generally valid for at least six months upon redemption.

**Q23: Are all rewards packages within \$100 or \$200? How many packages can the NSmen select? What if the value of the packages redeemed is more than \$100?**

A23: There is a variety of packages available for redemption ranging from \$5 to \$1,400. NSmen can choose to redeem any number of these packages subject to the credits awarded to them. If the value of the packages redeemed exceeds the credits available, the balance will be borne by the NSmen. Payment can be made via PayPal.

#### **DELIVERY**

**Q24: How will the rewards packages be delivered?**

A24: Rewards packages will be delivered using SMS mail or courier service.

**Q25: How long will it take for the rewards package to be delivered to the NSmen?**

A25: Rewards packages will be mailed to the NSmen within 14 working days. If NSmen do not receive their rewards package after 14 working days, they can email [cs@unigrewards.com](mailto:cs@unigrewards.com) or contact the Hotline at 6595 9372 for assistance. Operating hours are from Mondays to Fridays, 9am to 6pm, excluding Public Holidays.

**Q26: If the NSmen do not receive or misplace the rewards package mailed to them, can they request replacements?**

A26: If the NSmen do not receive the rewards package within 14 working days, they can email [cs@unigrewards.com](mailto:cs@unigrewards.com) or contact the Hotline at 6595 9372 for assistance. Operating hours are from Mondays to Fridays, 9am to 6pm, excluding Public Holidays. There will be no replacement of any lost, defaced, damaged or stolen rewards packages.

**Q27: Who can I contact to seek clarifications on redemption matters?**

A27: You may email [cs@unigrewards.com](mailto:cs@unigrewards.com) or contact the hotline at 6595-9372 for assistance. Operating hours are from Mondays to Fridays, 9am to 6pm, excluding Public Holidays.

As of 13 Dec 2017