

FREQUENTLY ASKED QUESTIONS ON NATIONAL SERVICE EXCELLENCE AWARD

Q1: Why is the effective date of the National Service Excellence Award (NSEA) set on 1 Apr 16?

A1: The effective date of 1 Apr 16 takes alignment from the MHA's work year which runs from 1 Apr of each year to 31 Mar of the following year.

Q2: Why was the Family Recognition Voucher (FRV) renamed to the NSEA?

A2: The new name better reflects the intent of the scheme, which is to recognise NSmen who have performed well during their Operationally-Ready National Service (ORNS).

Q3: If NSmen's call-up commenced before 1 Apr 16, would they be eligible for the FRV or NSEA?

A3: If the call-up ended before 1 Apr 16, NSmen would be eligible for the FRV. NSmen whose call-up ended on or after 1 Apr 16 would be eligible for the NSEA.

Q4: Is the NSEA taxable?

A4: IRAS regulations stipulate that the value of the voucher will be subjected to income tax. NSmen will be taxed on the value of the vouchers for the Year of Assessment when the rewards package is redeemed.

Q5: Can the same NSman be eligible for more than one NSEA within the same work year?

A5: Yes, the same NSman can be eligible for more than one NSEA within the same work year.

REDEMPTION

Q6: Can NSmen use their original login credentials to access the enhanced redemption website?

A6: 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.

Q7: When will NSmen receive their new login credentials to start redeeming their NSEA credits?

A7: For NSmen who are eligible for the NSEA 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 NSEA from 2018, they will receive their SMS notifications within one to two months from their eligibility date, i.e. from Mar 18 onwards.

Q8: What should eligible NSmen do if they do not receive the SMS notification by the stipulated timeline mentioned in A7?

A8: NSmen who do not receive the SMS notification by the stipulated timeline in A7 can contact their respective NS Unit. Alternatively, NSmen can call the NS Hotline at 1800-eNSNSNS (1800-3676767) or email contact@ns.sg.

Q9: If the mobile number registered on NS Portal is not valid, how will eligible NSmen be notified?

A9: 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.

Q10: How long are the credits valid for?

A10: 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.

Q11: Can NSmen affected by the website downtime request for an extension of credit validity?

A11. Affected NSmen will have their credit validity automatically extended by the duration of redemption service unavailability.

Q12: Can NSmen request for an extension of credit validity beyond 12 months?

A12: Unless stated otherwise, there will be no extension of credit validity.

Q13: What should NSEA recipients do if they accidentally delete the SMS notification?

A13: Please contact the Hotline at 6595 9372, or email 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.

Q14: For NSmen who received credits from both NS Excellence Award and Celebratory Gifts schemes, can they combine the credits for redemption?

A14: NSmen will be able to combine their credits for redemption in the enhanced redemption website from mid Dec 17.

Q15: What is the minimum redemption amount per checkout? What if the NSman chooses to redeem below the minimum redemption amount?

A15: 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 the redemption transaction. Before completing the redemption transaction, an alert will be given to NSmen who chose not to fully utilise their credits.

Q16: What are the rewards packages available for redemption?

A16: 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.

Q17: How long are the rewards packages valid for upon redemption on the website?

A17: Unless stated otherwise, rewards packages offered are generally valid for at least six months upon redemption.

Q18: Are all rewards packages within \$100 or \$200? How many packages can the NSmen select? What if the value of the package redeemed is more than \$100?

A18: 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

Q19: How will the rewards packages be delivered?

A19: Rewards packages will be delivered using SMS mail or courier service.

Q20: How long will it take for the rewards package to be delivered to the NSmen?

A20: 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 or contact the Hotline at 6595 9372 for assistance. Operating hours are from Mondays to Fridays, 9am to 6pm, excluding Public Holidays.

Q21: If the NSmen do not receive or misplace the rewards package mailed to them, can they request replacements?

A21: If the NSmen do not receive their rewards package within 14 working days, they can email 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.

Q22: Who can I contact to seek clarifications on redemption matters?

A22: You may email cs@uniquerewards.com or contact the Hotline at 6595 9372 for assistance. Operating hours are from Mondays to Fridays, 9am to 6pm, excluding Public Holidays.