

CDC STUDENT MEALS SCHEME

FREQUENTLY ASKED QUESTIONS

1. What is this CDC Student Meals scheme?

This new scheme initiated by the CDCs hopes to help families with children studying in Primary and/or Secondary Schools and living in rental blocks defray the cost of buying meals while the children are on home-based learning (HBL) during circuit breaker period. A total of \$660,000 will support up to 12,000 students. Each child will receive \$55.00 worth of CDC e-vouchers via the Grab app, in \$5 denomination to be used during the circuit breaker period, up to 31 May 2020.

2. Who qualifies for the scheme?

Vulnerable students currently studying in Primary and Secondary Schools and residing in unit under the Public Rental Scheme with at least one Singaporean Citizen in the same household, may sign up for the scheme.

3. How does eligible student sign-up for the scheme?

Eligible students will have to sign up for the scheme from Tuesday, 14 April 2020 to Monday, 27 April 2020 (may be extended depending on circuit breaker period) through the following Steps.

Step 1:

Eligible students may visit <http://www.cdc.org.sg>, and use the **district checker to find out which CDC.**

Step 2:

Eligible students may wish to sign-up directly by scanning the QR codes of your respective CDCs.

Community Development Council	QR Code for Sign-up
Central Singapore CDC	

North East CDC	
North West CDC	
South East CDC	
South West CDC	

Alternatively, they can email to their respective CDCs with the following information (of each child) in the format below.

Community Development Council	Email Address
Central Singapore CDC	cdcmeals_centralsg@pa.gov.sg
North East CDC	cdcmeals_northeast@pa.gov.sg
North West CDC	cdcmeals_northwest@pa.gov.sg
South East CDC	cdcmeals_southeast@pa.gov.sg
South West CDC	cdcmeals_southwest@pa.gov.sg

Details of Child	
Name of Child	
Birth Certificate/ NRIC No.	
Name of School (i.e. XX Primary OR Secondary School)	

Education Level (i.e. Primary 1, 2, 3, etc. OR Secondary 1, 2, 3 etc.)	
Home Address	
Details of Grab Account (student/ parent/ caregiver)	
Mobile Number (linked to your own personal Grab account)	
Does Mobile Number belong to the Student? (Yes/No) If No, please indicate name of owner (i.e. parent/ caregiver) of mobile number	

4. What should eligible students do to receive the e-vouchers?

Respective CDC will verify the sign-up and if eligible, issue the \$55 e-vouchers (in the form of GrabFood vouchers) into the respective accounts (through Grab app) within four working days after signing up.

Existing Grab User

Existing Grab users may use their existing accounts, so long the mobile number provided to CDC is the registered number in Grab.

New Grab User

After emailing their respective CDCs, the parent/ caretaker should immediately download the Grab app and create an account, linking it to the mobile number provided to their CDC.

Please go to <https://www.grab.com/sg/download> to download the Grab app.

5. Where can the e-vouchers be utilised?

- E-vouchers can be used only on GrabFood platform, for ordering from GrabFood merchants for self-pick-up orders only.

- The e-vouchers worth \$5 each are to offset cost of food purchased via self-pick-up and have to be utilised in full as no refund will be made for any unused value / amount.
- If the cost of food to be purchased is more than \$5.00, the difference can be paid via your personal debit card, or via GrabPay (if you have topped up sufficient credit).
- E-voucher is not exchangeable for cash.

6. How do I use the e-vouchers in the Grab app?

Please refer to the Annex on the Step by step guide to redeeming CDC-branded GrabFood vouchers.

7. Do I need mobile data to access the Grab app when self-pick-up my order?

No, there is no need to have mobile data when self-pick-up the order.

After placing the self-pick-up order at home via the GrabFood app, simply take a screenshot of the order confirmation or take note of the order number and you can proceed to pick up your order using the screenshot or order number.

8. What is the validity period of the vouchers?

The e-vouchers will be loaded into the respective Grab account in \$5 denomination i.e. 11 x \$5 e-vouchers.

The vouchers will be valid from date of issue to Sunday, 31 May 2020 inclusive.

9. What should residents do if the e-voucher doesn't work?

Residents can use the 'Help Centre' option in their Grab app to report an issue.

10. Who should I approach if I require more clarification/ information e.g. what if I don't own a mobile phone?

In view of the current circuit breaker measures, CDC offices are closed. Residents may write-in to their respective CDCs for more information.

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Central Singapore CDC	cdcmeals_centralsg@pa.gov.sg
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North West CDC	cdcmeals_northwest@pa.gov.sg

South East CDC	cdcmeals_southeast@pa.gov.sg
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