

REVISED HANDICARE CAB SCHEME

(Information Sheet)

Overview

The HANDICARE CAB SCHEME (henceforth known as “HANDICARE”) aims to meet the mobile needs of clients of the Handicaps Welfare Association (HWA) who are certified with permanent physical disability, and depend on taxis as a form of transport to places of employment, education, medical treatment/consultation, rehabilitation and dialysis treatment.

Trips are provided on board taxis belonging to the ComfortDelGro Group, namely CITYCAB & COMFORT through the taxi booking service with CITYCAB Customer Contact Centre only.

A subsidy covering the prevailing current and advance booking fee of up to S\$5.20 per trip will be reimbursed by HWA upon knowledge of original printed receipt, together with the “Trip Verification Form”. Street hail trips will not be subsidised.

Eligibility Criteria

To be eligible for the revised HANDICARE scheme, applicants must:

- Be Singaporeans/Permanent Residents;
- Have a permanent physical disability;
- Be totally dependant on taxis for transportation to employment, education, medical appointments, rehabilitation and dialysis treatment;
- Have a monthly gross per capita household income¹ of less than S\$700.00*;
- Not own any vehicle*

* Revised guidelines with effect from 1 August 2006

¹ Gross per capita household income is defined as the total household income before deducting CPF contribution divided by the number of family members in the household.

Rules and Regulations for Approved Applicants

1. HANDICARE is only provided for persons with physical disability who are unable to take public buses and the MRT, and are totally dependent on taxis as the only mode of transportation for employment, education, medical, rehabilitation and dialysis treatment purposes.
2. Clients of Handicaps Welfare Association (HWA) registered with HANDICARE will take taxi trips on board CITYCAB & COMFORT taxis made through either current or advance booking taxi service.
3. A subsidy covering the prevailing current and advance booking fee of up to S\$5.20 per trip will be reimbursed by HWA. Street hail trips will not be subsidised.
4. Reimbursements for prevailing booking fees are payable for journeys made from and to home for approved purposes only.
5. For reimbursement of prevailing booking fee per trip, all claims must be submitted with the original printed CITYCAB & COMFORT taxi receipt, together with the “Trip Verification Form”. Otherwise, the fare incurred will not be considered for reimbursement.
6. All recipients of HANDICARE must submit their taxi booking subsidy claims for the previous month to HWA by the 5th day of the following month. Taxi booking subsidy

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claims received thereafter will be reimbursed in the following month. Back-payment will only be made for a maximum period of one month.

7. All recipients of HANDICARE must inform HWA as soon as they cease or change employment.
8. Persons refusing to abide by the HANDICARE rules and regulations, or who are found to be abusing the scheme, or giving false information will have their booking subsidy privileges revoked.
9. Any applicant not eligible for the scheme will be rejected without explanation beyond restatement of the eligibility guidelines.
10. HWA / ComfortDelGro has the right to set and/or change the rate of subsidies provided without giving prior notice to recipients and applicants.
11. HWA / ComfortDelGro has the right to terminate the scheme without giving prior notice to its recipients or applicants.

Taxi Booking Procedure for Approved Applicants

1. Call CITYCAB booking hotline: **6552 1111**.
2. If you are booking the taxi for the first time, please press '0' to speak to the operator. Specify you are a disabled passenger with a foldable wheelchair and wish to book a taxi. (Note: if you are a wheelchair user, your wheelchair must be foldable). Please state location of pick up and drop off points.
3. For subsequent current bookings, the system will announce your regular pick up locations. Press '1' to confirm the pick-up location. The system will despatch the nearest taxi and you will be notified of the taxi number.
4. For advance booking, please press '0' and speak to the operator. Please state time, location of pick up and drop off points. You will be notified of the taxi number.
5. At end of the trip, please pay the full metered taxi fare, including the prevailing booking fee, location and time-based surcharges, ERP charges etc.
6. Please request for a printed taxi receipt. The receipt will only be issued upon full payment of the metered taxi fare. Printed receipts will not be issued should you fail to pay the metered fare or if the fare payment is incomplete.
7. Submit printed taxi receipt to HWA for reimbursement of the prevailing current and advance booking fee of up to S\$5.20. Incomplete fare payment will not be subsidised.
8. The Administrator reserved the right to revoke/terminate the beneficiary status without prior notice if charges are not recovered.

Driver 'NO SHOW'

Please call CITYCAB customer contact centre at 6552 1111 should the driver fail to show up. A replacement taxi will be arranged.

Cancellation of Taxi Booking

Please call CITYCAB customer contact centre at 6552 1111 to cancel the booking.