

Other FAQs / Further Enquiries

6.1

If the beneficiary passes away before the payment of the GST Voucher – Cash and/or MediSave is made, will he/she still qualify?

No. The GST Voucher – Cash and/or MediSave is only paid out to Singaporeans who are alive at the time of payment.

6.2

Will I be eligible for tax relief for donations made through the GST Voucher website?

GST Voucher – Cash donations made through the GST Voucher website are processed by the National Volunteer & Philanthropy Centre and may be eligible for tax relief. For more information on tax relief and tax receipts, please visit www.giving.sg/faq.

6.3

Who can I contact for more information on the GST Voucher?

For more information on the GST Voucher – Cash and MediSave, you can;

- i. Call 1800 2222 888 (Mon-Fri: 8:00am–5:30pm), or
- ii. **Submit an Enquiry** (You will be redirected automatically after SingPass log in)

For more information on the GST Voucher – U-Save, you can;

- i. Call 6671 7117 (Mon-Fri: 8:00am–5:30pm), or
- ii. Email customersupport@spgroup.com.sg

6.4

How can I submit an enquiry if I do not have a SingPass account?

If your enquiry contains confidential information, you are recommended to use the **Submit an Enquiry** service to correspond with us for added security. You will need to log in with your SingPass to access the online service.

If you do not have a SingPass account, you may register [here](#).

6.5

Why is the Government sending SMS notifications instead of hardcopy letters?

From 2017, those getting GSTV – Cash or GSTV – MediSave will automatically receive SMS notifications if they have a mobile number updated with SingPass. This will be faster and more convenient for citizens, more environmentally-friendly, and helps to save on cost as well.

6.6

How do I update my mobile number to receive SMS notification for GST Voucher?

Citizens may update their mobile number with SingPass at www.singpass.gov.sg.