

**NTUC Income Home Services
Information Leaflet**

INTRODUCTION

We have a panel of service providers who provide professional and reliable household repairs and maintenance. All jobs^ referred by NTUC Income Home Services come with 90-day service warranty provided by the service provider.

SERVICE GUIDELINES

1. Who can utilise the services available under Home Services?

Home Services is available to all, both policyholders and non-policyholders.

2. How to make a request for service provider from NTUC Income Home Services?

Submit an online request at <http://www.income.com.sg/homeservices>.
Alternatively, you can call our hotline number at 6788 8788 from Mondays to Fridays between 8.30 am and 6.30 pm.

3. What are the objectives of Home Services?

NTUC Income wishes to provide a simple structure for customers to procure the necessary services. It also serves as an alternative channel for the Service Providers, who are mainly small and medium enterprises, to get some business. To help these SMEs, NTUC Income assures the performance of these Service Providers subject to terms and conditions.

4. Are Service Providers qualified?

A prospective Service Provider would have to submit an application with the necessary supporting documentation and attend an interview. Qualification would depend on statutory requirements. Plumbers and electricians are PUB and EMA registered respectively.

5. What information do I need to provide when submitting an online request?

- a. Name*
- b. Mobile phone number*
- c. Postal code*
- d. Select service required* (up to a maximum of 3 services in one request). Under each service, select from the sub-category the most suitable description relating to your request. You can add a brief description or digital image (file size: < 500 KB) to further explain your service needs.
- e. Preferred date and time for service/s required*
- f. Your understanding and agreement to the Personal Data Collection statement*
- g. Agreement to pay the transport charges*

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6. How will my request be processed?

- a. Based on your service request, our Home Services system will search for service provider available to provide service.
- b. Service provider who is available to contact you. Service provider will provide an estimated price range on standard service covering cost of materials (if applicable), labour and transport charges. If there is an agreement between you and the service provider, please confirm the appointment time and provide your location details.
- c. For certain jobs, for example, renovation, electrical rewiring, water seepage, plumbing works or air con cabling, the service provider may require a site visit in order to provide a more accurate quotation. A transport charge will be levied for site visit.
- d. When you submit an on line request, you will be sent an URL link to check on your job status.
- e. If there is no service provider available at the preferred date and time stated, a SMS notification will be sent to you.

7. Is the Customer obliged to accept the Service Provider assigned?

A Customer is NOT under any obligation to give the job to the assigned Service Provider.

8. Any costs payable by Customer should the Customer reject the Service Provider's offer?

There is no charge to the Customer if the Customer rejects the Service Provider's offer after a phone discussion. However transport charge **will be applicable** if the Customer rejects the Service Provider's offer after site inspection.

9. What is the transport charge applicable?

Transport charge (inclusive of GST) applicable would be as follows:

Day of the week	Time Period	Charge
Mondays to Fridays Saturdays	8 am to 5 pm 8 am to 1 pm	\$20
Mondays to Fridays Saturdays Eve of Public Holiday	5 pm to 9 pm 1 pm to 9 pm 1 pm to 9 pm	\$30
Mondays to Fridays Saturdays Sundays and Public Holidays	After 9 pm After 9 pm Whole day	\$60

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10. If there is no service provider available to provide the service, what can the Customer do?

The Customer may resubmit the online request stating a different date and time. No charges applicable.

11. What does the 90 day warranty cover?

All jobs[^] referred by NTUC Income Home Services come with a 90 day service warranty. During the warranty period, the service provider will make repairs or fix problems without additional cost to the customer in the event that the service provided proves to be defective or unsatisfactory during the warranty period.

Warranty may not be extended for any of the following situation:

- repair or service provided carried based on the customer's instructions which may defer from service provider's proposal to rectify the problem which had occurred.
- equipment which the service provider is no longer able to secure spare parts from the agent and customer requested service provide to make modifications or to use alternative parts to resolve issue
- using spare parts or items purchased by the customer

Customer and service provider to discuss and agree in writing for such cases.

12. Can Customer ask the Service Provider to do other tasks not related to the scope of the original assignment?

No. However should the Customer and Service Provider choose to do otherwise, it would be a private arrangement on a willing buyer, willing seller basis. Such additional tasks are not covered under the NTUC Income Warranty.

12. Can Customer call the Service Provider directly for future jobs?

It is **NOT** advisable as you will not enjoy the free benefits of the NTUC Income 90-Day warranty and quality assurance.

Referral Services Department
1 June 2019

Notes:

*Compulsory fields

[^] Except house cleaning, pest control, funeral service, health screening and house moving