



SASCO Direct Debit Donor Programme FAQ

Through SASCO Senior Citizens' Home, daycare centres and Active Aging Centres, we are able to provide care to the elderly in Singapore and enable them to age with dignity. With the Direct Debit Donor Programme (DDDP), members of the public can pledge their support and donate to SASCO Senior Citizens' Home in the most cost-efficient and convenient way.

What is the SASCO Direct Debit Donor Programme (DDDP)?

DDDP is a donation programme designed for members of the public who are interested in supporting SASCO Senior Citizens' Home's efforts and activities in Singapore on a monthly, 6-monthly or annual basis. Through our interaction with the public, we realise that many people want to donate to support SASCO's work in Singapore on a regular basis, but in smaller amounts. Hence, DDDP is an answer to that request.

How does SASCO Senior Citizens' Home promote DDDP?

DDDP is promoted face-to-face and it is an easily accessible and friendly method of allowing members of the public to find out more about SASCO efforts to care for the elderly and their activities. DDDP is promoted at various places including events, shopping malls and at pre-approved locations throughout Singapore. This mode of engagement also makes it easier for those who do not have the opportunity to contribute through other channels, such as volunteering or donating in kind, to express their support.

Which parties are involved in DDDP?

There are 3 parties involved, and they are SASCO Senior Citizens' Home, LADDERPRO PTE LTD and SG Global Support Services. We have engaged LADDERPRO PTE LTD, a reputable international marketing company. LADDERPRO PTE LTD sends small teams of trained fundraisers known as "SASCO Appointed Representatives" to promote the SASCO Direct Donor Programme (DDDP) at residential and pre-approved venues in Singapore. SG Global Support Services helps us to manage this programme's administrative work.

Why doesn't SASCO Senior Citizens' Home use its own staff or volunteers for DDDP?

SASCO Senior Citizens' Home is not able to bear the cost of setting up a large team to manage and carry our DDDP. This is why we are partnering with LADDERPRO PTE LTD who specialises in face-to-face marketing. This partnership allows SASCO to save costs and channel your donations to our efforts to support the elderly in Singapore. Face-to-face fundraising is a regular, professional job that requires long-term commitment and specific skills. While we sincerely thank our volunteers for their support, many of them have jobs and/ or commitments which mean that they are not ideal candidates for this type of programme.

How can I be sure that the person approaching me for donations is a Brand ambassador of LADDERPRO PTE LTD?

All our representatives carry a copy of the official letter issued by the SASCO Senior Citizens' Home.

If in doubt, you can also contact SASCO at 6273 5183 or LADDERPRO PTE LTD at 6557 0120 with the full name or ID badge number of the representative that you wish to verify.

Why is Singpass required during the DDDP sign-up process?

Singpass verification securely confirms your identity, ensures donation details are accurate, and protects you against identity fraud.

Will Singpass prompt for Face Verification even after I've approved the request on my app?

Yes. In certain cases, Singpass may request Face Verification as an added security measure. This step confirms that the person authorising the transaction is the rightful account holder.

Please note:

- Face Verification is a standard Singpass security feature.
- The verification will be captured using the Brand Ambassador's device, but all data is processed securely by Singpass.

Is the Singpass app safe to use?

Yes. Singpass is the official government app that allows Singapore residents to securely access government and approved services.

Will the Brand Ambassador ever ask for my Singpass password?

No. Brand Ambassadors will never request your Singpass password or PIN.

You will complete the approval directly on your own device.

Important: Never share your login credentials with anyone.

How much is the monthly, 6-monthly or annual donation?

Monthly donations start at S\$60 per month (only \$2 per day) and this amount will go a long way towards our efforts to support the elderly in Singapore. 6-monthly donations starts from \$360 and deductions are made once every 6 months. It works out to exactly the same amount as \$60 a month, except that deductions are less frequent. Annual donations start from \$720 per year.

Note: SASCO Appointed Representatives are NOT allowed to accept cash donations.



I am keen to consider donating to SASCO Senior Citizens' Home. But, can I make a one-time donation instead of donating on a monthly, 6-monthly or annual basis?

Although SASCO Senior Citizens' Home is government subsidised, not all our costs are covered by government grants. Our ability to continue to care for our elderly residents is largely dependent on donations from good hearted individuals like you. Your generosity and donations will allow us to continue to care and support the elderly in Singapore and ensure they can age with dignity.

Every donation is important for us to continue our work. However, should you be keen to donate on a one-time basis only, you can do so by:

- Sending us a cheque made payable to "SASCO Senior Citizens' Home" at the following address, with your name and contact number on the back of the cheque to facilitate processing.
SASCO Senior Citizens' Home
991 Alexandra Road, #01-04, Singapore 119964
- We also accept cheques and cash donated from walk-ins and you are welcome to visit our Home at the above address to do so.
- For donations in kind, please call our office at 6273 5183 **EXT 132** so arrangements can be made. Food donations require preparation so we would request at least 3 days notice.

What happens to the money that I donate? How does it help SASCO Senior Citizens' Home?

Your donations are put to good use through the following activities, where we:

- Provide a homely environment for the elderly
- Give them care and medical support
- Organise activities to allow them to remain engaged
- Encourage individual freedom and aging with dignity

How can I make a donation?

Aside from the DDDP, the SASCO Senior Citizens' Home also accepts donations in cash or in kind.

Are my donations tax-deductible?

Donations to SASCO SENIOR CITIZENS' HOME are tax-deductible as we are registered as a charity in Singapore, and as an Institution of Public Character (IPC). In Singapore, only an IPC can issue a tax deductible receipt.



How can I cancel my monthly, 6-monthly or annual donation?

Every dollar is crucial to carry out our Homecare activities in Singapore. Hence, we hope that we can have your continuous support. However, if you need to cancel your donation, please contact the donor service line at 6323 2012 and we will process your request immediately. However, please allow a maximum of 30 days for the termination of credit card arrangements to take effect.

Who do I contact to feedback regarding a SASCO Appointed Representative?

We are always striving to improve, so we would really appreciate if you could contact us directly with your feedback regarding our representatives.

To enable us to better attend to your feedback, please provide us with the following information where possible:

- i) Name of SASCO Appointed Representative
- ii) Date and location of encounter with our representative.

Who do I contact for further enquiries?

a) For enquiries on DDDP/SASCO Appointed Representative:

LADDERPRO PTE LTD
Tel : +65 6557 0120 Fax : +65 6535 6972

b) For enquiries on donations or donor services (eg. Change of address, cancellation, etc.):

Donor Service Line
Tel : +65 6323 2012

c) For enquiries or feedback on SASCO Senior Citizens' Home programmes:

SASCO Senior Citizens' Home
Tel : +65 6273 5183
Email : info@sasco.org.sg