

Frequently Asked Questions on Supplementary Membership Scheme

1. I am a NTOM member. Can my child qualify for the scheme?

No, unless you convert your NTOM to Ordinary Membership. The conversion fee is \$14,000 (excluding GST) is payable if you would like to convert to Ordinary Membership.

2. I am a Term Member. Can my child qualify for the scheme?

No.

3. Will the 6-month minimum subscription period be charged lump-sum in advance?

No. We will bill you on a monthly basis via the Principal Member's Statement of Accounts.

4. My child is going away for overseas studies in 4 months' time. Can my child join the scheme for only 4 months?

Yes, we can make exceptions but you need to produce documentary evidence to support your application. The monthly subscription (\$60 per month) will be payable in advance for the entire duration and temporary card will be given.

5. My child is currently studying overseas and will only come back once or twice a year to use the facilities. Can I apply for this scheme?

No. However, we can extend this scheme on a temporary basis to your child at the same monthly subscription rate of \$60 per month but the subscription fee will be charged (lump-sum) in advance. Your child will be given a temporary card during this period of time.

6. What if I terminate the Supplementary Membership and then re-apply after 2 years?

You may terminate the Supplementary Membership after the 6-month minimum subscription period and re-apply again. Please note that there will be a registration fee incurred. However, we may make exceptions if the child is living or studying overseas for that period of time - relevant documentation is required to support the application.

7. My child is turning 26 in 5 months' time. Can I still apply for the Supplementary membership scheme for him / her?

We can extend the scheme to your child on a temporary basis at the same monthly subscription of \$60 per month and the subscription fee will be charged (lump-sum) in advance. Your child will be given a temporary card during this period of time.

8. How will the monthly subscription and expenses incurred by the Supplementary Member be charged?

Monthly Subscription and expenses will be charged to the Principal Member's account. The expenses incurred by the Supplementary Member will be listed separately, but within the Principal Member's Statement of Accounts.

9. Will there be any other payment besides the monthly subscription?

No, except for expenses incurred by the Supplementary Member.

10. Will the Supplementary Member be entitled to a free Car Park label?

No. If the Supplementary Member needs a car park label, they will have to apply under the Principal Member and the standard charges will apply i.e. First car – free, Second car -\$50 refundable deposit, 3rd and 4th car at \$50 and \$100 monthly respectively.

11. My child is turning 21 in 6 months' time. Must I apply now?

It is not necessary to apply for the scheme now. We will inform you in writing (usually 2 months' in advance) before your child turns 21 to inform you of the scheme. You can sign-up within 3 months from the date your child turns 21 and we will waive the registration fee.

12. Will there be any quota in terms of number of Supplementary Memberships approved?

No. As long as your child meets the eligibility criteria, the application will be approved.

13. How soon can I get my membership card once I have submitted all the necessary documents?

About 3 working days (excluding Saturday, Sunday, PH) - we will inform you via phone when your card is ready for collection.