



# FREQUENTLY ASKED QUESTIONS

## Income Support Grant (Phase II)

### Who can apply for the Income Support Grant?

Only persons who lost their income **on or after May 1st 2021**, do not have a NIS number, and were employed in the following sectors should apply:

- Bar, Gaming, Restaurant, Entertainment, Tourism Industry
- Spa Industry (hairdressers, barbers, nail technicians etc.)
- Persons who sell or offer for sale food or drink as a street vendor;
- Retail Establishments (In accordance with Public Health Ordinances).

### Where can I go to apply

To apply, please visit the Ministry's website at [www.social.gov.tt](http://www.social.gov.tt) and click on **Covid-19 Social Support**.

### Can I apply for both the Salary Relief and Income Support grants?

**No.** The Ministry of Social Development and Family Services will only be accepting applications without a NIS number. Persons with a NIS number must apply through the Ministry of Finance.

### What is the value of the grant?

The Income Support Grant is up to a maximum of \$1,500 for the month of May 2021 ONLY. Once eligible, persons who lost their income with effect from May 1, 2021 will receive \$1,500. Persons who lost their income with effect from May 8, 2021 will receive \$1,000.

### What documents can I use as national identification?

National Electoral Identification Card only. (NOT Driver's Permit or Passport)

### What can I use if I am not in possession of a National ID Card?

Only the national electoral identification card is acceptable. This grant is for citizens and permanent residents only.

### What if my ID Card has been stolen or lost?

You may submit a copy of the Police Report or letter from the Elections and Boundaries Commission (EBC). Either document must have your ID number listed.

### I am self-employed and have a NIS number. Should I apply for the Income Support Grant?

**No.** Only eligible persons without a NIS number should apply for the Income Support Grant. Persons with a NIS number are advised to apply for the Salary Relief Grant administered by the Ministry of Finance.

### What documents do I have to attach if I am self-employed?

Two forms of documentary evidence of self-employment such as Certificate of Registration, Valid Food Badge, Invoices/Bills for purchase of supplies (**ONLY 2021**), business rental receipt (**ONLY 2021**) etc. Applications must be supported by one recommendation. **See Guidelines for further information.**

**How will the Income Support Grant be paid? Is it through direct deposit or a cheque?**

Both methods will be utilized. Applicants will be asked to indicate the preferred option.

**What if I do not have a bank account?**

You will receive a cheque if you qualify for the grant.

**If I do not have a bank account can I use one belonging to my spouse or another close relative?**

Absolutely not. The payment will be rejected at the bank and this will significantly delay your payment.

**Can I use a bank account that I have not used recently?**

All applicants opting to be paid by direct deposit to their bank accounts are required to check with their banks to ensure that the accounts are presently active before listing the account on the application form.

**I have no access to a computer to complete and submit my application. May I submit it in person, and if so, at what location?**

**No.** Only online applications will be accepted. The application form may also be accessed by smart phone.

**How will I know if my application was received?**

An automatic response confirming receipt of your application will be forwarded to you.

**How will I know if my application was approved or not?**

If you provided your cell phone number or an email address, you will be notified via these mediums.

**Can my employer complete my Income Support Grant application form or am I required to do so?**

An employer may assist an employee to complete the application form however it is up to the employee to ensure that the information submitted is accurate and complete before it is submitted.

**Where and how may I access Psychosocial Support?**

Persons may call the National Family Services Division at 623 – 2608; exts 6701 to 6708.

**The Ministry also wishes to advise of its continued commitment and support to existing beneficiaries and persons critically affected by COVID-19.**

 **[www.social.gov.tt](http://www.social.gov.tt)**

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