



# 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.)
- Workers in the Gym/Fitness Industry
- Persons who sell or offer for sale food or drink as a street vendor;
- Retail Establishments (In accordance with Public Health Ordinances).
- Construction Sector

### 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** or <https://grants.social.gov.tt/>

### 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.

### **I currently receive social support from the Ministry, can I apply for the Income Support Grant?**

No. Persons in receipt of social support from the Ministry are not eligible to receive the Income Support Grant.

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

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

### **Are job letters from self-employed persons that do not have a stamp acceptable?**

(Those applications with job letters that do not have a stamp should be accompanied by at least two other forms of documentary evidence of employment. A call to be made to indicate same).

### **Are car detailers included under the retail establishment sector?**

(Once they were required to stop working they should be accepted). (See Public Health Ordinance).

### **Is a stamp needed for recommenders who are retirees?**

(No stamp is needed for retirees who are recommenders. Persons must fall under the established list of recommenders).

### **Is there a size limit to the documents I am uploading?**

Yes, documents should not exceed 5Mb.

### **When can successful applicants expect receipt of the grant?**

(appropriate answer to be inserted) - ISG Email queries team is currently telling persons that applications are still being validated and once they are successful they will be contacted.

## What is the age requirement for applications?

(National ID's can be issued at age 15. Persons 16 years and older can legally work in Trinidad and Tobago. There is no age limit for self-employed person. The Tripartite Committee established by ILO Convention No.144 is currently considering the ratification of Convention No.138 concerning the minimum age for admission to employment. Until such time, technically the minimum age for employment in Trinidad and Tobago remains at age fourteen (14). The information is taken from the International Labour Organization's website).

## If your last pay was April 28, 29, would May 1st still be the acceptable date, according to the criteria

Yes

## Do you need to fill out employer section on the application form as well as supply an employment letter?

(One form is acceptable once it gives all the required information).

## Are validators to accept the forms that are not signed and just have a tick?

(If the application has been filled out online, the tick is acceptable. Those who may have downloaded the form, fill it out and re-load it, would have a signature).

## Should retired principals and teachers be made to submit their Teacher ID's?

(this was not stated in the instructions. Validators are to accept these recommenders).

## Are applications for persons working in the printing industry to be accepted?

(Once the person falls under the relevant sector and meet all the requirements, their application is to be accepted).

## What should be done if a recommender states that they have known the person for years and not state the number of years.

(This was a reason for rejecting an application. The guideline clearly states that "the recommender must have known the persons for at least three (3) years and this must be stated by the recommender. The recommender must be contacted to confirm the length of time that the applicant has been known).

## Do caterers fall into the persons who offer for sale food or drink?

(Yes, they are to be considered as self-employed persons).

## Can self-employed persons submit two rental receipts or two invoices and that be considered two forms of documentary evidence?

(Two different forms of documentary evidence must be submitted. The rental receipt must state that it is for commercial purposes. Invoices can be from two different suppliers. All forms of documentary evidence must be from suppliers – do not accept internal generated receipts).

## Can food badges that expired in November/ December of 2020 be accepted as a form of documentary evidence?

(The form guidelines specifically stated 'valid food badge'. If the applicant's badge has expired the client would be required to provide additional forms of documentary evidence to support their employment. Contact to be made).

## Do Lotto Booths fall under the gaming industry?

(Lotto Booths would fall under retail trade).

## What date in May should be considered the cut-off date for application for loss of income?

(There is no cut-off date for loss of income).

## It should be noted that construction workers would be paid for one (1) month ONLY in the first instance

## If I submitted my application and have not received a confirmatory automated response, should I reapply or does this mean I was not successful?

Initially, ISG Email queries team was telling persons to reapply once they fall within the qualifying sectors and do not possess and NIS # (when I spoke with IT though they were saying there is a short window for re-applications of that nature which I believe was within a day for the first application to be override - I am not sure since they reopened for application if the same applies.)

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