

FAQs on Migration from NTUC Starter Membership to NTUC Membership

Section A: Understanding the Change

1. What is happening to my NTUC Starter Membership?

NTUC Starter Membership will evolve as part of NTUC Youth's ongoing efforts to expand the youth membership experience. As part of this transition, the NTUC Starter Membership will be available until 31 December 2026. During this period, existing NTUC Starter Members will continue to enjoy the perks and offerings associated with their membership, in accordance with the information published on NTUC Youth's official website.

2. What will happen to the Starter Progressive Web App (PWA)?

The NTUC Starter Progressive Web App (PWA) remains available until 29 May 2026, following which members can refer to [NTUC Youth Official website](#) for further information on their perks and benefits for their remaining tenure.

3. Why is this exercise taking place?

This transition exercise will help us re-evaluate our offerings for the youth and will be improving our targeted programmes so that members can get the head start, guidance, skills and confidence they need in their career journey whilst being granted access to the comprehensive NTUC Membership perks.

NTUC Membership provides its members with comprehensive benefits across work, life and play, including workplace protection, upskilling opportunities and savings on daily necessities. It also supports workers throughout their career stages, offering specific programmes for young workers and professionals.

Section B: Eligibility and Applicability

4. Who is eligible to migrate to NTUC Membership?

Eligible NTUC Starter Members with an active membership will be invited to participate in the migration exercise.

5. Who is eligible for NTUC Membership?

NTUC Membership is open to persons above 16 years of age with valid NRIC/FIN number, except personnel from Singapore Police Force, Singapore Prison Service, Civil

Defence Force, Singapore Armed Forces, Narcotics Service or Auxiliary Police bodies (Certis Cisco, Aetos and SATS), and foreign domestic workers.

6. How do I cancel my NTUC Membership?

Members must provide three months' written notice to cancel their membership.

Section C: The Transition Process

7. Will my existing NTUC Starter Membership automatically transition to NTUC Membership?

No, you will need to consent to the transition by completing the undertaking form in the Starter PWA (Progressive Web App). You will only become an NTUC member should you agree to the undertaking form.

8. When will I be able to use my NTUC Membership?

Your NTUC Membership account will be created for you accordingly and NTUC Youth will notify you via official NTUC Youth communication channels in April 2026 when you can log in to your account to finish setting it up.

9. Will my membership number or account change?

Your membership number will be a new one.

10. What will happen to my digital Starter membership card?

A new card will be issued for your NTUC Membership no later than one month from the start of your membership.

11. When will my NTUC Membership commence?

Members who accept the undertaking form will have their Starter membership cease on 30 March 2026. Upon acceptance of the undertaking, the member's new NTUC Membership shall commence on 1 April 2026. Members can access their membership benefits from 15 April 2026, subject to successful enrolment and system activation.

Section D: Fees, Payments & Value

12. **Do I need to pay anything during the transition?**

No fees are required during the transition, as membership fees will be subsidised from April to September 2026 (6 months' worth \$54). Fee collection of \$9 per month will commence on 1 October 2026.

13. **Can I receive a refund for the NTUC Starter Membership?**

Refunds will only be given to eligible members, including:

- Members who were gifted an NTUC Starter Membership and have a remaining membership tenure of more than one year.
- Members who renewed their membership in February or March 2026.
- Refund amounts will be pro-rated based on the number of eligible remaining months.
- All eligible refunds will be processed no later than 31 December 2026.

14. **What are the fees for NTUC Membership?**

NTUC Membership fee is \$117 per year. This annual fee is divided into 12 payments - \$9 per month from January to November and \$18 for December. Please be assured that the Membership fee of \$18 for December is part of the Membership fee of \$117 per year. There is no double deduction or change in the membership fee.

Section E: Benefits, Deals & entitlements

15. **Are the perks and benefits changing?**

Yes. All eligible members who undergo the migration exercise will have access to both NTUC Starter and NTUC Membership benefits. You can expect an upgrade in benefits provided such as Linkpoints, \$250 UTAP training credits, Kopitiam deals, workplace protection (for employed individuals) while still retaining access to the Youth-exclusive programmes such as career development, financial literacy, networking events and mental well-being workshops. Check out the NTUC Membership benefits [here](#).

Starter Membership and its perks will officially cease on 31st December 2026

16. **Are the Starter deals still valid?**

Existing deals and perks under NTUC Starter Membership will remain valid until their stated end dates, subject to terms and conditions. Members can refer to this [link](#) for full details.

17. What happens to my existing vouchers or entitlements?

Any valid vouchers or entitlements under your NTUC Starter Membership will remain valid until your membership renewal date or stated end date of the offering (subject to terms and conditions).

18. What happens to my UTAP-lite credits after transition?

For courses concluding by 31 March 2026, claims may still be submitted up to six months post-course completion, with a final submission deadline of 30 September 2026. Please note that membership must remain valid throughout this period (the successful migration from NTUC Starter to NTUC Membership); exceptions for any lapses in membership will be considered on a case-by-case basis. From 1 April 2026 onwards, all new courses commencing from this date and their related claims must be submitted via the main UTAP portal for members who successfully transition to NTUC Membership. Members are expected to transition to NTUC Membership to be eligible for the standard NTUC Membership UTAP benefit (valued at \$250 annually). The benefits offered by UTAP-lite and NTUC Membership UTAP do not overlap; therefore, the balance for 2026 is \$250, not a combined total of \$200 plus \$250.

Starter members who retain their Starter membership and do not transition to NTUC Membership can continue to claim their UTAP-lite credits (valued at \$200 annually) for courses taken in 2026 via the Starter app or UTAP portal.

19. How can I claim my UTAP?

From 1 Jun 2026, eligible members will need to submit their claims via the UTAP portal for online claims [here](#). For claims before and up till 31 May 2026, eligible members may submit their UTAP claims via the Starter Progressive Web App (PWA).

20. How can I access my NTUC Membership?

You may access your NTUC Membership via the MyNTUC app or U Portal.

Section F: Opt-Out & Alternative Options

21. What happens if I choose not to migrate?

If you do not agree to the undertaking form, you will continue to retain your NTUC Starter Membership until your upcoming renewal date or 31 December 2026 (whichever is earlier).

Section G: NTUC Starter Awardees

22. I am a Starter Awardee, can I continue to be a Starter member?

NTUC Starter Awardees are required to be or become an NTUC Starter member or NTUC member. With the integration of NTUC Starter membership into NTUC membership, Awardees are required to be a NTUC member for the duration of their Award.

Section H: Data, Communication & Support

23. Will my personal data remain secure during the transition?

Yes. Your data continues to be fully protected under NTUC's PDPA policies, with no changes to data handling or consent processes.

24. Will I still receive updates from NTUC Youth?

Yes, you may continue to receive updates on NTUC Youth programmes, events, and initiatives, subject to your communication preferences.

25. Who can I contact if I have further questions?

You can contact NTUC Youth via email at youth@ntuc.org.sg.