

ABSENT MEMBERSHIP

ELIGIBILITY

Only members who have to go overseas for study or job assignment for a minimum of 2 months may apply.

PROCEDURE

Application must be submitted at least **two weeks** prior to effective date. Otherwise, it will not be processed. Application forms are available at all EnergyOne service counters or you may contact us for an application form. Complete and submit application form with supporting documents at any EnergyOne service counter personally or post / fax to us at:

EnergyOne
293 Lorong 6, Toa Payoh, Singapore 319387.
Fax: 6355 4537

PROCESSING TIME

Only applications with supporting documents will be considered. The normal processing time is ten days. Members will be notified of outcome by post.

IMPORTANT INFORMATION

- Please ensure that all forms are duly signed and completed. Applications with incomplete forms or documents will not be considered.
- All original documents must be presented upon request for verification.
- Absent Membership application must be supported by relevant documents and submitted to Membership Services Executive, EnergyOne, at least 14 days in advance of such impending absence for overseas work/studies.
- A Confirmation letter will be posted to Member within three weeks upon Member's submission of completed application and relevant documents.
- Any outstanding subscription fees will have to be settled before the application of Absent Membership is approved.
- Member will pay a monthly administration fee for the full period of absence upon submission of application of Absent Membership.
- Payments to EnergyOne are non-refundable except in cases where the Absent Membership application is rejected and/or otherwise stated on a case-by-case basis.
- Administration fee for Absent Membership is non-refundable when the Membership of the Member is terminated before the expiry of Absent Membership.
- Upon approval for Absent Membership's application, membership term will be suspended and reinstated upon expiry of Absent Membership or overseas posting (whichever is earlier).
- During Absent Membership period, Member may utilise EnergyOne's facilities at member's rate for a maximum of fourteen (14) days consecutively per year, by giving EnergyOne a minimum of one (1) week notice in advance to obtain a Temporary Pass for utilisation of EnergyOne facilities.
- EnergyOne Management shall have the absolute discretion to amend and introduce such rules, terms and conditions including the withdrawal, alteration or addition of such benefits, obligations and privileges as deemed fit at anytime. A Notice detailing such changes will be put up at all EnergyOnes and members are advised to take note of the same.
- EnergyOne Management shall be the sole authority for the interpretation of these terms and conditions.

Frequently Asked Questions (FAQ):

If my application is rejected, can I apply again?

1. You may submit another application, however, you may wish to know that your application is carefully considered before our final decision. Hence, you are advised to submit an appeal only when there is additional information or document.

What should I do if I do not hear from you after ten days?

2. As your application is being taken seriously, please allow us to consider and review within the normal processing time. You may call us at 6355 4521 or email : energyone@safra.sg when there is no result after ten days.

