

WAIVER OF SUBSCRIPTION FEES

ELIGIBILITY

Members who will attend In-Camp Training (at least 14 days) or are on medical conditions (eg Hospitalisation, Operation or Major Illness).

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 by members. Applications with incomplete forms or documents **WILL NOT** be considered.
- All original documents must be presented upon request for verification.
- With the exception of application on grounds of medical conditions, applications must reach EnergyOne two weeks prior to the effective date and supported by relevant documents.
- Membership fee must be current before application of membership fee waiver is approved.
- No refund will be made for members who resign from EnergyOne while under the waiver period.
- Upon management's approval, membership term will be suspended and reinstated upon expiry of waiver period.
- Members are **NOT** allowed to use the facilities once the waiver has been approved.
- Decision of EnergyOne Management shall be final.
- The Management reserves the right to amend the Terms and Conditions without prior notice.

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 two weeks?

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 ONLY WHEN there is no result after ten days.

