
TOTE BOARD ENHANCED FUND-RAISING PROGRAMME (EFR) *for FY2025*

Apply via OurSG Grants Portal:

<https://oursgrants.gov.sg/grants/fr/instruction>

EFR Information on Tote Board's Website:

<https://www.toteboard.gov.sg/grants/fund-raising-programme>



Updated as of 18 February 2025. The contents of this document and the programme terms are not exhaustive and Tote Board reserves the right to revise these from time to time at its discretion. Kindly refer to the [Enhanced Fund-Raising Programme webpage](#) for the latest updates.

Please note that all applications are subject to Tote Board's review and approval. It reserves the right to decline any application at its discretion, without obligation to provide specific reasons for its decision.

Tote Board is committed to upholding the integrity of the EFR Programme. Any misuse or abuse of the programme will be thoroughly investigated with appropriate action being taken.

Frequently Asked Questions (FAQs) Tote Board's Enhanced Fund-Raising Programme (EFR)

Key Changes to EFR (FY2025 – FY2027)

Matching Formula	FY2025 Dollar-for-Dollar matching	FY2026 Step-down matching	FY2027 Only Tote Board matching
Tote Board	40% matching, capped at \$100,000 per application	20% matching, capped at \$50,000 per application	20% matching, capped at \$50,000 per application
Government	60% matching, capped at \$150,000 per charity applicant per FY	30% matching, capped at \$75,000 per charity applicant per FY	0% matching. MOF's matching will cease in FY2027

- EFR projects must meet an Expenditure/Income (E/I) ratio of no more than 35%. Funds raised can be through physical platforms and/or approved digital crowdfunding platforms.
- There is an annual cap of five applications per charity applicant.
- All caps reset at the start of each FY (i.e. 1 April to 31 March of following year). For example, FY2025 is from 1 April 2025 to 31 March 2026 (both dates inclusive).

Important Notice: For each application, please review and ensure that your charity has fully read and understood the details of the EFR programme and will comply with them. You are strongly encouraged to go through the Frequently Asked Questions (FAQs).

EFR claims submission requirements (for claims submitted from 1 April 2024)

For smoother and faster claims evaluation and approval, grantees are required to complete and submit a Supplementary Claim Form for EFR claims submitted from 1 April 2024 (e.g. a claim submitted on 1 April 2024 for an FY2023 project). **All claims must be submitted within nine (9) months after the "project end date"**. Late claim submissions and appeals for amendments after project end date will not be accepted. For claims that are not submitted on time or are incomplete, Tote Board reserves the right to withdraw full or partial support for the project.

Download a copy of the [Supplementary Claim Form](#) for use. (See [sample for guidance](#)).

Please submit the completed Supplementary Claim Form together with your EFR claim through OurSG Grants (OSG) portal, otherwise, the claim will be rejected.

Frequently Asked Questions (FAQs) Tote Board's Enhanced Fund-Raising Programme (EFR)

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SECTION I: GENERAL QUESTIONS ABOUT EFR

1. How much support would charities receive from EFR from FY2025-FY2027 (1 April 2025 – 31 March 2028, both dates inclusive)?

Matching Formula	FY2025	FY2026	FY2027
Tote Board	40% matching, capped at \$100,000 per application	20% matching, capped at \$50,000 per application	20% matching, capped at \$50,000 per application
Government	60% matching, capped at \$150,000 per charity applicant per FY	30% matching, capped at \$75,000 per charity applicant per FY	0% matching. MOF's matching will cease in FY2027

- EFR projects must meet an Expenditure/Income (E/I) ratio of no more than 35%. Funds raised can be through physical platforms and/or approved digital crowdfunding platforms.
- There is an annual cap of five applications per charity applicant.
- All caps reset at the start of each FY (i.e. 1 April to 31 March of following year). For example, FY2025 is from 1 April 2025 to 31 March 2026 (both dates inclusive).

Important Notice: Please review and ensure that your charity has fully read and understood the details of the EFR programme and will comply with them. You are strongly encouraged to go through the Frequently Asked Questions (FAQs).

For large charities¹ with Institutions of a Public Character (IPC) status:

If your charity is intending to apply for EFR matching once for the entire FY2025 and the fund-raising target of this project is above \$250,000, please write to grants@toteboard.gov.sg to find out more about how Tote Board can better support your charity.

¹ As per Commissioner of Charities (COC) guidelines, a large charity refers to one with gross annual receipts of not less than \$10 million in each of the last two financial years immediately preceding the current financial year.

Please refer to Examples 1 and 2 for illustrations on EFR matching.

Example 1

In FY2025, charity A fund-raises \$200,000 for its first EFR project and another \$100,000 for its second EFR project (assuming all funds raised qualify for matching).

1 st EFR Project	Matching Fund
Funds Raised: \$200,000	Government: \$120,000 (60%)
	Tote Board: \$80,000 (40%)

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2 nd EFR Project	Matching Fund
Funds Raised: \$100,000	Government: \$30,000 (60%) ¹
	Tote Board: \$40,000 (40%)

¹The total funds raised in the second EFR project amounts to \$100,000, with 60% (\$60,000) eligible for Government matching. However, the Government's matching support has a matching cap of \$150,000 per charity per FY. Since the first project has already received \$120,000 in matching support from the Government, the matching support for the second project is limited to \$30,000 (\$150,000 matching cap minus \$120,000 already matched in the first EFR project).

Example 2

In FY2025, charity B fund-raises \$250,000 for its first EFR project and another \$100,000 for its second EFR project (assuming all funds raised qualify for matching).

1 st EFR Project	Matching Fund
Fund Raised: \$250,000	Government: \$150,000 (60%)
	Tote Board: \$100,000 (40%)

2 nd EFR Project	Matching Fund
Fund Raised: \$100,000	Government: \$0 (60%) ²
	Tote Board: \$40,000 (40%)

²The total funds raised in the second EFR project amount to \$100,000, with 60% (\$60,000) eligible for Government matching. However, the Government's matching support has a matching cap of \$150,000 per charity per FY. Since the first EFR project has already received the full Government matching support of \$150,000, the second project will not receive further matching.

2. What do we mean by "fund-raising project"?

A "fund-raising project" refers one project-specific campaign aimed to raise funds for a charity within a fixed period (up to 12 months). Under this campaign, there could be various fund-raising activities, both physical and/or digital, to engage donors and gather support across approved supportable platforms. Eligible fund-raising activities include:

- (a) physical event(s) where people come together to fund-raise (e.g. Charity Walk, Gala Dinners, Fun Fair, Walkathon, Charity Auction, Charity Golf, Flag Day etc); and/or

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- (b) digital fund-raiser(s) on approved platform(s) (see Question 3). This includes fund-raiser(s) on approved digital crowdfunding platforms or on charities' corporate websites.

To be eligible for EFR matching, all fund-raising activities under the project-specific campaign must be included in the application and take place within the project's start and end dates.

3. What do we mean by "digital fund-raiser"?

A digital fund-raiser is a fund-raiser held on the following approved digital fund-raising platform(s):

- (a) an **approved digital crowdfunding platform*** that has signed a Memorandum of Understanding with the Commissioner of Charities to adhere to the Code of Practice for Charitable Online Fund-Raising Appeals. Please refer to the [Charity Portal](#) for the updated list of approved digital crowdfunding platforms.
- (b) **charities' corporate websites**. The charities' corporate websites should provide clear and direct access to the payment gateway by which the donors can make donations to the charities directly. It should not lead to any other third-party/non-approved crowdfunding platforms.

A digital fund-raiser should be time-bound and no longer than twelve months. The project-specific campaign page should clearly indicate the approved campaign title and a fund-raising period that is within the project start and end dates in the approved applications. Tote Board will not match funds raised on a perennial basis with indefinite time frames.

* Note: A digital crowdfunding platform is one that can be used by multiple charities to make their respective fund-raising appeals, and the platform collects public donations on behalf of these charities. Please note that only funds that are collected through the **approved** digital crowdfunding platforms are eligible for EFR matching. **Funds collected on non-approved digital crowdfunding platforms will not be eligible for EFR matching.**

4. What are the payment modes eligible for EFR matching?

For approved fund-raising projects, funds collected via the following payment modes can be considered for EFR matching:

- (a) cash and cheque donations;
- (b) e-payments collected through approved digital crowdfunding platforms; and
- (c) **direct** e-payments from donors to charities. This can include but are not limited to: **direct** electronic fund transfers from donors to charities [e.g. *PayNow, Fast And Secure Transfers (FAST), telegraphic transfer, GIRO*], credit and debit card payments, and payments via e-wallets.

Frequently Asked Questions (FAQs) Tote Board's Enhanced Fund-Raising Programme (EFR)

Funds collected for a project shall be raised and **credited** into your charity's bank account between the approved project start date and the project end date (both dates inclusive).

5. How should I choose the "project category" in the application?

Select a category that best aligns with your fund-raising activity (or multiple applicable categories if you have more than 1 fund-raising activity). Note that mode of donations (e.g. cash, cheque, PayNow etc), physical mailers and appeal letters are not considered categories and should not be included under "project category".

6. Can I include different modes of donations, physical mailers and appeal letter under "venue(s)/digital platform(s)" in the application?

Modes of donations (e.g. cash, cheque, PayNow etc), physical mailers and appeal letters are not considered valid venue(s)/platform(s) and should not be included under "Venue(s)/Digital Platform(s)" in the application.

SECTION II: ELIGIBILITY CRITERIA

7. Is my charity's fund-raising project eligible for EFR?

To be eligible for EFR, the following criteria need to be fulfilled:

(a) Your fund-raising project for local charitable causes should have well-defined outcome(s) that support Tote Board's strategic outcomes:

- Healthy lives and well-being
- Empowered communities
- Caring, cohesive and resilient society
- Sustainable and liveable home

Examples of purposes that are not permitted include:

- Project(s) that benefit only an individual;
- Religious activities for the promotion of religion;
- Political activities for the promotion of political ideology or party;
- Commercial project(s) for the sole purpose of profit making; and
- Debt / loan repayments

(b) The total expenditure for your fund-raising project should be no more than 35% of the total funds raised, excluding Tote Board's contribution, in-kind contributions and any other Government funding; and

Only funds that have not been matched from other Government funding and/or Tote Board's non-EFR funding (such as, but not limited to, Cultural Matching Fund, Community Silver Trust, Community

Frequently Asked Questions (FAQs) Tote Board's Enhanced Fund-Raising Programme (EFR)

Capability Trust, One Team Singapore Fund and SG Gives Matching Grant) will be considered for EFR matching.

8. Without considering EFR matching, the Expenditure/Income ratio for my fund-raising project expenditure exceeds 35%. Am I still eligible for the matching from Tote Board?

No. The Office of Commissioner of Charities recommends for all charities and Institutions of Public Character (IPC) to keep their fund-raising efficiency ratio to below 30%. That is, charities should not spend more than 30 cents to raise a dollar. This is to ensure that there is resource stewardship during fund-raising. Tote Board has allowed up to 35% Expenditure/Income ratio, considering that EFR matching are not yet included.

9. How is the Expenditure/Income ratio calculated?

Please see the worked examples in the table below. To qualify for EFR matching, the total expenditure for your project should be no more than 35%* of the total funds raised, excluding Tote Board's and Government's contributions**.

Description	Example 3 Expenditure/Income Ratio ≤35%	Example 4 Expenditure/Income Ratio >35%
Project Expenditure (A):	\$40,000	\$90,000
Income from funds raised (B):	\$150,000	\$150,000
E/I Ratio (A/B):	$\$40,000 / \$150,000 = 27\%$	$\$90,000 / \$150,000 = 60\%$
Status	Project is eligible for Tote Board's and Government's contributions	Project is <i>not</i> eligible for Tote Board's and Government's contributions

* Please note that calculations of the E/I ratio will be rounded up.

** All income and expenditure (excluding in-kind items/contributions) are to be reported on a gross basis (i.e. no netting-off of items).

10. Can the matching funds be provided on an upfront basis?

No. Tote Board provides matching funding after the project, based on accounts submitted to determine if the Expenditure/Income ratio is 35% or less.

11. When do I have to submit my application?

Applications must be received by Tote Board **at least 30 days before the actual event date of your fund-raising project** to provide sufficient lead time for reviewing the applications.

For fund-raising projects with a physical event (e.g. physical gala dinner) and/or virtual fund-raiser (e.g. online concerts, virtual dinners, e-walkathons, etc.), the 'actual event date' is the date on which the event is held. For fund-raising projects with neither a physical nor virtual fund-raising event, the start date of the fund-raising project is deemed the 'actual event date'.

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SECTION III: WHO CAN APPLY FOR THE MATCHING FUNDS?

12. Who can apply for the matching funds under the EFR programme?

Only EFR applications from Singapore-registered charities that are fund-raising for themselves will be accepted (i.e., the charity must be the beneficiary of all proceeds raised from the approved project).

If your charity works with a third party fund-raiser (e.g. a corporate bank or company) to fund-raise for your local charitable cause, please note that your charity will need to directly submit the application, and not via the third party fund-raiser. Each charity can apply for EFR matching for any permutation of charity self-fund-raisers and/or third party fund-raisers, up to a cap of 5 applications per charity applicant per FY.

13. My company and/or my friends and I (an informal group) wish to fund-raise for a charity. Can we apply for EFR matching?

No. Only Singapore-registered charities are allowed to apply for EFR. Please ask the charity to submit an application directly to Tote Board for EFR matching.

SECTION IV: SUPPORTABLE PLATFORMS

14. My fund-raising project has a mix of funds raised through physical and digital fund-raising activities. Is my project still eligible?

Yes. Your project is still eligible provided the funds were raised through eligible physical and digital fund-raising activities (see Question 2) as stated in your approved application.

15. Which digital crowdfunding platforms are approved under EFR?

Please refer to the Charity Portal for the updated list of approved digital crowdfunding platforms.

16. If my charity is fund-raising solely on an approved digital platform, can donations collected directly by my charity qualify for matching?

Yes, provided such donations received were in response to the project-specific campaign set up on the approved digital platform. Please refer to Question 4 for the payment modes.

An Agreed-Upon Audit Procedures (AUP) report may be required. Please refer to Section X (Agreed-Upon Procedures).

Frequently Asked Questions (FAQs)
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SECTION V: CAP OF 5 APPLICATIONS PER CHARITY APPLICANT PER FINANCIAL YEAR

17. Why is there a cap of 5 applications per charity applicant per Financial Year?

EFR is a broad-based fund which seeks to benefit as many charities as possible. The cap of 5 applications enables more charities to benefit from the EFR.

SECTION VI: GOVERNMENT MATCHING FUNDS

18. My fund-raising project intends to seek other Government funding and/or Tote Board's non-EFR funding or has already received other Government funding and/or Tote Board's non-EFR funding (such as, but not limited to, Cultural Matching Fund, Community Silver Trust, Community Capability Trust, One Team Singapore Fund and SG Gives Matching Grant). Is my project still eligible for further matching under EFR?

Only funds that have not been matched from other Government funding and/or Tote Board's non-EFR funding will be considered for EFR matching. **Tote Board does not allow matching of the same dollar raised, regardless of the matching level or percentage.**

Example A: If a project raises \$500,000 and enjoys a one-for-one matching of up to \$400,000 from Cultural Matching Fund, only the remaining \$100,000 will be eligible for EFR matching.

Example B: If a project raises \$500,000 and enjoys a 20% matching on \$400,000 from a Government matching fund, only \$100,000 from the remaining unmatched funds raised is eligible for EFR matching.

Example C: If a project raises \$100,000, with \$30,000 sourced from the Community Capability Trust and \$70,000 from donors, only the \$70,000 from donors is eligible for EFR matching.

SECTION VII: MINIMUM AMOUNT OF FUNDS RAISED

19. Is there a minimum amount to be raised before EFR would match the funds raised?

To qualify for EFR matching, the minimum amount to be raised is \$2,500 per application.

Frequently Asked Questions (FAQs)
Tote Board's Enhanced Fund-Raising Programme (EFR)

SECTION VIII: WHICH FINANCIAL YEAR DOES MY APPLICATION FALL UNDER?

20. How will an EFR project be categorised to the respective FYs?

A project's FY-categorisation will be based on its original approved project start date, regardless of any subsequent postponement and provided that the postponement is approved by Tote Board. Each FY runs from 1 April of the stated year to 31 March of the following year.

21. Will the new policy changes for FY2025 to FY2027 projects affect my past projects?

No. For FY2024 projects, please refer to the document titled "FAQs about Enhanced Fund-Raising Programme FY2024", which can be downloaded from the [Tote Board EFR webpage](#):

SECTION IX: GOVERNMENT'S MATCHING CAPS IN THE RESPECTIVE FINANCIAL YEARS

22. How do I ascertain the funding model and cap of the Government's contribution for my project?

To ascertain the matching mode and cap of the Government's contribution for your project, identify the **original approved start date** of your project, namely:

- a) **Projects that start between 1 April 2024 and 31 March 2025** (both dates inclusive) will, if eligible for Government matching, utilise your **FY2024 Government matching cap** - 60% matching, capped at \$150,000 per charity applicant per FY.
- b) **Projects that start between 1 April 2025 and 31 March 2026** (both dates inclusive) will, if eligible for Government matching, utilise your **FY2025 Government matching cap** - 60% matching, capped at \$150,000 per charity applicant per FY.
- c) **Projects that start between 1 April 2026 and 31 March 2027** (both dates inclusive) will, if eligible for Government matching, utilise your **FY2026 Government matching cap** - 30% matching, capped at \$75,000 per charity applicant per FY.
- d) **Projects that start from 1 April 2027** will not be eligible for Government matching and, if eligible, be **funded solely by Tote Board**.

Please refer to scenarios A to C for illustrations on the utilisation of Government's matching caps in the respective FYs.

Note: Tote Board's matching is not included in the illustrations.

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Frequently Asked Questions (FAQs) Tote Board's Enhanced Fund-Raising Programme (EFR)

Scenario A:

Three EFR projects by a charity applicant

EFR Project 1 Starts in FY2024	Government's Matching Support³
Fund Raised: \$200,000	FY2024: \$120,000
	FY2025: \$0

Regarded as a FY2024 project.

EFR Project 2 Starts in FY2024 Ends in FY2025	Government's Matching Support⁴
Fund Raised: \$200,000	FY2024: \$30,000
	FY2025: \$0

Regarded as a FY2024 project.

EFR Project 3 Starts in FY2025	Government's Matching Support⁵
Fund Raised: \$400,000	FY2024: \$0
	FY2025: \$150,000

Regarded as a FY2025 project.

³The total funds raised in the first EFR project amount to \$200,000 with 60% (\$120,000) eligible for Government matching. Since the project start date is in FY2024, the matching support of \$120,000 will come from FY2024's matching cap of \$150,000 per charity applicant per FY.

⁴The total funds raised in the second EFR project amount to \$200,000. Since the project start date is in FY2024, the matching support will come from FY2024's matching cap of \$150,000 per charity applicant per FY. However, as the first project has already received \$120,000 in matching support from FY2024's matching cap, the matching support for the second project is limited to \$30,000 (\$150,000 matching cap minus \$120,000 already matched in the first EFR project).

⁵The total funds raised in the third EFR project amount to \$400,000. Since the project start date is in FY2025, the matching support will come from FY2025's matching cap of \$150,000 per charity applicant per FY. Although 60% of the funds raised (\$240,000) is eligible for matching, the matching support for the 3rd project is limited to \$150,000, the matching cap for FY2025.

Frequently Asked Questions (FAQs) Tote Board's Enhanced Fund-Raising Programme (EFR)

Scenario B:

Any unutilised FY2024 Government's matching cap will not be eligible to carry forward to FY2025.

Three EFR projects by a charity applicant

EFR Project 1 Starts in FY2024	Government's Matching Support⁶
Fund Raised: \$100,000	FY2024: \$60,000
	FY2025: \$0

Regarded as a FY2024 project.

EFR Project 2 Starts in FY2024 Ends in FY2025	Government's Matching Support⁷
Fund Raised: \$100,000	FY2024: \$60,000
	FY2025: \$0

Regarded as a FY2024 project.

EFR Project 3 Starts in FY2025	Government's Matching Support⁸
Fund Raised: \$300,000	FY2024: \$0
	FY2025: \$150,000

Regarded as a FY2025 project.

⁶The total funds raised for the first EFR project amount to \$100,000, with 60% (\$60,000) eligible for Government matching. Since the project start date is in FY2024, the matching support will come from FY2024's matching support cap of \$150,000 per charity applicant per FY.

⁷The total funds raised for the second EFR project amount to \$100,000, with 60% Government matching, which would be \$60,000. Since the project start date is in FY2024, the matching support will come from FY2024's matching cap of \$150,000 per charity applicant per FY. Therefore, in FY2024, the total matching support from Government is \$120,000 (\$60,000 for the first EFR project + \$60,000 for the second EFR project). As a result, \$30,000 of the FY2024 matching support remains unutilised (\$150,000 matching cap minus \$120,000 total matching support). This cannot be brought forward to FY2025.

⁸The total funds raised for the third EFR project amount to \$300,000, with 60% (\$180,000) eligible for Government matching. Since the project start date is in FY2025, the matching support will come from

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FY2025's matching cap of \$150,000 per charity applicant per FY. Therefore, the Government will only match \$150,000 (FY2025's matching cap), regardless of the \$30,000 unutilised matching support from FY2024.

Scenario C:

Any unutilised FY2025 Government's matching cap will not be eligible for carry back to FY2024.

EFR Project 1 Starts in FY2024	Government's Matching Support⁹
Fund Raised: \$300,000	FY2024: \$150,000
	FY2025: \$0

Regarded as a FY2024 project.

EFR Project 2 Starts in FY2024 Ends in FY2025	Government's Matching Support¹⁰
Fund Raised: \$100,000	FY2024: \$0
	FY2025: \$0

Regarded as a FY2024 project.

EFR Project 3 Starts in FY2025	Government's Matching Support¹¹
Fund Raised: \$100,000	FY2024: \$0
	FY2025: \$60,000

Regarded as a FY2025 project.

⁹The total funds raised for the first EFR project amount to \$300,000, with 60% (\$180,000) eligible for Government matching. As the project start date is in FY2024, the matching support will come from FY2024's matching cap of \$150,000 per charity applicant per FY. In accordance with the FY2024 matching cap, the Government will only match \$150,000.

¹⁰The total funds raised for the second EFR project amount to \$100,000, with 60% (\$60,000) eligible for Government matching. As the project start date is in FY2024, the matching support will come from FY2024's matching cap of \$150,000 per charity applicant per FY. Since the first project has already received the full \$150,000 in matching support from FY2024's matching cap, the Government can no longer provide matching support for the second project.

Frequently Asked Questions (FAQs)

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¹¹The total funds raised for the third EFR project amount to \$100,000, with 60% (\$60,000) eligible for Government matching. As the project start date is in FY2025, the matching support will come from FY2025's matching cap of \$150,000 per charity applicant per FY.

23. My charity is organising a physical fund-raising event (gala dinner). The fund-raising project starts on 1 March 2025 and ends on 30 June 2025; while the physical event (the gala dinner) will be held on 1 June 2025.

(i) Will this project, if approved by Tote Board, count towards the FY2024 or FY2025 cap of 5 applications per charity applicant per FY?

(ii) Will the Government's additional 60% matching for funds raised by the project be utilised from my charity's FY2024 matching cap or FY2025 matching cap?

For **(i)**, as the project start date of your fund-raising project is 1 March 2025, it will be regarded as an FY2024 project and will count towards the cap of 5 applications per charity applicant for FY2024.

For **(ii)**, the funding will be utilised from the FY2024 matching cap. Please refer to the worked examples for the FY-allocation of Government matching support in Question 22.

24. My charity's fund-raising application has been approved and the project was originally scheduled to start on 1 March 2025 and end on 31 March 2025. Due to delays, I would now like to postpone the end date of the project to 30 June 2025 (no change to the start date). Will my project still be eligible for EFR matching?

You should submit an appeal to amend the date within 15 days of forming the intention to postpone the project and prior to the original approved end date of the project. To qualify for EFR matching, no change of the nature and details of the event/project shall be made without the prior written approval of Tote Board. Please note that this project will continue to be categorised as a FY2024 project since its project start date was in FY2024.

25. My charity did not fully utilise our annual cap for FY2024. Will the unutilised cap be brought forward to the subsequent FY?

The annual cap is FY-specific and non-transferrable. Any unutilised cap from the current FY will not be carried forward to the next FY. Similarly, any unutilised cap from the current FY will not be carried backwards to the previous FY. Please refer to the worked examples for the FY-allocation of Government matching support in Question 22.

26. What are some best practices for online fund-raising that my organisation should adhere to?

The Charities Unit in Singapore has a set of best practices for online fund-raising activities: [Code of Practice for Online Charitable Fund-Raising Appeals](#). We recommend that you adhere to their set of best practices.

Frequently Asked Questions (FAQs)
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SECTION X: AGREED-UPON PROCEDURES (AUP)

- 27. Why does Tote Board require selected charities to submit an AUP report performed by an external Public Accountant registered with the Accounting and Corporate Regulatory Authority (“ACRA”) during claims submission?**

Tote Board is committed towards enabling our charity partners, while ensuring robust governance of public funds. In reviewing how the eligible modes of EFR matching can be expanded to better support charities, Tote Board has considered many factors, including governance/risk management as well as the additional cost involved.

The requirement of an AUP allows for the expansion of the eligible modes of EFR matching to benefit charities, whilst providing governance assurance. Details on AUP exemptions can be found in Question 28.

- 28. Is my charity required to submit the AUP report during claims submission?**

During claims submission, charities are required to submit an AUP report completed by an external Public Accountant registered with ACRA, unless:

- (a) your charity is an ‘Institution of a Public Character’ (IPC). Please note that your charity’s IPC status must be ‘live’ throughout the entire duration from the point of EFR application or project start date (whichever is earlier) to the point of claims submission. IPCs are exempted, as IPCs are already subjected to governance checks and held to high standards of governance and accountability by the Commissioner of Charities (COC).

OR

- (b) your charity is collecting funds **solely** through fund-raiser(s) on approved digital crowdfunding platform(s) that have signed a Memorandum of Understanding with the COC to adhere to the Code of Practice for Charitable Online Fund-Raising Appeals.

These approved digital crowdfunding platforms are already subjected to governance checks and are periodically audited for adherence to the Code.

Frequently Asked Questions (FAQs)

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The following scenarios illustrate whether your charity will be required to submit an AUP report.

Scenario	Description	AUP report required?
A	My charity is an IPC who is raising funds via the supportable platforms*.	No
B	My charity is not an IPC. My project will be raising funds only via fund-raiser(s) on approved digital crowdfunding platforms.	No
C	My charity is not an IPC. My project will be raising funds via a hybrid of the supportable platforms*.	Yes

* Supportable platforms for fund-raising can be found in Section 1 Question 2. These refer to: **(i)** physical fund-raising event(s); **(ii)** fund-raiser(s) on charities’ corporate websites; and **(iii)** fund-raiser(s) on approved digital crowdfunding platforms.

29. My charity (not an IPC) will be using multiple eligible fund-raising activities for our fund-raising project. We will be raising funds via a combination of (i) a fund-raiser on an approved digital crowdfunding platform e.g. giving.sg, (ii) a fund-raiser on our corporate website and (iii) a physical gala event.

Will my charity be required to submit a different set of AUP report for each fund-raising activity? Will funds raised through the approved digital crowdfunding platform (e.g. giving.sg) be “exempted” from the AUP?

Only one AUP report will be required for each approved EFR application. The scope of this AUP report should cover all fund-raising activities used by your charity to collect funds, including funds raised via the fund-raiser on an approved digital crowdfunding platform (e.g. giving.sg).

30. Does Tote Board have a prescribed/preferred panel of auditors? Will the cost of the AUP engagement be incurred by Tote Board or my charity?

No, charities have the flexibility to appoint their preferred auditors for this AUP engagement, as long as the AUP is performed by a Public Accountant registered with ACRA.

All costs and expenses incurred in relation to or in connection with the completion of the AUP shall be borne solely by the charity applicant. The cost shall be excluded for the purpose of calculating the Expenditure/Income ratio.

31. When should the completed AUP report be submitted to Tote Board?

Please attach the completed AUP report along with all other supporting documents during claims submission through the OurSG Grants Portal (OSG) portal. **All claims must be submitted within nine (9) months after the “project end date”.**

Please note that funds will only be disbursed on condition that there are no exceptions, discrepancies or deviations in the AUP report.

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Frequently Asked Questions (FAQs)
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SECTION XI: COVERED DONORS

32. What is the limit on funds raised from Covered Donors?

If:

- i) your EFR project is categorised as an FY2024 or subsequent FY's project; and
 - ii) it has raised funds from
 - your charity's Key Officers; and/or
 - Related Parties; and/or
 - "Other EFR Grantees",
- } (collectively, "Covered Donors")

Only up to \$5,000 of funds raised from each Covered Donor, if any, will be considered for EFR matching.*

For the avoidance of doubt,

- funds raised from donors who are not Covered Donors will continue to be considered for EFR matching as before; and
- the matching of donations from Covered Donors, if any, forms part of the matching cap set out in Section I.

33. Who are my charity's Key Officers and Related Parties? Who are considered "Other EFR Grantees"?

"Key Officer" or **"Key Officers"** shall have the same meaning as that of "key officer" in Clause 2(1) of the Charities Act 1994.

Image extract from Clause 2(1) of the Charities Act

<p>"key officer", in relation to —</p> <ul style="list-style-type: none">(a) a charity;(b) a person that is a governing board member of a charity; or(c) a person that is a member of a charity. <p>means an individual who, whether or not an employee of the charity or person (as the case may be) and by whatever name called, and whether acting alone or together with any other person —</p> <ul style="list-style-type: none">(d) has general control and management of all or any aspect (including the financial aspect) of the administration of the charity or person; or(e) provides advice to the charity or person on the control and management mentioned in paragraph (d), other than as a professional engaged or retained pursuant to a contract for service to provide such advice in that professional capacity;
--

"Related Party" or **"Related Parties"** means a third party that has common shareholders/directors/management staff with your charity, or a third party where any shareholder/director/management staff has a family relationship with any shareholder/director/management staff of your charity.

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Frequently Asked Questions (FAQs) Tote Board's Enhanced Fund-Raising Programme (EFR)

“Other EFR Grantee” or **“Other EFR Grantees”** means a donor who has received/will receive matching under the EFR programme.

(If in doubt whether a donor is an EFR Grantee, please highlight such donors during claim submission.)

34. How is the \$5,000 limit applied? Can the limit be applied on an aggregated basis if my project has multiple donations from the same Key Officer/ same Related Party/ same “Other EFR Grantee”?

The \$5,000 limit for donations from each Covered Donor is applied on a per-donor basis for each FY2024 or subsequent FY's project using the donor's unique identifier – NRIC/FIN for Key Officers; UEN for Related Parties and for “Other EFR Grantees”.

Yes, multiple donations to the project from the same Covered Donor may be aggregated up to the \$5,000 limit. (See Question 40 below for worked examples.)

35. Several charities have donated to my project. Does my charity need to trace whether each donor charity is an “Other EFR Grantee”?

You do not need to identify whether a donor charity is an “Other EFR Grantee” unless that charity has donated more than \$5,000 in total to your project. If in doubt as to whether a donor charity is an “Other EFR Grantee”, please highlight such donors to Tote Board during claim submission.

36. Does the restriction apply to my FY2023 and earlier FYs' projects?

No, the above applies to your charity's FY2024 and future FY's projects only. (See Section VIII on how projects are categorised to the respective FYs.)

37. Why does Tote Board restrict donations from Key Officers and Related Parties?

The restriction is being introduced to motivate charities to raise funds from a more diversified donor pool and encourage community giving from the wider public.

38. Why does Tote Board restrict donations from “Other EFR Grantees” to my charity?

Tote Board aims to encourage charities to attract new donations to the sector. However, we understand the practical challenges in tracing donation sources. As such, donations up to \$5,000 per “Other EFR Grantee” will still be considered for EFR matching. This concession acknowledges that “Other EFR Grantees” may donate from a common pool comprising both matched and unmatched funds. It also relieves charities of the need to trace the exact source of their donations.

39. Charity A has received EFR matching for its fund-raising project. It does not have any other EFR projects. If Charity A donates to Charity B's FY2024 or subsequent FY's project, will the donation be subject to the same restriction?

Yes, it will be restricted. Charity A is regarded as an “Other EFR Grantee” as it has received dollar-for-dollar matching under the EFR programme. Only up to \$5,000 of the donation from Charity A will be considered for Charity B's EFR matching.

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Frequently Asked Questions (FAQs)

Tote Board's Enhanced Fund-Raising Programme (EFR)

40. My charity has two FY2024 or subsequent FY's projects. How will the \$5,000 limit affect the donations eligible for EFR matching?

Please refer to the following worked examples as an illustration.

Project Green

Received donations of \$50,000 including:

Donor	Donation amount
Key Officer B*	Three donations \$1,000 + \$500 + \$2,500
General public (non-Covered Donors)	Donations totalling \$46,000

* Key Officer B has donated to both projects

Project Blue

Received donations of \$260,000, including:

Donor	Donation amount
Key Officer A	One donation \$3,000
Key Officer B*	Two donations \$2,000 + \$4,000
Related Party C	One donation \$81,000
"Other EFR Grantee" D	One donation \$40,000
General public (non-Covered Donors)	Donations totalling \$130,000

* Key Officer B has donated to both projects

The following donations can be considered for EFR matching:

Project Green

Donor	Donation amount	Considered for EFR matching	Remarks
Key Officer B	Three donations \$1,000 + \$500 + \$2,500	\$4,000	The three donations may be aggregated as they are from the same Key Officer.
General public (non-Covered Donors)	Donations totalling \$46,000	\$46,000	The \$5,000 limit does not apply.
Total for Project Green	\$50,000	\$50,000	

Frequently Asked Questions (FAQs) Tote Board's Enhanced Fund-Raising Programme (EFR)

Project Blue

Donor	Donation amount	Considered for EFR matching	Remarks
Key Officer A	One donation \$3,000	\$3,000	The donation of \$3,000 is eligible as it is ≤\$5,000.
Key Officer B	Two donations \$2,000 + \$4,000	\$5,000	The two donations may be aggregated up to the limit of \$5,000.
Related Party C	One donation \$81,000	\$5,000	The amount is capped at \$5,000 as the donation is >\$5,000.
"Other EFR Grantee" D	One donation \$40,000	\$5,000	The amount is capped at \$5,000 as the donation is >\$5,000.
General public (non-Covered Donors)	Donations totalling \$130,000	\$130,000	The \$5,000 limit does not apply.
Total for Project Blue	\$260,000	\$148,000	

SECTION XII: APPLICATIONS AND CLAIMS PROCESS

41. How can my charity submit an application for EFR?

Only applications submitted through the [OurSG Grants Portal \(OSG\)](#) will be accepted. CorpPass login will be required for all grant applications.

For Tote Board to consider your application, please ensure that your charity is aware and able to comply with the following:

- I. Your charity is able to identify and ringfence that the donations received via the eligible fund-raising activities (see Question 2) are for the approved fund-raising campaign for the approved duration.
- II. Should your application be successful, the Highest Authority of the organisation – or the employee duly authorised by the organisation to submit the application – will consent and declare that the figures in the claim submission are for the approved fund-raising campaign for the approved duration.
- III. Your charity will maintain proper accounting records to support the claims submitted, and Tote Board reserves the right to audit your charity's accounts.
- IV. Your charity has fully read and understood the details of the EFR Programme and will comply with them. You are strongly encouraged to go through the Frequently Asked Questions (FAQs) too.

For matters relating to EFR, please email the Grants Division at: grants@toteboard.gov.sg.

Frequently Asked Questions (FAQs) Tote Board's Enhanced Fund-Raising Programme (EFR)

42. When should my charity submit a claim for EFR?

Claims for all approved projects **must** be submitted within nine (9) months after the “project end date”. Late claim submissions and appeals for amendments after project end date will not be accepted. For claims that are not submitted on time or are incomplete, Tote Board reserves the right to withdraw full or partial support for the project. The declaration made when the claim is submitted shall be deemed to have been made by the Highest Authority of the organisation or by the employee duly authorised by the organisation to submit the claim.

You may submit your claims ahead of the 9-month deadline, but it should not be submitted earlier than the “project end date” indicated in the approved application. The “project end date” refers to the date on which your charity ceases raising funds and receiving donations for the fund-raising project.

Please submit your claim only after the project has been completed and after all relevant transactions and documentation to support the claim have been finalised (for example, after all donation cheques have been encashed, and all pledges have been received).

During claims, the matching cap for the respective FY will be allocated (until fully utilised) in the order that Tote Board receives the claim submissions for the respective approved EFR projects for each FY.

Please ensure all income reported in the claim does not include any donations that have conditions imposed by the donors in respect of the donation. If there are donations with conditions imposed by the donors reported in the claim, such donations have been included only if the donor has confirmed that the conditions have been fully fulfilled and the donations have become the unconditional and irrevocable property/funds of your charity.

(I) Where can I file a claim?

All claims shall be submitted on the OurSG Grants (OSG) portal. CorpPass login will be required. All approved claims submitted via the OSG portal will be paid via PayNow Corporate.

To receive matching grant payments via OSG

Check and ensure that your charity has an existing bank account with one of the PayNow Corporate participating banks in Singapore. For the updated list of PayNow Corporate participating banks in Singapore, please click here: <https://www.abs.org.sg/consumer-banking/pay-now>

If your charity is not registered for the PayNow Corporate service, please register for the service at your bank's online banking platform and link your Unique Entity Number (UEN) to your corporate bank account.

Please ensure that the UEN of your charity provided on the OSG Portal is accurate, and that the PayNow Corporate service has been set up.

Frequently Asked Questions (FAQs) Tote Board's Enhanced Fund-Raising Programme (EFR)

(II) What do I have to submit in a claim?

The following documents are to be submitted with the claim:

- (a) Supplementary Claim Form (in Microsoft Excel file format).
- (b) The Agreed-Upon Procedures (AUP) report completed by an external Public Accountant registered with ACRA for this project (if applicable. Please refer to Section X: Agreed-Upon Procedures for details).
- (c) Other supporting documentation, e.g.:
 - i. Physical fund-raisers – photographs of the physical fund-raising event;
 - ii. Digital fund-raisers – screenshots of the project-specific campaign page, capturing the website address and project specific campaign title (indicated in the approved application) of the relevant web pages.
 - iii. Audited Statement of Accounts for this project (if applicable or available)

43. How do I complete the Supplementary Claim Form?

Refer to the instructions on the Supplementary Claim Form.

All items of income and expenditure should be reported on a gross basis (i.e. no netting-off of items).

Charity responsible for ensuring that the information disclosed in your submission is accurate, timely, complete and has been prepared in compliance with all applicable laws.

44. What are the documents and records that I should keep?

Proper accounting records should be maintained, and made available to Tote Board upon request, to support the claims submitted.

Do note that you may be selected for an audit by Tote Board to validate your compliance with the terms and conditions of our Approval Letter and/or to inspect your accounts and all documents necessary for us to assess the accuracy and completeness of your claims.

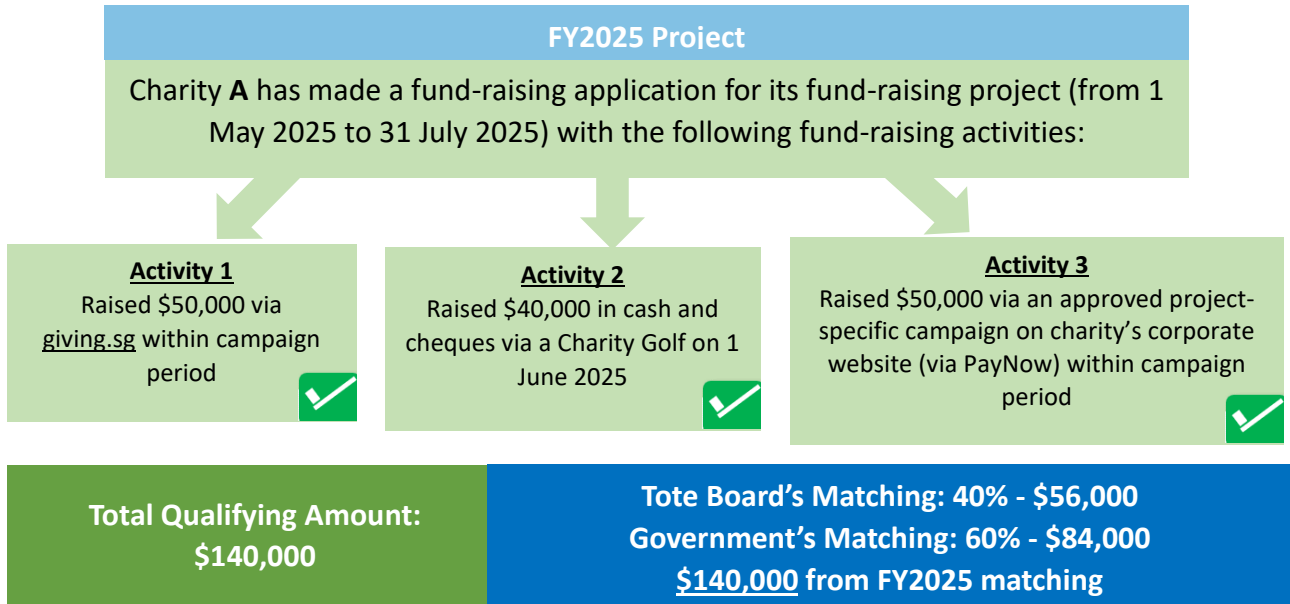
For matters relating to EFR, please email the Grants Division at: grants@toteboard.gov.sg.

Frequently Asked Questions (FAQs)
Tote Board's Enhanced Fund-Raising Programme (EFR)

SECTION XIII: MORE WORKED EXAMPLES

All examples in this section assume that the projects fulfil all the eligibility criteria to be supported under EFR.

Example #1:

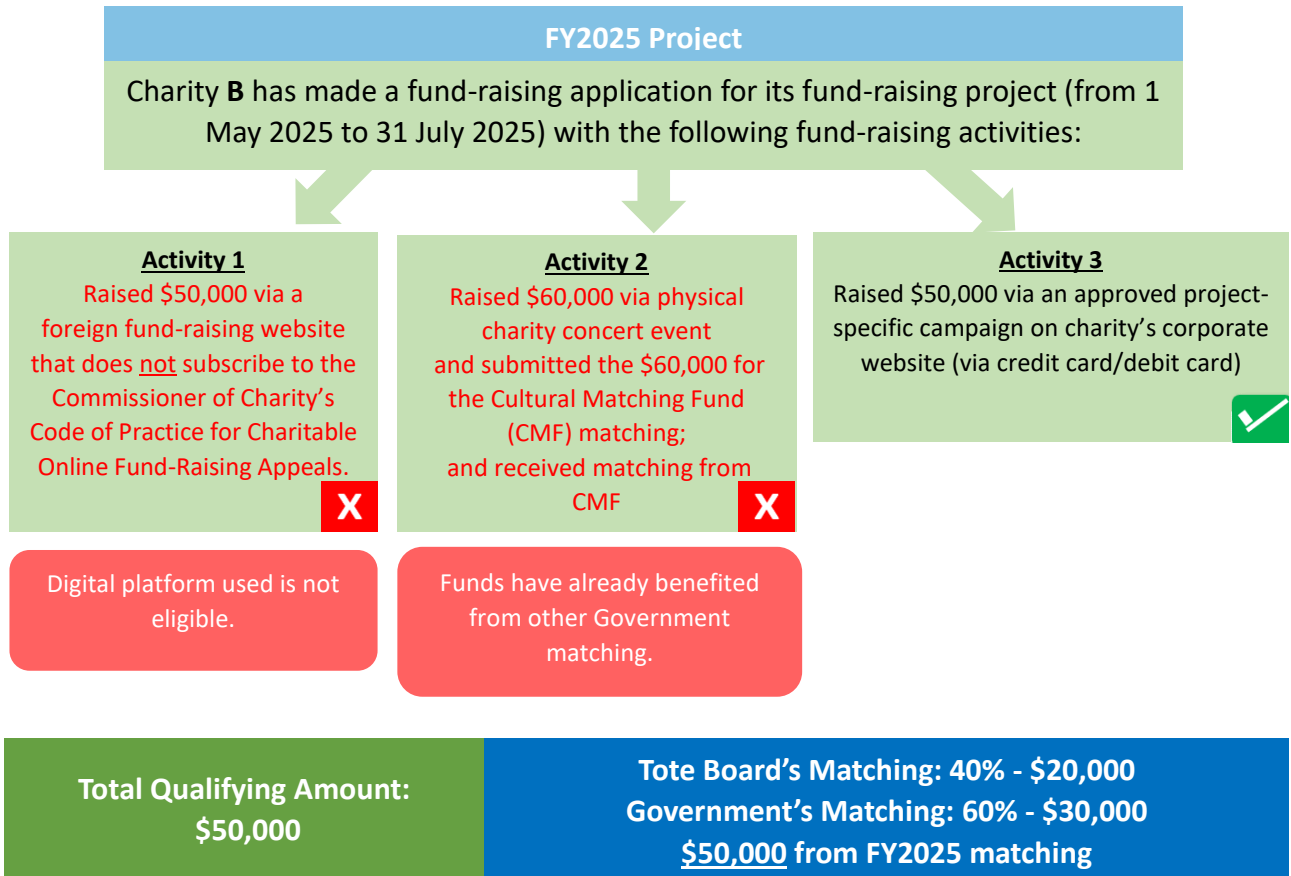


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Frequently Asked Questions (FAQs)

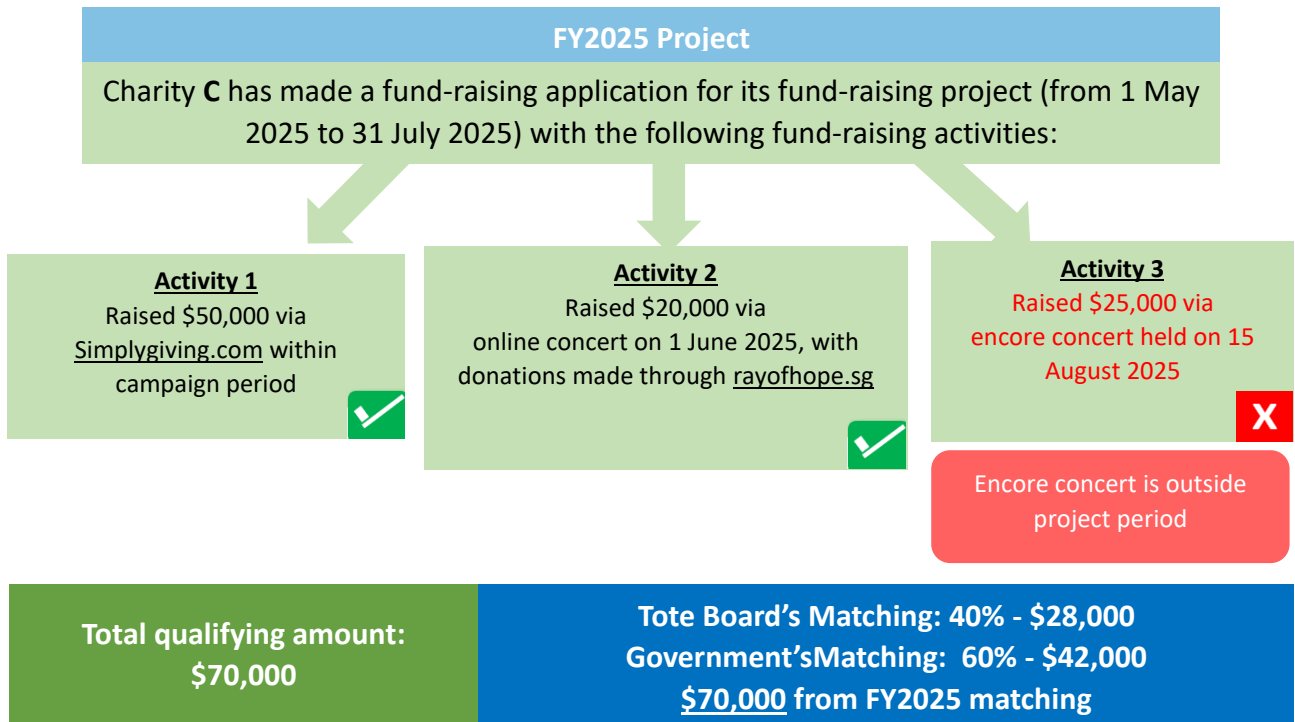
Tote Board's Enhanced Fund-Raising Programme (EFR)

Example #2:



Frequently Asked Questions (FAQs)
Tote Board's Enhanced Fund-Raising Programme (EFR)

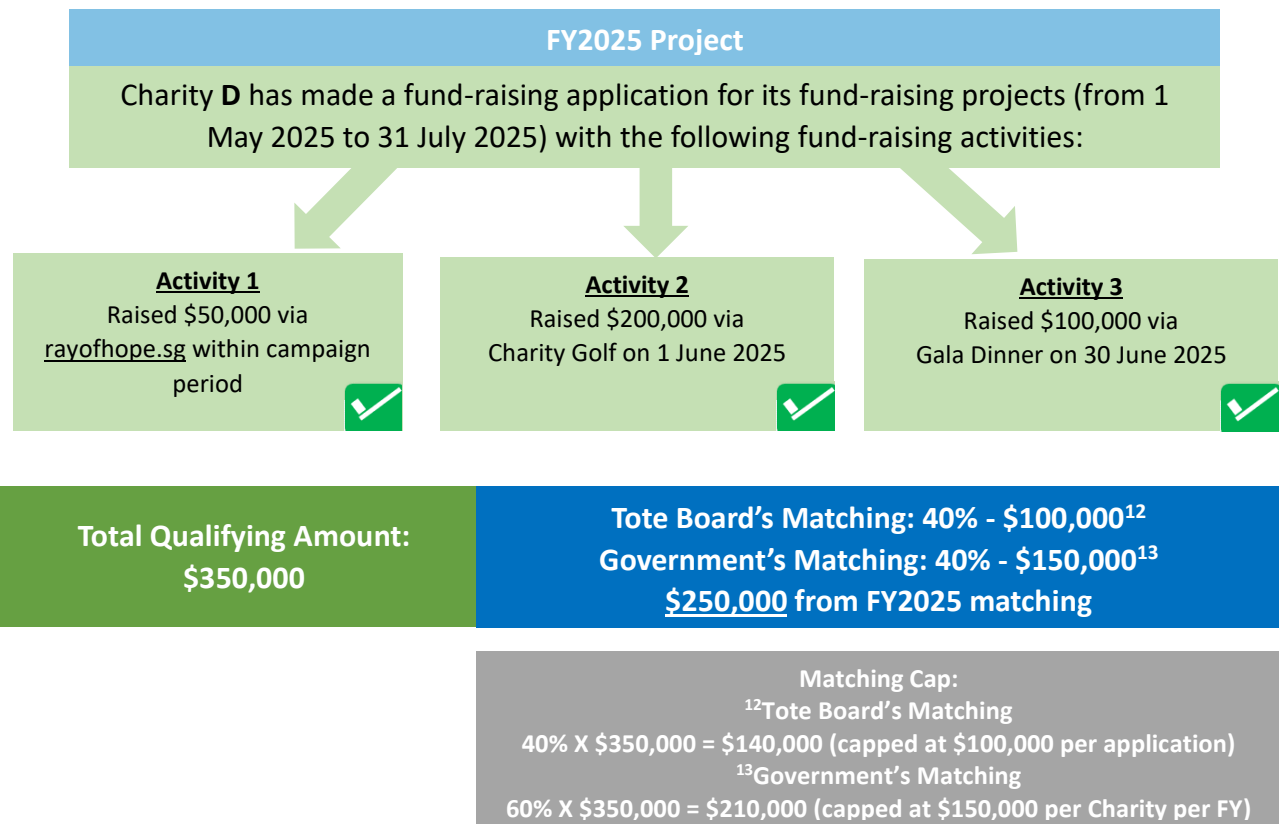
Example #3:



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Frequently Asked Questions (FAQs) Tote Board's Enhanced Fund-Raising Programme (EFR)

Example #4:



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Frequently Asked Questions (FAQs) Tote Board's Enhanced Fund-Raising Programme (EFR)

Example #5:

FY2025 Project

Charity E has made a fund-raising application for its fund-raising project (from 1 May 2025 to 31 July 2025) with the following fund-raising activities:

Activity 1

Raised during Charity Golf held on 1 June 2025:

- \$10,000 in cash;
- \$10,000 in cheque;
- \$10,000 in funds collected through a project-specific campaign on [giving.sg](#) created for the Charity Golf event



Activity 2

Received a cheque of \$20,000 made in response to a project-specific campaign on [GIVE.asia](#) within campaign period

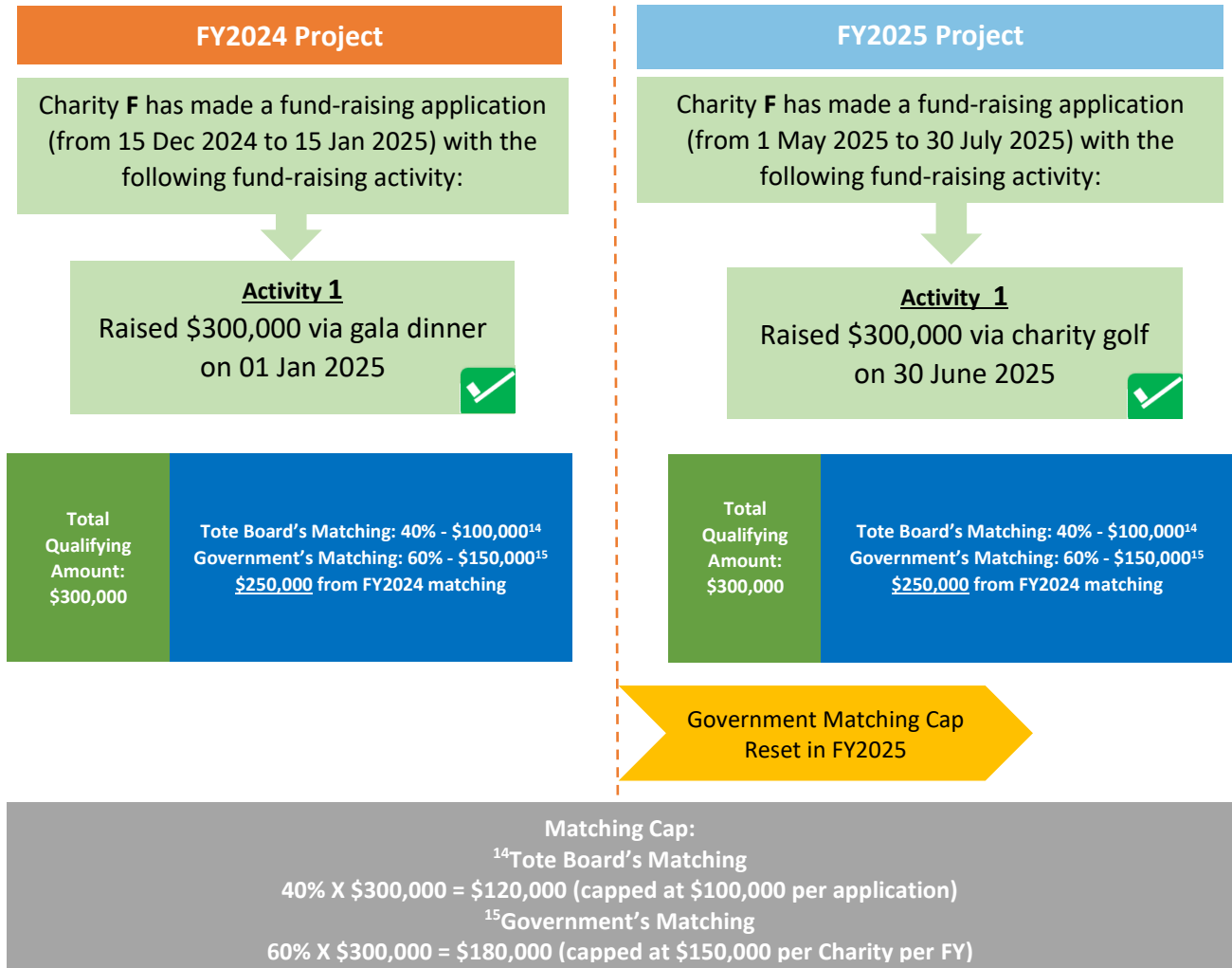


Total Qualifying Amount: \$50,000

Tote Board's Matching: 40% - \$20,000
Government's Matching: 60% - \$30,000
\$50,000 from FY2025 matching

Frequently Asked Questions (FAQs) Tote Board's Enhanced Fund-Raising Programme (EFR)

Example #6:



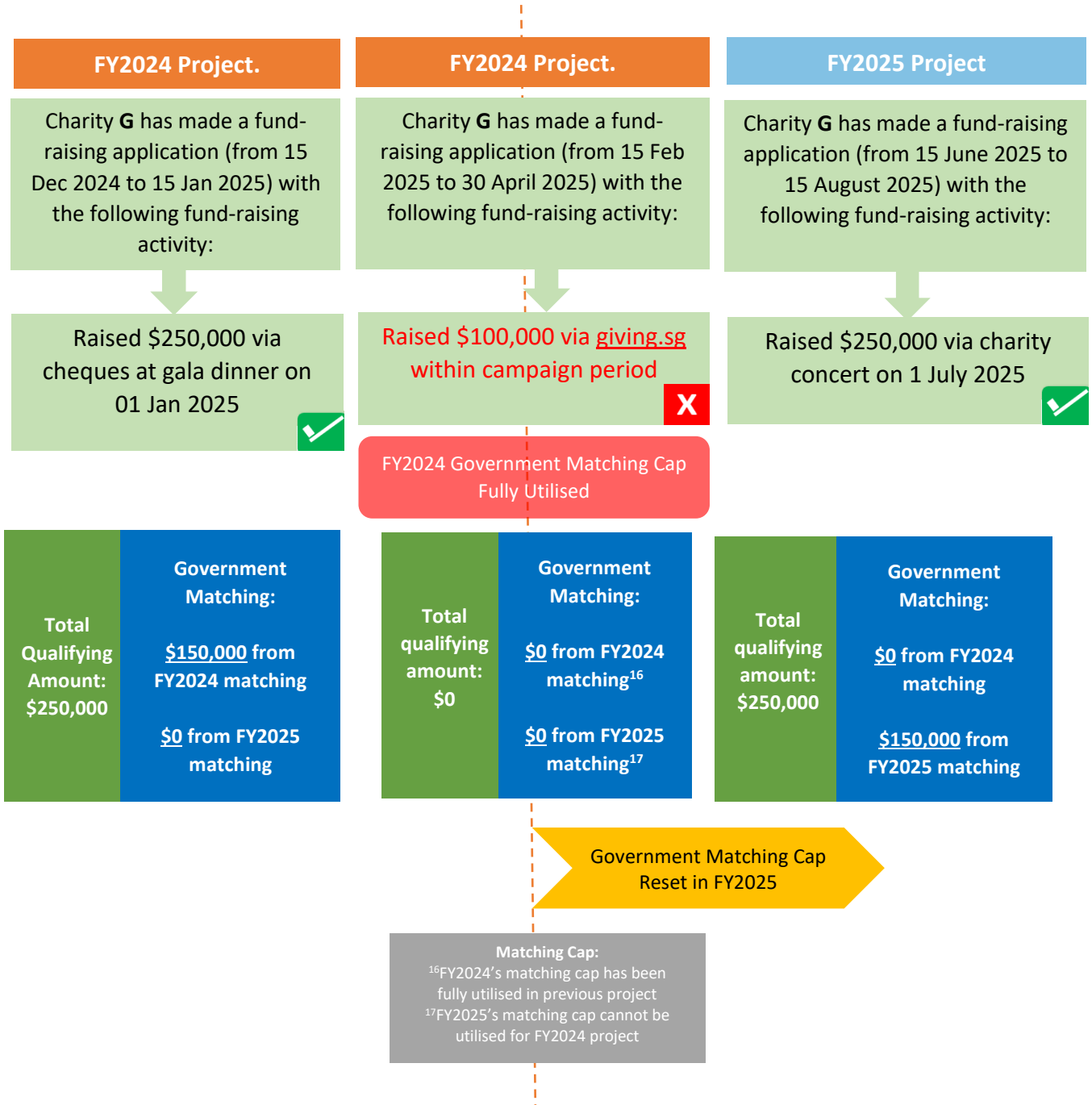
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Frequently Asked Questions (FAQs)

Tote Board's Enhanced Fund-Raising Programme (EFR)

Example #7:

NOTE: Example #7 is meant to illustrate the FY-allocation of Government's matching and hence Tote Board's matching is not shown. If the project is eligible for Tote Board's matching, Tote Board will provide the 40% matching contribution for the qualifying amounts raised.



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