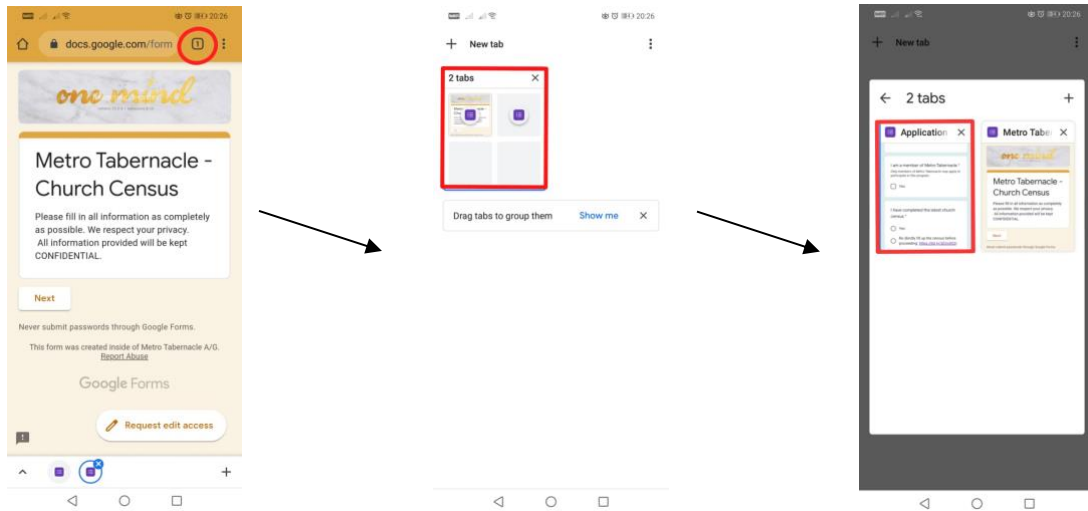


Frequently Asked Questions on RMCOFB Application Form

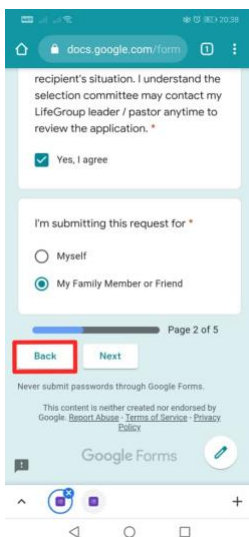
1) After filling up the church's e-census link, how do I return to the RMCOFB application form?

Clicking on any link in the Google Form will open a new page. It will not override your current page. Once you're done filling out the e-census form, click on the page number at the top right corner of your phone. Select the Google Form page and continue filling out the form.



2) How do I go back to the previous page without having my data erased?

Click the "back" button at the bottom of the page and continue filling out the form. Do not click the back arrow "<" from your phone. Otherwise, it will refresh the whole page and empty the form.



3) How do I know if my application is approved?

All applicants will receive an email to inform of the status after submission. Your LG Leader/Pastor will be notified of your status too.

4) Do I need to fill up the application form again next month if my application was not approved previously?

No, you only need to fill out the form once. The selection committee will review your application the following month if there is an extra slot. If your application is approved the following month, you will receive an email and our selection committee will contact your LG Leader/Pastor to notify them of your application status.

5) Once my application is approved, will the food aid continue for a total of 3 months?

The selection committee will review the recipient's household condition during the 3 months. If condition has not improved, food aid will continue the next month. If condition has improved, the food aid will be given to another family who is in greater need.

6) Can I fill up the form if I am not a Metro Tabernacle A/G church member?

Only members of Metro Tabernacle A/G may fill up this form for themselves or for their family and friends.

7) Why did I not get selected this round?

Fulfilling the selection criteria does not guarantee approval as space is limited and priority will be given to families with the greatest needs, especially families with vulnerable members i.e. elderly, baby or young children, OKU or those with medical condition.

8) Who will deliver the food parcel to the recipient?

The food parcel may be picked up from the Food Bank store located at the basement of church building. Our logistics team will contact you with further instructions on when and how to pick up the food parcel. Your LG Leader/Pastor may also assist you in picking up the food parcel.

9) How long do I have to wait for my food parcel once my application has been approved?

The food parcel is usually ready by mid or end of the month but is subject to changes, sometimes may be earlier or later due to public holidays. Our logistics team will arrange with you or your LG Leader/Pastor on the time slots for picking up the food parcels.