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ELDERCARE

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A message from our CEO



I am thrilled to share that we are celebrating a momentous milestone – St Luke's ElderCare (SLEC) turns 25! At SLEC, we are dedicated to providing exceptional care through our comprehensive ecosystem of care, which includes centres, community programmes, residential services and home-based care. This milestone highlights our ongoing commitment to meeting the evolving needs of our elders.

Reflecting on our journey, I am filled with immense pride and gratitude for the remarkable achievements SLEC has accomplished over the past 25 years.

It is with great joy that we share a sneak peek into the regular happenings of our centres. In this issue, read about new collaborations that brought elders the opportunity to groom and play with a pony, and an exciting cultural adventure the elders experienced when we brought a slice of Japan to our centre.

All the effort we put in pays off when we hear stories like that of Mdm Lian's, who rediscovered hope and meaningful ageing through our activities. She is a remarkable person who served for decades as a teacher, and continues to stay active in her silver years by publishing an autobiography at the age of 80. We are deeply moved by her expression of appreciation for the work that we do, and we are proud and honoured to journey with elders like her every day.

Soon, we will be holding the SLEC CommCare Symposium 2024, where we explore significant issues in the community care sector with healthcare professionals and those passionate about uplifting the lives of elders. We invite you to join us.

If you would like to contribute as a partner, donor, or volunteer, please contact us or visit www.slec.org.sg/giving/ways-to-donate and www.slec.org.sg/ways-to-give/volunteer.

Blessings,

Adj A/Prof (Dr) Kenny Tan
Chief Executive Officer

SLEC turns 25!

As SLEC commemorates our 25th anniversary this year, we are also celebrating what is truly priceless to us – the lives, sacrifices and stories of our elders, care heroes, and partners.

We invite you to join us in the celebration by sharing your congratulatory wishes and priceless moments with us.

Leave your message



<https://priceless.slec.org.sg/celebrate-envision>

SLEC opens new robotics rehabilitation centre in Bukit Batok, bringing advanced therapy closer to home

Equipped virtually with cannons and assisted by a robotic arm, an elder opens fire at a pirate ship. This is part of his upper limb rehabilitation therapy after suffering from a stroke. Steps away, an elder is relearning to walk with the help of robot-assisted therapy. All of these are taking place in a rehabilitation centre located in the elders' neighbourhood. This is how SLEC is envisioning its day rehabilitation centres.

We celebrated the official opening of SLEC Day Rehabilitation Centre @ Bukit Batok Central on 5 July 2024 with Guest-of-Honour, Mr Murali Pillai, Minister of State for Ministry of Law and Ministry of Transport & Adviser to Bukit Batok Grassroots Organisations gracing the occasion.

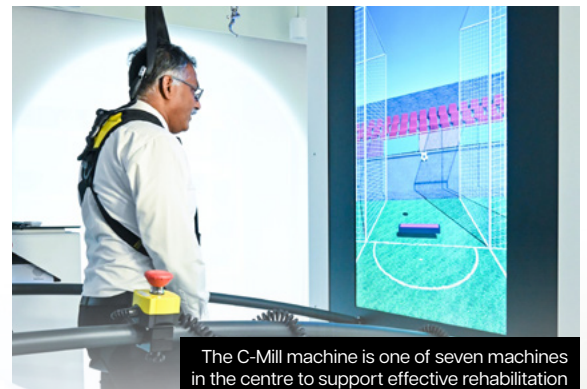
The centre offers a comprehensive array of robotic equipment that enhances rehabilitation effectiveness by providing stimulation and precise movement assistance. These technologies also transform therapy into a fun and engaging experience through augmented reality and gamification elements. This enables SLEC to serve elders with more complex needs within their neighbourhood.

The adoption of technology and robotics is part of SLEC's strategy to transform community care, to better serve Singapore's ageing population. SLEC has invested over \$1.5 million to bring advanced robotics OR advanced robotic equipment to the community. On top of the newly completed Bukit Batok Central Centre, which is operational from July 2024, SLEC also has two other specialised day rehabilitation centres – Salem Centre in Yishun and Active Ageing Centre (Care) @ Northshore, which started operations last year. These three centres will cater to different clusters in Singapore, aligning with the nation's public healthcare system.

”

“Our goal is to support ageing in communities by leveraging on advanced technology and robotics, alongside personalised rehabilitation plans by our therapists. We want to ensure as many elders as possible can access the care they need conveniently and comfortably, close to home,” said Adj A/Prof (Dr) Kenny Tan, CEO of SLEC.

Moving forward, SLEC will continue to leverage on technology and build strategic alliances to support ageing in place. To better serve the West region, in the pipeline is also SLEC's third Nursing Home, SLEC Residence @ Jelapang, slated to open in 2026.



Meet the "Therapist" with Fur and Four Legs: Pony Trojan visits Anchorvale

Imagine coming to SLEC Active Ageing Centre (Care) @ Anchorvale ready for another day of fun and games with your friends... only to be visited by a majestic pony!

It was like a sight out of a fairytale when a friendly, dashing pony called "Trojan" strutted onto our grounds on 11 & 12 April. Organised by the SLEC Active Ageing Centre (Care) @ Anchorvale team, this animal-assisted interaction was designed to create an opportunity for elders in our Daycare and Active Ageing to interact with animals, enjoy each other's company, and bring joy to all parties.

Trojan was a considerate and gentle giant. Our elders had a stellar time feeding, patting, and grooming him, while he seemed to enjoy the attention and affection he was getting. It was truly a heartwarming experience witnessing our elders' smiles and excitement as they approached the pony.

Cai Yinzhou, Centre Manager of SLEC Active Ageing Centre (Care) @ Anchorvale, recalls, "A frail elder with poor mobility was able to hyperextend her torso just to brush Trojan's mane from his head to his rear. Another elder who had been struggling with low moods was smiling warmly and telling Trojan he was a 'good boy'. It was clear that the elders were thrilled by his presence, and that he brought about lots of positivity and joy!"



An elder assisted by volunteers to patting Trojan, the pony

At SLEC, we go the extra mile to find innovative ways for elders to age with fulfilment and dignity. We express our deep appreciation to Gallop Stable at Pasir Ris for this wonderful, unforgettable collaboration.

Transporting our Elders to the Heart of Japan

Forget the inconveniences of checking in your luggage or the long waits at customs... for SLEC is ready to bring the world to our elders! On the beautiful morning of 10 May, our elders entered the doors at SLEC Active Ageing Centre (Care) @ Anchorvale and found themselves transported to experience the vibrancy of Japan.

The centre was unrecognisable - transformed by traditional Japanese decor like koinobori, lanterns, and sakura vines. There was also a claw machine and photo booth for elders to enjoy. They were even visited by a very special guest - Pikachu!

Led by a team of volunteers, our elders learned to make Japanese-style gyoza, which are folded dumplings. For two of our rehab clients, this fun hands-on activity was a form of occupational therapy to maintain their motor skills, while bringing them joy and a delicious treat.

They also played a unique version of bingo that incorporated Japan's iconic landmarks and artefacts. The elders enjoyed a cultural journey visiting the Tokyo Tower and appreciating elegant kimonos, sparking nostalgia for some and offering new insights for others.

The day ended with a feast of Japanese delights, including Japanese curry and miso soup. As the elders indulged in their meal, the talented staff at SLEC Active Ageing Centre (Care) @ Anchorvale performed international classics like "Top of the World" and the Doraemon theme song.



Elders at SLEC Active Ageing Centre (Care) @ Anchorvale with a surprise visit from 'Pikachu'



An elder making gyoza from scratch with our volunteers' guidance

This event was part of the SLEC Dining Culture programme supported by the fundraising efforts of SLEC's ChopeASeat campaign last year.

Capturing family moments

for the first time at SLEC Residence @ Ang Mo Kio

In today's digital age, most memories are stored away as JPGs in mobile phones or on cloud servers. For some elders, these are not easily accessible, and memories risk being lost forever.

In May, we conducted our first-ever Smile@SLR session at SLEC Residence @ Ang Mo Kio, where we organised a professional photoshoot for our elders. Elders had the option of taking a solo portrait and a group photograph with their loved ones. It moved us deeply and warmed our hearts when our staff joined some of the elders for the photoshoot as a family.

These photographs have since been printed and framed, and are placed next to the elders' beds. They serve as a

comforting reminder of the connections and love the elders share with cherished friends and family members.

We express our heartfelt thanks to the volunteers from Adam Road Presbyterian Church, who dedicated their time and talents to capturing these special moments.

At SLEC, we are always exploring new ways to bring joy to our elders. If you are passionate about serving and bringing laughter to our elders, join our team of big-hearted volunteers or contribute in other ways: <https://www.slec.org.sg/ways-to-give/volunteer/>.



Our resident having his family portrait taken

An Interview with Mdm Lian Swee Wah: Finding New Beginnings in her Silver Years

Mdm Lian Swee Wah, 85, has always been passionate about making a difference. Throughout her life, she dedicated her time and energy to nurturing younger generations through teaching Mandarin. She accumulated vast experience through the years, and has taught at three different primary schools.

In 2019, she wrote a book titled “Love in Heaven”, and published the autobiography at the age of 80. This feat is a testament to her strong determination to keep giving as long as she can.

It was with this spirit that she enrolled in technology application courses. She wished to keep up with the times, and to contribute to the field of science and technology. However, it proved to be a difficult task. She shared, “I was disappointed with my inability to adapt. I felt incompetent, which made me depressed and unhappy”.

Noticing that Mdm Lian was experiencing low moods, her son encouraged her to sign up for activities at SLEC Active Ageing Centre (Care) @ Northshore, which is near her home.

She recalled, “Initially, I was reluctant. I wondered if eldercare centres were the same as nursing homes. I have heard many stories about cold-hearted nursing homes where elderly who have nothing to do every day gather to stare out of windows, forgotten by their loved ones. I wondered - how can a place where such people gather bring anyone joy?”

Yet, in order not to let down her son, she decided to take a leap of faith and stepped through our doors. She found herself engaged by the plethora of activities planned for our elders. She forged new friendships with other elders at the centre, describing her newfound friend group as a “warm, harmonious, and dynamic family”.

She said, “As a group of elders, we do not feel left out or abandoned at all. The staff at the centre are full of enthusiasm and sincerity. They do their best to design diverse activities for us to be engaged in play and craft work everyday. Gradually, it feels as if our youthful years are back and we are enjoying life again.”



“In this digital age where rigid technology trumps interpersonal relationships, such opportunities to interact and bond with other people cannot be taken for granted. With a grateful heart, I want to say - I love SLEC. Thank you for bringing me joy and helping me to rediscover hope and light in life!”



Mdm Lian with a fellow course mate that graduated from the SLEC Golden Memories Programme

Helping Elders Create: SLEC Golden Memories Programme

Even after publishing her autobiography, Mdm Lian still has many stories to share. As a gifted and avid storyteller, she was thrilled to participate in the new SLEC Golden Memories Programme. The programme is an 8-week initiative that empowers elders through generative AI, enabling them to document life stories in the form of a printed book or a video. Every week, elders were challenged to recount their past, such as their favourite childhood snacks or games, and transform them into stories. Mdm Lian brought great joy to her peers as she shared about her childhood adventures in Indonesia, among other exciting experiences she has gone through.

By the end of the programme, our elders thoroughly enjoyed using the AI platform and sharing their books with each other. They also received certificates of completion for finishing the programme. At SLEC, we strive to create innovative programmes that are beneficial and enjoyable for our elders. The SLEC Golden Memories Programme encourages memory recall and the usage of technology, while providing our elders with a platform to share their meaningful life journeys.



With ever-growing passion for writing, Mdm Lian published another story of her own through the SLEC Golden Memories Programme



Mdm Lian brims with joy when playing her favourite games or interacting with the staff



Centre Manager, Andrea Tan, guides Mdm Lian on how to use an iPad

Celebrating a Journey of a Lifetime at Partners Appreciation Event 2024

On 27 April, we were honoured to host the SLEC Partners Appreciation Event 2024! Themed “Journey of a Lifetime”, the event recognised and celebrated all who have been a part of the SLEC journey in the past year.

It was a privilege to present over 90 awards across four categories - Long Service Awards, Rising Star Awards, Community Impact Star Awards, and Collaborative Connection Awards. Over the past year, we mobilised over 2,900 volunteers from schools, interest groups, churches, corporations, and community groups to make a significant difference in the lives of elders.

At the event, SLEC's CEO, Adj A/Prof (Dr) Kenny Tan, addressed the audience with a grateful heart. He shared,



“Volunteers play an important role in our ecosystem of care. It is a meaningful journey where you can forge new relationships and learn valuable life lessons while making a real difference in the lives of others.”

Volunteerism is a lifelong journey. By working together with like-minded partners and strengthening our bond, we are able to make a deeper impact. We extend our heartfelt appreciation to all who have supported us thus far!



Guests participating in pre-event fringe activities, including floor curling



Vice-Chairman, Mr Foong Daw Ching, leading the thanksgiving prayer

Join the SLEC Volunteers & Partners Family!

SLEC strives to improve the quality of life of the elders we serve. We implement a wide range of programmes to keep them engaged, including music, dining culture, arts, active ageing, and intergenerational programmes, and continuously innovate with new initiatives. This means we need partners and volunteers with diverse interests, skills, and talents!

SLEC is dedicated to giving back to our volunteers. Through volunteer training programmes, we equip them with essential skills including befriending techniques and dementia care. We also have LifeLab™, an on-site facility that uses virtual reality technologies to shed light on the realities of ageing through an experiential learning journey.

We also launched our new Volunteers Portal, which streamlines and elevates the volunteering experience. It serves as your digital one-stop station for exploring volunteering opportunities, tracking attendance, monitoring your progress, and accessing training resources.

Contact us to find out more or visit

<https://www.slec.org.sg/ways-to-give/volunteer/>.



Healing Conversations: Let's talk about dementia and spirituality, and wound care at SLEC CommCare Symposium 2024

Friday, 20 September 2024 | SIM Global Education, 461 Clementi Road, S599491

SLEC CommCare Symposium returns in 2024, bringing healthcare professionals and individuals together to explore and exchange knowledge on important issues. This year's symposium includes two distinct tracks.

Track 1

Dementia and Spirituality: Building Connections, Conversations and Collaborations

Spirituality is a significant aspect of our lives. Dementia deeply affects daily living as it affects memory recall and the building of meaningful and sustainable connections. How does dementia affect spirituality, and how can spirituality be part of a holistic approach to eldercare?

Join Bishop Emeritus Dr Robert Solomon, Sister Geraldine Tan, Reverend Dr Norman Wong and Adj A/Prof (Dr) Kenny Tan in exploring how eldercare can be redefined to include spiritual conversations, and how the spirit within and a connection with God can be incorporated as part of the journey to improve the quality of life for elders.



THE SPIRIT WITHIN

**Bishop Emeritus
Dr Robert Solomon**
The Methodist Church
in Singapore



SPIRITUAL CONNECTIONS WITH GOD

Sister Geraldine Tan
Executive Director
St Joseph's Home
Catholic Welfare Services



SPIRITUAL CONVERSATIONS WITH EACH OTHER

Reverend Dr Norman Wong
Head, Chaplaincy
Methodist Welfare Services



REDEFINING ELDER CARE

Adj A/Prof (Dr) Kenny Tan
Chief Executive Officer
St Luke's ElderCare

Track 2

Wounds to Wellness: Pioneering Paths to Healing

Elders are vulnerable to injuries and health challenges. Leading experts Adj A/Prof Dr Vikram Vijayan Sannasi, Dr Alan Yap, and Adj A/Prof Png Gek Kheng will be sharing about innovations in vascular health, wound hygiene, management of complex and chronic wounds, and more.

Additionally, participants will engage in interactive workshops that cover topics such as learning about the care of biliary drain tube and percutaneous nephrostomy tube, effective management strategies for complex and chronic wounds and analysing case studies to learn best practices.

INNOVATIONS IN VASCULAR HEALTH - ADVANCING WOUND CARE AND HEALING

Adj A/Prof Dr Vikram Vijayan Sannasi

Head, Division of Vascular Surgery
Director of the Vascular Diagnostic Laboratory
Senior Consultant Surgeon
Vascular and Endovascular Surgery
Department of General Surgery
Ng Teng Fong General Hospital



WOUND HYGIENE

Dr Alan Yap
Head of Wound/Stoma Care Unit
Queen Elizabeth Hospital
Kota Kinabalu, Sabah Malaysia



LOOKING BEYOND THE HOLE - RECOGNISING THE INTERCONNECTEDNESS

Adj A/Prof Png Gek Kheng

Chief Nurse
Advanced Practice Nurse (Geriatric)
Changi General Hospital

Learn more



www.commcare Symposium.slec.org.sg



Bridging Through Food: Connecting Generations

SLEC proudly presents #ChopeASeat, a heartfelt fundraising movement that calls for the support of programmes that can enrich and empower our elders' lives, including those surrounding food, music and art across generations.

For our 2024 initiative, we dive deeper into our elders' simple pleasures in life - food! We asked more than 20 elders to share their favourite recipes and were transported to some of their fondest memories. We are thrilled to unveil a collaborative recipe book crafted by our very own elders and students from local schools. This culinary treasury showcases beloved traditional recipes and the stories behind them, honouring the rich culinary heritage of our elders.

We shortlisted four fan-favourite recipes and asked our elders to be a part of a cooking demo video series alongside students from ITE College West, School of Hospitality. Explore our website and stay updated as we unveil the four cooking demo videos periodically.

With every \$100 donation, you will receive a copy of our "Connecting Generations" recipe book. Your contribution will go towards SLEC's programmes that enrich and empower our elders to age gracefully. Join us to #ChopeASeat for our elders as we connect generations through shared meals.



More information can be found on chopeaseat.slec.org.sg



Serving with Excellence: SLEC Receives Accolades

The work that we do impacts lives. We are proud to share some awards the SLEC family received this year.

12th Eldercare Innovation Awards 2024

Organised by Ageing Asia, the Eldercare Innovation Awards celebrates best practices in eldercare. We are honoured to win the “Innovation of the Year - Smart Care Technology (Operational Management Solution)” award that recognises the effectiveness of our Computerised Asset Management System (CAMS) and Transport Management System (TMS).

We also emerged as finalists in nine other award categories, namely:

- Operator of the Year – Active Ageing
- Design of the Year – Interior Design
- Facility of the Year – Day Care Centre
- Facility of the Year – Rehab, Health & Wellness
- Innovation of the Year – Active Ageing Community Programme
- Innovation of the Year – Industry Social Engagement
- Innovation of the Year – Employee Well-being
- Innovation of the Year – Intergenerational Social Engagement
- Innovation of the Year – Rehabilitation Programme

These accolades serve as a testament to our dedication to innovation, quality, and compassion in eldercare. At SLEC, we are committed to striving for excellence and continually innovate ways to enhance the lives of our elders!

Singapore Health Quality Service Awards

SLEC is pleased to share that we have been recognised at the Singapore Health Quality Service Awards for the 7th year!

Our healthcare heroes have collectively received a total of 201 individual awards, including 23 Star, 74 Gold, and 104 Silver awards. SLEC was also awarded the Best Team Award in the 'Joy at Work' category.



Adj A/Prof (Dr) Kenny Tan capturing the moment with our SLEC family at the Singapore Health Quality Service Awards Ceremony

9th Annual Singapore OpenGov Leadership Forum

We are honoured to receive the esteemed Singapore Recognition of Excellence Award 2024 at the 9th Annual Singapore OpenGov Leadership Forum. This award celebrates the excellent use of Information and Communications Technology to serve citizens.

We were recognised for our Computerised Asset Maintenance System and Transport Management System. These systems enhance our effectiveness and boost team productivity through functions such as tracking and monitoring vehicle maintenance schedules, providing real-time updates on elders' travel journeys, and ensuring all vehicles are operational when needed.

We express our appreciation to OpenGov Asia for recognising our efforts, and applaud our team for their innovation and dedication.



Chief Operating Officer, Dr Alan Wong receives the Recognition of Excellence award together with former Chairman, Mr Timothy Teo and Chairman, Professor Ho Yew Kee

SingHealth Inspirational Patient & Caregiver Awards 2024

Caregiving is hard and heart work that requires time and unwavering dedication. We are immensely proud to be a part of two caregivers' journeys at SLEC - Teo Lay Leng, and Kamala Devi Hunt. They were recognised at the SingHealth Inspirational Patient & Caregiver Awards 2024 for their strength, courage, and resilience.

Lay Leng devoted herself to caring for her bedridden sister, Mary, who suffers from multiple health conditions. Even while facing her own health-related challenges, she dedicates herself as a pillar of support for Mary. Her love has significantly improved Mary's quality of life.

Similarly, Devi has been the shoulder to lean on for her husband, John, who is showing symptoms of Alzheimer's disease. Even after John moved into SLEC Residence @ Ang Mo Kio to receive professional care, Devi makes it a point to visit him every day, and provide him strong support.

Caregivers are essential partners to healthcare and social service staff. Together, we strive to uplift the lives of those around us. We extend our congratulations and admiration to Lay Leng and Devi. It has been a privilege to journey with them.



President Tharman Shanmugaratnam presenting the award to our caregiver

专访连瑞华女士： 在银发之年寻找新的起点

85 岁的连女士从年轻开始就一直努力做一个有所作为的人。她一生致力于通过教授华文华语来培养年轻一代。多年来，她积累了丰富的经验，曾在三所不同的小学任教。

2019 年，80 岁的她写了一本名为《天若有情》（“Love in Heaven”）的自传，此书在同年出版。这一壮举证明了只要一息尚存，她就会不断地努力和付出。

正是本着这种精神，她报名参加了科技应用课程。她希望与时俱进，为科技领域做出贡献。然而，事实证明这是一项艰巨的任务。她说：“我对自己的不能适应感到失望。我觉得自己很无能，这让我感到沮丧和不开心。”

注意到 Lian 女士情绪低落，她的儿子便鼓励她报名参加住所附近的北岸乐龄关怀中心的活动。

她回忆地说道：“起初，我很不情愿。我不知道乐龄关怀中心是否和养老院一样。我听说过许多关于冷冰冰的养老院的故事，在那里，每天无所事事的老人聚集在一起，望着窗外发呆打发时间，被他们的亲人遗忘。我心想，这样的地方怎么能给人带来快乐呢？”

然而，为了不让儿子失望，她决定迈出第一步，走进了我们的中心。她发现我们为年长者安排了许多充实而有意义的活动，她乐于参与其中。她还与中心的其他年长者建立了新的友谊，她感觉到这是一个“温暖、和谐、充满活力的大家庭”。

她说：“我们这群年长者一点也不觉得被冷落或被抛弃。活跃乐龄护理中心的工作人员充满热情和真诚，每天都尽心尽力地为我们设计丰富多彩的活动，让我们尽情地玩乐和学习。不知不觉，我们的青春岁月仿佛重现，我们这些乐龄人士再次享受到生活的乐趣。”

”

“在这个数码时代，刚性科技胜过了人际关系。因此，与他人互动和联系的机会，不能被视为理所当然的。怀着一颗感恩的心，我想说——我爱圣路加乐龄关怀。感谢你们带给我快乐，帮助我重新找到生活的希望和亮点！”



连女士和一位“金色回忆计划”毕业的同学合影

帮助年长者创造：圣路加乐龄关怀的“金色回忆计划”

连女士在 2019 年出版了自传后，仍然还有很多故事可分享。作为一名才华横溢的作者，连女士很兴奋能够参与持续 8 周的“黄金岁月回忆录”（Golden Memories Programme）。该项目是北岸活跃乐龄护理中心的一项试验计划。通过生成式人工智能，这项为期 8 周的计划赋予年长者创造能力，使他们能够以书籍或视频的方式记录自己的人生故事。每周，年长者都必须回想并讲述自己的过去，比如最喜欢的童年游戏或小吃。连女士分享了她在印度尼西亚年幼时的冒险经历，她的故事带给参与这个项目的年长者许多欢乐。

一眨眼晃过 8 周的时间，参与者似乎彻底了解人工智能的原理通过他们的经过写成人生故事。课程结束时，年长者们还获得了课程结业证书。在圣路加，我们不断的创新，为年长者提供有益身心的活动。圣路加乐龄关怀的“金色回忆计划”在于鼓励长者回忆往事和使用科技，同时也为他们提供一个平台，来分享他们独特的人生历程。我们期待今后为他们带来更多精彩的节目。



连女士对写作的热情与日俱增，通过“金色回忆计划”发表了自己的另一个故事



连女士最喜欢的棋盘游戏



中心经理陈慧慧在教连女士如何使用平板电脑



SLEC is an Institution of Public Character (IPC).
SLEC IPC number: IPC000155

Donation Amount

☐ One-time Donation

☐ Monthly Donation

☐ \$50

☐ \$200

☐ \$500

☐ Others: _____

All donations to St Luke's ElderCare Ltd are eligible for a 250% tax deduction.

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We are going green! St Luke's ElderCare will issue e-receipts for all tax-deductible donations.

Please fill in your email address to receive an acknowledgement email.

☐ If you would like to receive a hard copy tax-deductible receipt, please tick here.

☐ **Donation By Cheque** (for one-time donation only)

Please make cheque payable to "St Luke's ElderCare Ltd"

Cheque Number: _____

☐ **Credit Card**

Visa / Mastercard:



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Expiry Date: _____

MM / YY

Signature(s):

By sending us this information, you fully understand and consent to the use and disclosure of your personal data which you have provided, for processing donations, submission of donation data to the Inland Revenue Authority of Singapore, fundraising appeals, marketing, advertising and receiving of eldercare and caregiving information, news and updates via email and newsletter in accordance with our privacy policy (slec.org.sg/privacy-policy). You may unsubscribe at any point in time from our email alerts or the newsletter by emailing us at donorcare@slec.org.sg.

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Donor's Reference No.		

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- I/We hereby instruct you to process the instruction from St Luke's ElderCare Ltd to debit my/our account.
- You are entitled to reject St Luke's ElderCare Ltd debit instruction if my/our account does not have sufficient funds and charge me/us a fee for this. You may also, at your discretion, allow the debit even if it results in overdraft on the account and impose charges accordingly.
- This authorisation will remain in force until terminated by your written notice sent to me/our address last known to you or upon receipt of my/our written revocation through St Luke's ElderCare Ltd.

FOR BANK'S COMPLETION

This Application is hereby **REJECTED** (please tick) due to:

- ☐ Signature/Thumbprint differs from Bank's records
- ☐ Signature/Thumbprint incomplete/unclear
- ☐ Account Operated by Signature/Thumbprint
- ☐ Wrong Account Number
- ☐ Amendments not countersigned by customer
- ☐ Other Reasons: _____

Name of Approving Officer: _____

Date: _____ Authorised Signature: _____

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BUSINESS REPLY SERVICE
PERMIT NO. 09381



ST LUKE'S ELDERCARE LTD

Fundraising Department
461 Clementi Road #04-11
Block A, SIM Headquarters
Singapore 599491

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