

Press Release
Relocation of Services from the Support Centre for Cash Subsidy to the
Service Centre of Civil and Municipal Affairs Bureau
(7 December 2011)

The distribution work of 2011 Cash Subsidy has basically finished on 11 November this year. A total amount of MOP 1,809,099,600.00 has been handed out to beneficiaries in the course of its implementation. 511,840 crossed cheques have been mailed, which summed up to MOP\$ 1,444,657,200, and until the present time, 439,287 cheques were withdrawn, representing 85.8% of the total number of cheques.

A Support Centre for Cash Subsidy entered into service on 30 August to cater for enquiries and deal with procedures related to the cash disbursement. As of 2 December, some 19,383 enquiries have been handled, with the majority of which being personal visits, summing up to 14,242 enquiries, around 73.5% of the total. The second most popular channel was telephone enquiry, which stands for 25.8% or 5,010 enquiries. Personal visits to the Centre were mainly for re-issuance of cheques, which totaled 5,392 cases, whereas 953 came for the purpose of alteration of address.

The Support Centre operated till 2 December, and from 5 December onward; residents can go to the Service Centre of Civil and Municipal Affairs Bureau located in Avenida da Grande Praia, China Plaza, 2/F for assistance regarding procedures associated with the Cash Subsidy. The opening hours of this Service Centre are from 9am to 6pm straight, Monday to Friday, except public holidays. Telephone enquiries are available at 8795 2675 and 8795 2676. The service hotline 2822 5000, fax 2822 3000 as well as the official website of Cash Subsidy <http://www.ap.gov.mo> will be retained to provide relevant information.

Support Centre for Cash Subsidy
Number of people received
(From 30 August to 2 December 2011)

Month	Number of people	Channel		
		In person	Telephone	E-mail
August	303	107	188	8
September	4,132	2,804	1,303	25
October	7,582	5,340	2,186	56
November	7,054	5,696	1,317	41
December	312	295	16	1
Total	19,383	14,242	5,010	131

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