

Auto Credit Card Top-Up (ACCTU) is a convenient and cashless mode of payment. To help you better understand this ACCTU payment method, here are some answers to the most frequently asked questions.

How do I get started?

Complete this form with the particulars needed with your signature duly signed and submit it to any TransitLink Ticket Office at MRT stations or bus interchanges or mail it by post to:
Transit Link Pte Ltd, 9 Maxwell Road, #03-02 Annex A MND Complex, Singapore 069112

Which bank cards are accepted?

You can apply with any Visa/Master credit or debit card. However, approval is subjected to the terms and conditions of the issuing bank.

Will I be notified of the approval or rejection of my application?

We will send a letter on the procedures to activate your ACCTU once your application is approved. If your application is rejected due to some reason, we will also send you a notification letter.

How long do I need to wait after sending in my application?

Application and approval process takes about 2 weeks thus please continue to top up your concession card by cash or NETS.

Can I arrange for another person to effect the GIRO through his/her credit card account on my Concession card or use my credit card account to apply for another person's Concession card?

You can do so by getting the account holder to fill in his/her name, address and the account number on this form. The CAN number of your Concession card (which is printed on the reverse side of the card) has to be stated on this form. Please obtain the signature of the account holder as signed on the credit card.

To pay for another person Concession card, state the CAN number of the Concession card (which is printed on the reverse side of card), your name, address and the account number on this form and duly signed by you.

When will the auto top up amount be charged?

A \$0.25 convenience fee will be charged to your credit card account when your Concession card triggers an auto top up. The auto top up amount including the \$0.25 convenience fee charged will be shown in your credit card account statement.

What happens if my account exceeds the credit limit and an auto top up occurred?

Posting to your credit card account is requested after an auto top up transaction has occurred. Hence the value added to your Concession card is on credit till it is successfully charged to your credit card account. If there is insufficient credit in your account, it will cause a failed charge and your Concession card(s) will be blocked for usage. You will need to settle the unpaid amount at any TransitLink Ticket Offices, General Ticketing Machines, Passenger Service Centre before you can resume usage. As it takes times for the bus devices to be updated, you may not be able to use your Concession card immediately after settlement.

Can I use my ACCTU Concession card at non-transit outlets?

Concession cards on ACCTU are currently not usable at non-transit outlets.

What should I do if my ACCTU Concession card is lost/stolen?

Please call Transit Link Hotline at 1800-CALL ONE (1800-2255 663) to report the loss. We will need your:

- NRIC number
- Concession Card number
- Contact number

The card will be invalidated within 48 hours and any remaining value and deposit in the lost card will be refunded directly to your credit card account within 14 working days from the date of lost report. Customer will be liable for up to \$10 of unauthorized usages within 48 hours from the time the lost is reported. Please note that once the card is reported lost and blacklisted, you will not be able to cancel the lost report and/or reuse the card even if card is found.

FOR OFFICIAL USE	
Received date	
Processed date	
Approval/Rejected date	
Notice Sent date	
Processed by	