

ADULT MONTHLY TRAVEL CARD (AMTC) EXTENSION EXERCISE 2019

(This is a one-time extension of the validity for all AMTCs expiring in 2019.)

Frequently Asked Questions (FAQ)

1. Why is my card expiring?

All travel cards including the AMTC have a card validity period to ensure that the cards are in good working condition.

2. How can I check the expiry date of my AMTC?

You may proceed to any General Ticketing Machine or Add Value Machine to check on the expiry date of your card.

3. Can I still buy the Adult Monthly Travel Pass before my card expires?

You can purchase the Adult Monthly Travel Pass before your existing AMTC expires. The pass will be pro-rated based on the remaining days of usage.

4. How do I extend the validity of my AMTC card?

You may proceed to any Add Value Machine, General Ticketing Machine, Passenger Service Centre, TransitLink Ticket Office or TransitLink Concession Card Replacement Office to extend the card validity.

Add Value Machine



Place your AMTC on the card reader. The new validity date will be displayed

General Ticketing Machine



Place your AMTC on the card reader. Select "Check Card" to view the new validity date.

Passenger Service Centre



Ticket Office / Concession Card Replacement Office



5. Is it compulsory for me to replace my AMTC after it expires?

It is not compulsory, but should you wish to continue using your AMTC with the Adult Monthly Travel Pass, you can replace your AMTC via TransitLink website at www.transitlink.com.sg, TransitLink mobile app, and our TransitLink Ticket Offices.

For TransitLink Website:

- Select *New Concession Card Application* under “e-Service” and click on *Adult Monthly Travel Card*

For TransitLink mobile app:

- Select *New Application* under “Concession Card” and click on *Adult Monthly Travel Card*

The replacement card will be mailed to you within 14 days upon receipt of your application. Please note that a non-refundable fee of \$8.10 is payable for the replacement card.

6. Do I need to activate my AMTC replacement card?

You will need to activate your new AMTC before you can start using the card for public transport travel. You may proceed to any TransitLink Ticket Office to activate your card, with your original NRIC / Passport for verification purposes.

7. What happens to my Adult Monthly Travel Pass and remaining travel value in my existing card when I replace my card?

When activating the new AMTC replacement card at the TransitLink Ticket Office, you can bring along your existing AMTC to have the remaining travel value and pass value (if any) transferred to the new replacement card.

8. Will the Auto Top-Up Facility linked to my existing AMTC be transferred to the new AMTC automatically?

Please note that the Auto Top-Up Facility linked to your existing AMTC will not be transferred to the new AMTC automatically. You may re-apply as follows:

For Auto Top-Up by Bank GIRO (for POSB or DBS bank account), you may apply and link your new AMTC instantaneously at any General Ticketing Machine.

For Auto Top-Up by Credit Card, please obtain an application form from any TransitLink Ticket Office or download the application form from the TransitLink website at www.transitlink.com.sg and mail the completed form to TransitLink.

Please note that there will be a processing time of 14 days.

9. What should I do with my existing AMTC with Auto Top-up Facility?

You may visit any TransitLink Ticket Office with your existing AMTC so that a deferred refund can be filed for you.

For cards that are on Auto Top-Up by Bank GIRO, the remaining travel value / unused pass value on the card will be credited to the linked bank account within 14 days.

For cards which are on Auto Top-Up by Credit Card, the remaining travel value / unused pass value on the card will be refunded via cheque within 14 days.

10. Where can I refer to for more information?

You may contact TransitLink Hotline at 1800-2255 663 if you have further enquiries. The hotline operates daily from 8.00 am to 6.00 pm, excluding public holidays.