

**Revision of Personalisation Fee and Lost Card Administration Fee
for Concession Cards**

Frequently Asked Questions (FAQ)

1. Why is there an increase in the Personalisation Fee and Lost Card Administration Fee for Concession Cards?

The Personalisation Fee and Lost Card Administration Fee for Concession Cards were first implemented in 2003, and have remained unchanged for the last 14 years.

On average, over 90,000 lost concession cards are replaced annually. This number has been rising in recent years, with nearly 100,000 replacements last year. The revision in fees is thus necessary to cope with increasing manpower and operating costs.

Individuals who are eligible for a concession card will continue to get their first card at no cost. Concession card holders are encouraged to take good care of their cards and not lose them, to prevent card misuse and unnecessary replacement fees.

2. When will the new fees be implemented?

The revised Personalisation Fee and Lost Card Administration Fee for all concession cards will take effect from 1st January 2018.

3. What are the new fees payable by concession cardholders?

The revised Personalisation and Lost Card Administration Fees are illustrated in the table below:

		Current	Revised	
Personalisation Fee	All Concession Cards	\$3.00	\$3.10	
Lost Card Administration Fee	PAssion Silver / Senior Citizen Concession Cards	Self-Service Channels (Online / Mobile / TL Kiosk)	\$5.00	\$7.00
		Concession Card Replacement Offices (CCROs)	\$5.00	\$8.00
	All Other Concession Cards	Self-Service Channels (Online / Mobile / TL Kiosk)	\$10.00	\$11.00
		Concession Card Replacement Offices (CCROs)	\$10.00	\$13.00

4. Why is the increase for seniors higher?

Currently, seniors enjoy a subsidised rate on their Lost Card Administration Fee. This discount is funded by higher fees on the other commuters.

By evening out the fee difference between seniors and other commuters, the majority of concession card holders can see a smaller fee adjustment.

5. Why is there a differentiation in fees for lost concession card replacements applied via self-service channels and manned counters?

The differentiation in fees for lost concession card replacements is introduced to encourage replacements via self-service channels, which provide round-the-clock services every day, and are more efficient and convenient than manned counters.

These self-service channels include the TransitLink website (www.transitlink.com.sg), TransitLink Mobile Services app and TransitLink Kiosk (TL Kiosk).