

Sections:

- A. Child Concession Card**
- B. Monthly Concession Passes (Primary, Secondary, Polytechnic, University, NSF)**
- C. Singaporean Students in CPE-registered Private Education Institutions**
- D. Adult Monthly Travel Card (AMTC)**
- E. Senior Citizen Monthly Concession Pass**

A. CHILD CONCESSION CARD

Q1. What is the Child Concession Card?

The Child Concession Card is a travel card that allows concessionary travel on basic fare bus and train services for children under 7 years old and not in Primary school. With effect from 6 April 2014, the Child Concession Card will allow cardholders to travel for free on basic fare bus and train services.

Q2. What do I need to do for my child who is under 7 years old to travel free from 6 April 2014?

a) If your child already holds an existing Child Concession Card, under 7 years old and is not in Primary School, they can continue to use the existing card. There is no need to apply for a new card. The card will be valid for use until 30 April of the year the child turns 7 years old. As the Child Concession Card offers free travel from 6 April 2014, individuals may wish to take this into consideration when topping up their Child Concession Cards.

b) If your child is under 7 years old and below 0.9m in height, you do not need to apply for the concession card for your child to travel for free from 6 April 2014. All children under 0.9meters and below the age of 7 will be able to travel free, even if they do not have the card as long as they are accompanied by a fare-paying commuter.

c) If you child is under 7 years old, taller than 0.9m in height and not in Primary School, you are advised to apply for the card.

Q3. What are the eligibility criteria for a Child Concession Card?

Children above 0.9m in height, below 7 years old and not in Primary School would qualify for the Child Concession Card. The card will be valid for use until 30 April of the year the child turns 7 years old.

Q4. How long is the Child Concession Card valid for?

The card will be valid for use until 30 April of the year the child turns 7 years old.

Q5. How can I apply for the Child Concession card for my son/daughter?

The parent/proxy can complete and submit an application form for the card to any TransitLink Ticket Office. The application form can be downloaded from the TransitLink website (http://www.transitlink.com.sg/pdf/child_concession_card_application.pdf)

The parent or proxy applying for the Child Concession card will need to produce his/her NRIC upon form submission at the TransitLink Ticket Office.

If the child is a non-Singapore Citizen or non-Singapore Permanent Resident, the parent or proxy applying for the Child Concession card will need to present the child's Passport (original or photocopy) upon form submission at the Ticket Office.

The card will be encoded with the child's name, Birth Certificate/Passport Number, date of birth and expiry date of the card. Each eligible child is entitled to one Child Concession Card.

Q6. If my child's concession card expires on the 30 April of the year he/she turns 7 years old, and he is not going to Primary School, what can I do so that he still enjoys free/concessionary travel?

If your child is not going to Primary school in the year he/she turns 7 years old, please call TransitLink Hotline 1800-2255 663 for assistance at least 3 months before the concession expiry date.

Q7. If my child is under 7, can he continue to use his card even after he enters primary school?

Yes, he can continue to use his card as the Child Concession Card will expire on 30 April of the year that your child turns 7 years old. However, he will need to switch to a primary school concession card after 30 April.

Q8. If children below 7 years old are allowed to travel free, do they still need to carry a concession card?

The concession cards will still be needed as a form of identification for concession eligibility and to pass through the fare gates, if necessary. This applies to children above 0.9m in height, below 7 years old and not in Primary School.

Q9. My child is 5 years old but he is 1.1m tall. Does he need a Child Concession Card to travel free?

Yes. If your child is above 0.9m in height, below 7 years old and not in primary school, he must apply for a child concession card to travel free.

**B. MONTHLY CONCESSION PASSES
(PRIMARY, SECONDARY, POLYTECHNIC, UNIVERSITY, FULL-TIME NATIONAL
SERVICEMEN)**

Q10. What are enhancements for existing concessions for primary/secondary students?

From 6 April 2014,

- a) Prices for the hybrid monthly concession pass will be lower:

Hybrid Monthly Concession Passes (Unlimited bus and train rides w.e.f. 6 April 2014)

| Cardholders | Price | |
|-------------------|---------|-----------------|
| | Current | From 6 Apr 2014 |
| Primary Student | \$42.50 | \$41.00 |
| Secondary Student | \$52.50 | \$51.00 |

- b) Train Monthly Concession Passes will offer unlimited train rides (compared to up to 4 train trips per day previously), and at the same price.

Train Monthly Concession Passes (Unlimited train rides w.e.f. 6 April 2014)

| Cardholders | Price | |
|-------------------|---------|-----------------|
| | Current | From 6 Apr 2014 |
| Primary Student | \$20.00 | \$20.00 |
| Secondary Student | \$25.00 | \$25.00 |

- c) Prices for Bus Monthly Concessions will remain unchanged.

Bus Monthly Concession Passes (Unlimited bus rides)

| Cardholders | Price | |
|-------------------|---------|-----------------|
| | Current | From 6 Apr 2014 |
| Primary Student | \$22.50 | \$22.50 |
| Secondary Student | \$27.50 | \$27.50 |

Q11. What are enhancements for existing concessions for polytechnic students?

From 6 April 2014, polytechnic students will enjoy Hybrid, Bus and Train Concession Passes at lower prices. In addition, Train Monthly Concession Passes will offer unlimited train rides (compared to up to 4 train trips per day previously) and at lower prices.

Hybrid Monthly Concession Passes (Unlimited bus and train rides w.e.f. 6 April 2014)

| Cardholders | Price | |
|---------------------|---------|-----------------|
| | Current | From 6 Apr 2014 |
| Polytechnic Student | \$97.00 | \$51.00 |

Train Monthly Concession Passes (Unlimited train rides w.e.f. 6 April 2014)

| Cardholders | Price | |
|---------------------|---------|-----------------|
| | Current | From 6 Apr 2014 |
| Polytechnic Student | \$45.00 | \$25.00 |

Bus Monthly Concession Passes (Unlimited bus rides)

| Cardholders | Price | |
|---------------------|---------|-----------------|
| | Current | From 6 Apr 2014 |
| Polytechnic Student | \$52.00 | \$27.50 |

Q12. What are enhancements for existing concessions for university students?

From 6 April 2014,

- a) Prices for the hybrid monthly concession pass will be lower:

Hybrid Monthly Concession Passes (Unlimited bus and train rides w.e.f. 6 April 2014)

| Cardholders | Price | |
|-------------|---------|-----------------|
| | Current | From 6 Apr 2014 |
| University | \$97.00 | \$85.00 |

- b) Train Monthly Concession Passes will offer unlimited train rides (compared to up to 4 train trips per day previously), and at the same price.

Train Monthly Concession Passes (Unlimited train rides w.e.f. 6 April 2014)

| Cardholders | Price | |
|-------------|---------|-----------------|
| | Current | From 6 Apr 2014 |
| University | \$45.00 | \$45.00 |

- c) Prices for Bus Monthly Concessions will remain unchanged.

Bus Monthly Concession Passes (Unlimited bus rides)

| Cardholders | Price | |
|-------------|---------|-----------------|
| | Current | From 6 Apr 2014 |
| University | \$52.00 | \$52.00 |

Q13. What are enhancements for existing concessions for full-time National Servicemen?

From 6 April 2014, full-time National Servicemen (NSF) will enjoy Hybrid, Bus and Train Concession Passes at lower prices. In addition, Train Monthly Concession Passes will offer unlimited train rides (compared to up to 4 train trips per day previously) and at lower prices.

Hybrid Monthly Concession Passes (Unlimited bus and train rides w.e.f. 6 April 2014)

| Cardholders | Price | |
|-------------------------------|----------|-----------------|
| | Current | From 6 Apr 2014 |
| Full-time National Serviceman | \$111.00 | \$85.00 |

Train Monthly Concession Passes (Unlimited train rides w.e.f. 6 April 2014)

| Cardholders | Price | |
|-------------------------------|---------|------------------------|
| | Current | From 6 Apr 2014 |
| Full-time National Serviceman | \$50.00 | \$45.00 |

Bus Monthly Concession Passes (Unlimited bus rides)

| Cardholders | Price | |
|-------------------------------|---------|------------------------|
| | Current | From 6 Apr 2014 |
| Full-time National Serviceman | \$61.00 | \$52.00 |

Q14. How soon/where can I buy the lower-priced concession passes?

The Monthly Concession Passes with lower prices will be available for purchase from 6 April 2014. The Pass can be purchased at any TransitLink office, MRT stations and Ticketing Machines. The concession passes can be encoded to start from any specified date up to 7 days in advance.

Q15. If I bought a hybrid/train concession pass on 30 March 2014, will I be entitled to unlimited train rides come 6 April 2014?

Yes. A valid Hybrid/Train Concession Pass which you bought prior to 6 April will automatically be updated to allow you to take unlimited train trips.

Q16. How can I get a Polytechnic Student Monthly Concession Pass?

Full-time matriculated students from government or government-aided polytechnics can apply for a Polytechnic Student Concession Card to travel on buses and trains.

Upon receiving their Concession Cards, students can enjoy travel concession by purchasing Monthly Concession Passes.

How to Apply

Eligible polytechnic undergraduates can apply for the Concession Card during the bulk application exercise which is usually conducted every April to May and July to August at their respective campuses.

In the event that polytechnic undergraduates miss the exercise, they can apply for their first card at any TransitLink Concession Card Replacement Office located island-wide.

When applying for the concession card, the following items are required:

- Passport-size photograph (taken within the last 3 months);
- Matriculation Card; and

One of the following documents:

- Original NRIC/Passport for Singapore Citizens; or
- Original NRIC/Re-entry Permit for Singapore Permanent Residents; or
- Original Passport and Foreign Student Pass (FIN) for foreign students.

There will also be a \$5 card cost (non-refundable) and \$3 personalisation fee (non-refundable) payable upon the application of the Polytechnic Student Concession card.

Supplementary info

| Polytechnic Student Concession Pass | Benefit | Price |
|--|--|--------------|
| Bus Concession Pass (BCP) | Unlimited travel on basic fare buses. | \$27.50 |
| Train Concession Pass (TCP) | Unlimited travel on basic fare trains. | \$25.00 |
| Hybrid Concession Pass (HCP) | Unlimited travel on basic fare buses and trains. | \$51.00 |

C. Singaporean Students in CPE-registered PEIs

Q17. The PTC announced that it has approved the extension of concessions to Singaporean students in CPE-registered Private Education Institutions. What are my concessions? How do I apply?

TransitLink will need time to work with the various private institutions on the implementation details. More details will be released later.

Q18. Will students studying for diploma courses in private education institutions that are equivalent to courses in polytechnics qualify for the extended concessions? There are currently a number of diploma courses run by private education institutions such as business, tourism, early childhood education, digital media, music, beauty and spa therapy, hairdressing, pastry and baking, graduate diploma, advanced diploma.

TransitLink will be working with the private education institutions to roll out this concession in the second half of 2014 or early 2015. More details on which courses would be included and at what level will be released later.

D. ADULT MONTHLY TRAVEL CARD (AMTC)

Q19. What is the Adult Monthly Travel Card?

The Adult Monthly Travel Card is a new travel pass priced at \$120 that allows unlimited travel on Singapore's basic bus services and rail services within the period of validity of the pass purchased.

Q20. Who can buy the Adult Monthly Travel Card?

Singapore Citizens and Permanent Residents are eligible to purchase the Adult Monthly Travel Card.

Q21. How can I buy or apply for the Adult Monthly Travel Card?

Individuals will be able to buy the Adult Monthly Travel Card with effect from 6 April 2014. To do so, you must first apply for the Adult Monthly Travel Card, and you can do so from 6 March 2014. More details will be released later.

Q22. How long is the AMTC valid for?

The AMTC is valid for one month, which is similar to all other monthly passes. For example, if you have bought the pass on 10 June, it will expire on 9 July.

E. SENIOR CITIZEN MONTHLY CONCESSION PASS

Q23. What is the Senior Citizen Monthly Concession Pass?

The Senior Citizen Monthly Concession Pass is a new travel pass for Senior Citizens. The Pass priced at \$60 allows Senior Citizens unlimited travel on Singapore's basic bus services and rail services within the period of validity of the pass purchased.

Q24. Who can buy the Senior Citizen Monthly Concession Pass?

Senior Singapore citizens and permanent residents aged 60 years and above are eligible to purchase the Monthly Concession Pass. To buy the Senior Citizen Monthly Concession Pass, they must first hold the Senior Citizen Concession Card.

Q25. How do I apply for the Senior Citizen Monthly Concession Pass?

Senior Citizens (SC) will be able to buy the SC Monthly Concession Pass from 6 April 2014. To do so, they must first hold the SC Concession Card. If they do not already hold the SC Concession Card, they are advised to apply for one.

Individuals holding a valid Senior Citizen Concession Card do not need to apply for a new card. They can use their existing SC Concession Card to buy the pass.

(a) How to apply for the Senior Citizen Concession Card (If you don't have one)

Senior Singapore citizens and permanent residents can apply for their concession cards two weeks prior to when they reach 60 years of age.

Application for the Senior Citizen Concession Card can be done online via: http://www.transitlink.com.sg/eservice/econcession/app_form1.php?app_type=1

Alternatively, eligible senior citizens can also apply for the concession card by completing and mailing an application form to the TransitLink Head Office located at 9 Maxwell Road, Annexe A MND Complex, #03-02, Singapore 069112.

The application form can be obtained from any TransitLink Ticket Office, or downloaded from the TransitLink website (www.transitlink.com.sg)

To complete the application, a photocopy of their NRIC (both the front and reverse sides) and a colored passport sized photograph that was taken within the last 3 months must be provided.

Once ready, the concession card will be mailed to the applicant with further instructions for use.

(b) How to buy the Senior Citizen Monthly Concession Pass

Once you have your Senior Citizen Concession Card, you can buy the Senior Citizen Monthly Concession Pass available from 6 April 2014.

The SC Monthly Concession Pass can be purchased at any TransitLink office, MRT stations and Ticketing Machines from 6 April 2014.

Q26. Can I use my current SC concession card to buy a SC Monthly Concession Pass?

Yes, you can use your existing SC concession card to purchase the new pass. It is not necessary to apply for a new SC concession card.

Q27. I applied for my SC concession card 3 months ago. Why have I not received it?

To check on the status of your application, please call the TransitLink hotline at 1800-2255 663.