

Auto Top-up facility (by credit/debit card) is a convenient and cashless mode of payment. To help you better understand this 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 auto top-up facility once your application is approved. If your application is rejected due to some reason, we will also send you a notification letter and next course of actions needed from you.

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 auto top-up facility through his/her credit/debit card account on my Concession card or can I use my credit/debit 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/debit card.

To pay for another person's 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/debit 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/debit card account statement.

What happens if my credit/debit card account has insufficient funds or insufficient credit limit and an auto top up occurred?

Posting to your credit/debit 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/debit card account. If there is insufficient credit/funds 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 or 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 Auto Top-up Concession card at non-transit merchants?

Yes. Auto Top-up Concession cards can be used at selected non-transit merchants.

What should I do if my Auto Top-up Concession card is lost/stolen?

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

- **NRIC number**
- **Concession Card number** (printed on the back of the card)
- **Contact number**

The card will be invalidated within 48 hours and any remaining value in the lost card will be refunded directly to you by cheque within 14 working days from the date of lost report. The Account Holder shall only be responsible for subsequent unauthorised usage (if any) of the Auto top-up enabled Concession card within the period of 48 hours after Lost Auto top up enabled Concession card has been reported lost:

- a. for payment of fares on public transport services provided by the public transport operators, save that TransitLink shall refund the cardholder for any deductions for fares for public transport services exceeding \$10.00 in aggregate within the 48 hours after the Lost Auto top-up enabled Concession Card has been reported lost, and
- b. for all payment of goods and services other than for public transport services within the 48 hours after the Lost Auto top-up enabled Concession Card has been reported lost, whether such deductions from the Lost Auto top-up enabled Concession Card were made with the Account Holder's knowledge or consent or not.

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 the card is found.

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