

MONTHLY CONCESSION PASS REFUND FOR STUDENTS DURING HOME-BASED LEARNING PERIOD

On 18 September, the Ministry of Education (MOE) announced the implementation of Home-Based Learning (HBL) for all Primary and Special Education schools from 27 September to 11 October 2021 for primary 3 to 6 students or 13 October 2021 for primary 1 and 2 students. Private Education Institutions also had to implement HBL for all students aged 12 years and below from 27 September to 10 October 2021.

Transit Link Pte Ltd (TransitLink) recognises that most Primary-level students would not have to take public transport during this period. As such, all Primary-level students who had purchased their Monthly Concession Passes (MCP) on or before 18 September 2021 will receive an automatic pro-rated refund for the period from 27 September to 12 October 2021, or up to the pass expiry date, whichever is earlier. The refund amount will be based on the unused days of the pass during the valid refund period. Refund will be made by way of a public transport electronic voucher (eVoucher).

From 16 November 2021 to 28 February 2022, you can redeem the public transport eVoucher at any TransitLink Ticket Office (TL TO) / Concession Card Replacement Office (CCRO) / Add-Value Machine / TransitLink Kiosk / Top-Up Kiosk / Assisted Service Kiosk by crediting it to your concession card, or using it to offset the price of your next MCP purchase at TL TO / CCRO.

You may register for a TL SimplyGo account via the [TL SimplyGo app](#) or [TransitLink SimplyGo Portal](#) to check if you have received the eVoucher for the refund of the unused portion of your MCP. This information will be available on your TL SimplyGo account from 16 November 2021.

Please refer to the following FAQ for more information:

1. Why is TransitLink providing refunds for Primary-level students' Monthly Concession Passes (MCP)?

On 18 September 2021, the MOE announced the implementation of HBL for all Primary and Special Education schools from 27 September to 6 October 2021. The HBL period was later extended till the phased resumption of face-to-face classes on 11 October 2021 for primary 3 to 6 students and 13 October 2021 for primary 1 and 2 students respectively. Private Education Institutions also had to implement HBL for all students aged 12 years and below from 27 September to 10 October 2021.

TransitLink recognises that most Primary-level students would not have to take public transport during this period. As such, all Primary-level students who had purchased their MCP on or before 18 September 2021 will receive an automatic pro-rated refund for the period from 27 September to 12 October 2021, or up to the pass expiry date, whichever is earlier. The refund amount will be based on the unused days of the pass during the valid refund period.

2. What kind of Monthly Concession Passes (MCP) are eligible for refunds?

Only Primary-level students who are holding a School Smartcard, non-MOE Student Smartcard or Private Education Institution Student Concession Card and had purchased an MCP **on or before 18 September 2021**, will be entitled to a pro-rated refund of the

unused value of the MCP. The MCP must have been valid for use between 27 September and 12 October 2021.

3. What must I do to apply for refund of unused value of my Monthly Concession Pass (MCP)?

No action is required from you. Refund for any unused value of a Primary-level student MCP that was valid for use between 27 September and 12 October 2021, will be computed and processed automatically.

4. How much refund will I receive for the Monthly Concession Pass purchased?

The refunded amount will be pro-rated based on the unused days of pass usage during the valid refund period from **27 September to 12 October 2021** (both dates inclusive), or up to the pass expiry date, whichever is earlier.

Examples:

- 1) On 17 September 2021, a Primary School Smartcard holder purchased a \$21 Train Concession Pass for use from **23 September to 22 October 2021**. **If he did not use the pass at all from 27 September to 12 October**, he will receive a **pro-rated refund of \$12** for the unused days of pass usage, computed as follows:

$$\frac{\text{Unused: 16 days * (27 September to 12 October)}}{30 \text{ days (23 September to 22 October)}} \times \$21 = \$12$$

** excluding 23 to 26 September (before HBL) and 13 to 22 October (days after HBL ended): total 14 days*

- 2) On 16 September 2021, a Primary School Smartcard holder purchased a \$43.50 Hybrid Concession Pass for use from **22 September to 21 October 2021**. **If she had used the pass on 28 September and 10 October**, she will receive a **pro-rated refund of \$21** for the unused days of pass usage, computed as follows:

$$\frac{\text{Unused: 14 days ** (27 September to 12 October)}}{30 \text{ days (22 September to 21 October)}} \times \$43.50 = \$21$$

*** excluding 22 to 26 September (before HBL), 28 September and 10 October (days of usage), and 13 to 21 October (days after HBL ended): total 16 days*

5. When and where can I collect my pro-rated Monthly Concession Pass (MCP) refund?

If you had purchased a Primary-level student MCP on or before 18 September 2021, which was valid for use between 27 September and 12 October 2021, you can collect the pro-rated refund of the unused pass value from 16 November 2021 to 28 February 2022.

To purchase a new MCP with the refunded amount, please visit any TransitLink Ticket Office (TL TO) or Concession Card Replacement Office (CCRO). Otherwise, you may redeem the pro-rated refund to top up your concession card at any Add Value Machine (AVM), TransitLink Kiosk (TL Kiosk), Top-Up Kiosk (TUK) or Assisted Service Kiosk (ASK).

For more details regarding the locations of the AVM, TL Kiosk, TUK, ASK or TL TO / CCRO, please refer to www.transitlink.com.sg > Locations.

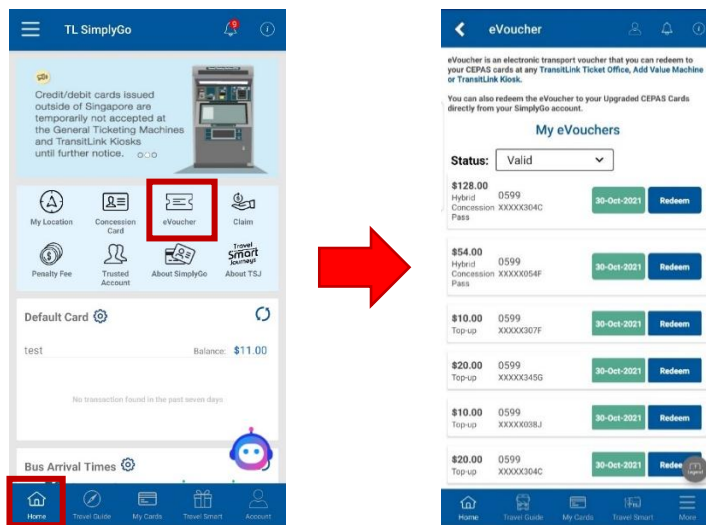
6. How can I check if the refund is ready for collection?

Please register for a TL SimplyGo account via the [TL SimplyGo app](#) or [TransitLink SimplyGo Portal](#) and add your/your child's student concession card to the account, to check from 16 November 2021 onwards if the refund is ready for collection.

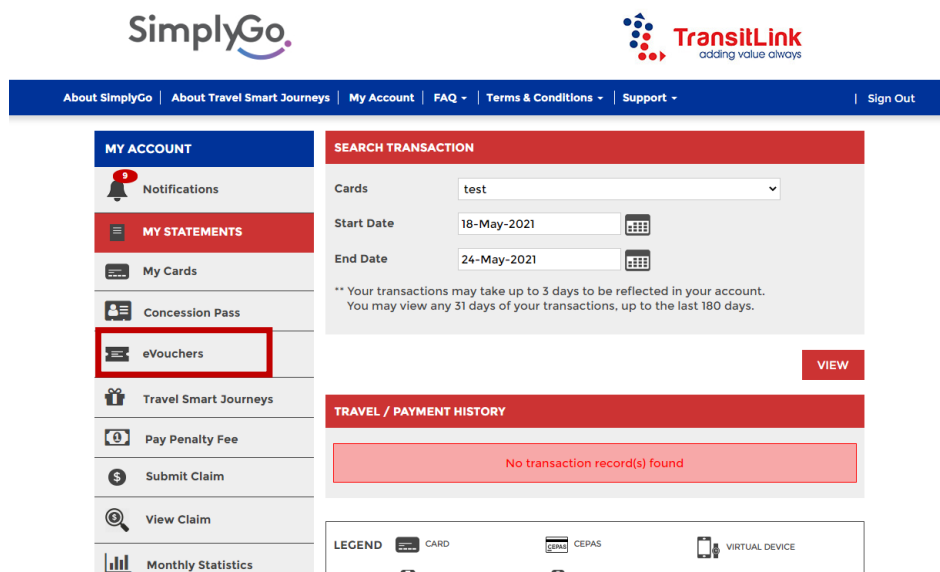
On the TL SimplyGo app, please go to the Home tab and tap on the eVoucher icon after login. To check using the TransitLink SimplyGo Portal, click on the eVoucher tab on the left navigation menu after logging in to your account.

You should be able to view the eVoucher for the refunded amount, provided you fulfil the conditions for the refund.

TL SimplyGo app:



TransitLink SimplyGo Portal:



eVoucher is an electronic transport voucher that you can redeem to your CEPAS cards at any [TransitLink Ticket Office](#), [Add Value Machine](#) or [TransitLink Kiosk](#). You can also redeem the eVoucher to your Upgraded CEPAS Cards directly from your SimplyGo account.

MY EVOUCHERS

Status: [VIEW](#)

Voucher Type	Beneficiary	Expiry Date	Status	
Bus Concession Pass (\$55.50)	XXXXX345G	30-Oct-2021	Valid	Redeem
Hybrid Concession Pass (\$128.00)	XXXXX304C	30-Oct-2021	Valid	Redeem
Hybrid Concession Pass (\$54.00)	XXXXX054F	30-Oct-2021	Valid	Redeem
Top-up (\$20.00)	XXXXX345G	30-Oct-2021	Valid	Redeem
Top-up (\$10.00)	XXXXX038J	30-Oct-2021	Valid	Redeem
Top-up (\$20.00)	XXXXX304C	30-Oct-2021	Valid	Redeem
Top-up (\$1.00)	XXXXX345G	30-Oct-2021	Valid	Redeem
Top-up (\$3.00)	XXXXX038J	30-Oct-2021	Valid	Redeem
Top-up (\$5.00)	XXXXX304C	30-Oct-2021	Valid	Redeem
Top-up (\$10.00)	XXXXX307F	30-Oct-2021	Valid	Redeem

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7. What if my Monthly Concession Pass (MCP) expired after 18 September 2021 and I still required an MCP to commute?

You would still be able to purchase a new MCP but there would be no refund for MCPs purchased after 18 September 2021, when the Home-Based Learning restriction was announced.

8. Who can I contact if I require further assistance on the refund for the unused Monthly Concession Pass (MCP)?

You can call TransitLink Hotline at 1800-2255 663 to check if there is any refund for your MCP from 16 November 2021 or for further assistance. The hotline operates daily between 8.00am and 6.00pm, except public holidays.