

**A) SALE OF ez-link ADULT ANONYMOUS CEPAS-COMPLIANT CARD**

**Q1. Where can I buy the new ez-link CEPAS-compliant card?**

You can get the new ez-link card at all TransitLink Ticket Offices and Passenger Service Centres.

**Q2. Do I have to pay for the new ez-link CEPAS-compliant card?**

Similar to the current system, commuters who purchase a new ez-link card will have to pay for the \$5 card cost. However there will be a FREE 1-to-1 card replacement exercise for those holding the existing ez-link card in January 2009. Details to be announced.

**Q3. How much do I have to pay for the new ez-link card?**

	Old ez-link card	New ez-link card
Card Cost (Not refundable)	\$5	\$5
Travel Deposit	\$3	\$0
Card Value	\$7	\$10
<b>Total Cost</b>	<b>\$15</b>	<b>\$15</b>

**Q4. Can I still purchase SONY EIFS cards when the new CEPAS-compliant cards go on sale/during the card exchange?**

No. EZ-Link has ceased selling the existing card on 29 Dec 2008.

**Q5. Can I still use my existing/current ez-link card? / Do I need to buy a new ez-link card when I already have a current /existing ez-link card?**

Yes, you can still use your current ez-link card for now. There is no reason for you to purchase a new ez-link card if your current card is still usable.

There will be a FREE 1-to-1 card replacement exercise for those holding the existing ez-link card in January 2009. Details to be announced.

**Advisory on key change in the terms and condition of use for the new ez-link card:**

You have up to 12 years from the date the card is encoded to obtain a refund of the remaining stored value.

\*If the remaining stored value is not refunded more than 2 years after the date of expiry, EZ-Link Pte Ltd reserves the right to levy a monthly refund service charge (to be determined) on the remaining stored value until the remaining value is refunded.

**B) FEATURES OF NEW EZ-LINK CEPAS-COMPLIANT CARD**

**Q6. What is the difference between the current ez-link card and the CEPAS-compliant card?**

	<b>Old ez-link card</b>	<b>New ez-link card</b>
<b>Cost components of the ez-link card</b>	Card cost \$5	Card cost \$5
	Stored Value \$7	Stored Value \$10
	Travel Deposit \$3	Travel Deposit N/A
	<b>Total Cost \$15</b>	<b>Total Cost \$15</b>
<b>Maximum Value</b>	\$100	\$500
<b>CEPAS Compliant</b>	No	Yes
<b>ERP</b>	No	Yes with next generation In-vehicle Unit (IU)

In terms of usage for public transport, commuters will continue to tap in and tap out at the fare gate or bus reader.

**Q7. What is a 'Travel Deposit'?**

Currently, the ez-link card has a \$3 travel deposit which is not shown as the card balance at all devices. Hence, when the card reader reflects a card as having \$0.01 there is actually a \$3.01 value still in the card. The \$3 value is locked in as a travel deposit and can only be used for travel on trains and buses. This is why commuters are able to start a train or bus trip with only \$0.01 reflected in their ez-link card.

**Q8. Why was the 'Travel Deposit' removed?**

This is to enable card holders to have full access to the funds in their cards, for use in both transit or non-transit purposes. For example, if a card holder uses his new ez-link card for ERP payment, the full amount stored in his card will be available for deduction.

**Q9. Currently, I can still travel when I have a low value in my card. Can I still do so, with the new CEPAS-compliant card?**

Currently, commuters can start a train/bus trip although the balance in the card is reflected as \$0.01. This is because the actual balance in the card, including the \$3 travel deposit is \$3.01.

As the CEPAS-compliant card does not have a travel deposit; the card reader displays the real value remaining in the card. The commuter therefore cannot start a trip with \$0.01 as that amount would not be sufficient to cover his fare.

As a general guide, commuters (adult anonymous card) are advised to have a minimal value of \$3 in their card if they use the card for MRT travel. This value ensures that commuters have the required fare when they exit the gate, even for the longest train journey.

The minimum value for bus travel varies, depending on the type of service he takes – feeder or trunk. **The value available in his card must cover the maximum fare from the point of boarding to the end of the route or the interchange for that service.** If the commuter is unsure of the fare, we recommend he has at least \$3 in his card as that would cover the fare for longest bus journey, with transfers.

**Q10. Why must the fare cover the distance from the point of boarding to the end of the route for the service? Is this a new feature of the SeP system?**

No, the way fare is deducted from the card is the same as the existing system. When the commuter first boards the bus, the fare required from the point of boarding to the end of route/interchange is initially deducted from the card. At the destination, the actual distance traveled is calculated when the commuter taps his card at the exit reader. The unused fare (from destination to end of route/interchange) is refunded into the card at the point of exit. This explains why, although a commuter's actual fare may be \$1.00, he may need, say \$1.60 to board the bus (because the fare to the end of route for that service is \$1.60).

**Q11. How does the alert message work?**

When using the new ez-link CEPAS-compliant card, commuters should look at the card reader upon entry or exit from the bus/train. Commuters will get an alert message, reminding them to top-up their card when the stored value in their card is less than \$5.

For Senior Citizen, Tertiary Student and National Servicemen concession cardholders this alert feature is set at less than \$5 (i.e. \$4.99). Child and student concession cardholders will be alerted when their card has less than \$3 (i.e. \$2.99).

The alert messages are as follows:



**Q12. How can I know that my actual fare was deducted and the unused fare is refunded to my card?**

Similar to the current system, the actual fare for the trip (i.e. amount deducted) and the remaining card value is displayed when you tap your card on the exit card reader.

You can proceed to any GTM or AVM to review your transaction history

**Q13. How can I check for the fare on the service that I'm taking?**

You may check for the fare by referring to the service information available at most bus stops. Alternatively, you may also obtain the information by referring to the TransitLink Guide, TransitLink website at [www.transitlink.com.sg](http://www.transitlink.com.sg) or Public Transport Operators' websites.

**Q14. Is there any expiry date for the CEPAS card?**

The new ez-link card has a lifespan of 5 years from the date of encoding.

## **C) USING THE CEPAS-COMPLIANT CARD**

### **Q15. What should I do if my new CEPAS-compliant card is not functioning properly?**

If you face problems with the new card, please go to any TransitLink Ticket Offices for help. If the card you are holding is a new adult ez-link card with a generic design, you will be issued a replacement card if your card is faulty/corrupted. There will be no replacements for faulty/corrupted new ez-link cards which are customised.

### **Q16. I have more than \$3 on my CEPAS card but I can't take the MRT/bus.**

Please proceed to the TransitLink Ticket Office to have the card checked. It could be faulty/corrupted.

### **Q17. I have less than \$3 on my CEPAS card. Why can't I take the MRT but I can take the bus?**

The reason why you may board the bus even though you have less than \$3 is because the amount that is left on the new ez-link card is enough to cover the maximum bus fare from the point of embarkation to the end of the route.

### **Q18. If the CEPAS card is unreadable, how can I retrieve the remaining amount in the card?**

Please proceed to Ticket Office to check on the status of the card or to request for refund.

### **Q19. Is there a minimum or maximum top up amount for each top up transaction in the new ez-link card?**

The maximum stored value it can hold is S\$500.00.

The maximum top up amount per transaction depends on the channel. For example, the minimum amount for top up is \$10, except for 7-Eleven, you can top up from \$5 onwards.

### **Q20. Where can I top-up the stored value for the new CEPAS-compliant card?**

Commuters can top-up the new card at the following venues:

- General Ticketing Machines (GTM) located in all SMRT MRT and LRT stations, however for North-East line MRT Stations top-ups at the GTMs will be progressive in the early stage.
- TransitLink Add Value Machines (AVM) located in selected MRT stations
- TransitLink Ticket Offices located in selected MRT stations, bus interchanges
- Passenger Service Centres located in all MRT stations

**Q21. What if a wrong deduction is made/ I forget to tap my new ez-link CEPAS-compliant card on the card reader when alighting? How do I file a claim without a bus ticket? What if the wrong transaction happens on a Sunday/public holiday?**

The procedures that are currently in place continues to apply. Claims must be made within 5 working days of incident date. You may choose one of the following 3 ways to file a claim:

- TransitLink website. Log-on at [www.transitlink.com.sg](http://www.transitlink.com.sg) to file an online claim.
- TransitLink Hotline at 1800-CALL ONE (1800-2255 663). Operating hours: 8am to 6pm daily, closed on Public Holidays.
- TransitLink Ticket Offices. Locations and operating hours of TransitLink Ticket Offices are available at [www.transitlink.com.sg](http://www.transitlink.com.sg)

You will need the following information to file a claim:

- Name, NRIC number and contact number
- ez-link card number (16 digit CAN number on the back of card)
- Incident date and time
- Reason for claim (Please include bus service number, boarding and alighting points where applicable.)

The claim will be investigated. If valid, the refund will be available:

- after 3 working days by direct credit to a DBS/ POSB bank account or,
- after 5 working days for cash refunds or complimentary bus voucher, if collected at any TransitLink Ticket Office or,
- after 10 working days for cheque or complimentary bus voucher via mail

The claim amount will remain valid for collection up to 3 months from the date of the claim.

In the event that the cheque or complimentary bus voucher is lost via mail, TransitLink will not bear any liability and no cheques or vouchers will be re-issued or re-sent.

**Q22. If I lose my new ez-link CEPAS-compliant card, and have just top-up my card, can I get my money back?**

(i) If you are on Auto Credit Card Top Up/EZ-Link CardShield policy holder, please provide us with your personal details and card number for us to process the blocking of your card.

(ii) However, if you don't fall under either of the above categories, there is no refund for lost or stolen ez-link CEPAS-compliant card. This is no different from the loss of an existing ez-link card.

**Q23. How can I check my card transaction history?**

You can check your transactions at the General Ticketing Machines (GTM) located in MRT and LRT stations. The fare calculation for a trip is illustrated in the GTM display below:

The screenshot shows a 'Card details' screen with a teal header. Below the header is a green box with the text 'Please note your transaction details'. The screen lists four transaction records:

Record#	Date and Time	Description	Amount
Record# 1	23 Nov 2008, 03:32:12 PM	Add Value(MSL GTM)	\$ 10.00
Record# 2	23 Nov 2008, 03:31:17 PM	Rail Payment (HGN-MSL )	\$ 1.69
Record# 3	23 Nov 2008, 03:28:44 PM	Bus Refund (SVC 16 )	\$ 0.59 (Fare: \$ 0.93)
Record# 4	23 Nov 2008, 03:27:36 PM	Bus Payment (SVC 16 )	\$ 1.52

Record# 3 and Record# 4 are circled in red. To the right of the screen, a text box explains the fare calculation:

- Record 3: Unused fare Refunded automatically to the card at the point of alighting = \$0.81
- Record 4: Fare required from point of boarding to end of bus route/ interchange = \$1.48

Actual fare paid, i.e. trip fare:  
Record 4 (\$1.52)  
- Record 3 (\$0.59)  
= \$0.93

At the bottom of the screen, there are 'Cancel' and 'More' buttons. A small footer text reads '19:07:08 27/11/08 15a.1a(screen\_57)'.

**Q28. Can the display of bus fares for CEPAS cards be more user friendly?**

We understand that it may require more time to get used to how the information is displayed and we will take-in commuters' feedback in shaping possible improvements as we progress. If you face difficulties, please go to any TransitLink Ticket Offices for assistance.

**Q29. If I have queries, where can I go to for help?**

For card matters please contact EZ-Link: 6496 8300  
Operating hours: (8am – 6pm daily except Public Holidays)

For public transport related matters, please contact Transit Link: 1800-2255-663  
Operating hours: (8am – 6pm daily except Public Holidays )

For retail, carpark payments and ERP matters, please contact QB at 6238 – 6317  
Operating Hours: (9am – 6pm Mon- Fri, except Public Holidays )

For details on EZ-Link CardShield and Free Insurance Coverage please call Ace Insurance at 6505 – 5555

Operating Hours: (9am – 5pm Mondays to Fridays)