

## Frequently Asked Questions

### 1. What are the cards that are eligible for this promotion?

The eligible cards are POSB Everyday MasterCard Card, PAssion POSB MasterCard Debit Card and POSB Active Card.

### 2. Why are other DBS/POSB cards not eligible for this promotion?

This is a POSB MasterCard EZ-Link promotion and therefore, the eligible cards with EZ-Link function are POSB Everyday MasterCard Card, PAssion POSB MasterCard Debit Card and POSB Active Card.

### 3. What is Fare Free Friday and how do I be eligible for this promotion?

Fare Free Friday is a POSB promotion where the first 50,000 to apply for EZ-Reload from 31 July 2015 with their POSB Everyday Card, PAssion POSB Card or POSB Active Card will enjoy 100% cashback on train (MRT/ LRT) and bus rides every Friday from 31 July to 25 December 2015, between Friday 0000hrs to Saturday 0359hrs. Bus rides refer to public buses including night and premium buses. Existing POSB Everyday or PAssion POSB or POSB Active cardholders who have activated EZ-Reload before 31 July 2015 will automatically be enrolled into this promotion.

### 4. What is EZ-Reload?

EZ-Reload is a service offered by EZ-Link that automatically tops up the EZ-Link credit when it has insufficient value for payment. For more details, [click here](#). For EZ-Reload FAQs, click here <http://ezlink.com.sg/faqs/ez-reload-by-card-faqs>.

### 5. How can I apply for EZ-Reload?

You can apply for EZ-Reload by Card on <http://ezlink.com.sg/fare-free-friday>. Upon successful application, you will receive an Activation Code (ARN) within 3 working days. You will be required to activate your EZ-Reload with the ARN at any General Ticketing Machine, via My EZ-Link Mobile app for NFC-enabled Android devices or at any TransitLink Ticket Offices.

### 6. How can I apply for POSB Everyday MasterCard Card or PAssion POSB MasterCard Debit Card?

You may apply for the cards on our POSB website. To apply for POSB Everyday Card, [click here](#). To apply for PAssion POSB Card\*, [click here](#).

\*Purchases are directly deducted from your bank account. There are potential risks of unauthorised signature-based, MasterCard Contactless or card-not-present transactions. Subject to the DBS Debit Card Agreement, the maximum liability for unauthorised transactions not due to your negligence is S\$100. Please allow up to 14 days to process refunds. DBS Debit Card Agreement terms and conditions apply. For a copy of the DBS Debit Card Agreement and the terms and conditions, please visit [www.posb.com.sg/cards-tnc](http://www.posb.com.sg/cards-tnc).

**7. When will I receive the cashback?**

Eligible cashback for each month will be credited to your card by the end of the following month. For example, your cashback for the eligible free Friday rides in August 2015 will be credited by 30 September 2015. Cashback is only eligible for rides after EZ-Reload activation.

**8. Is there a maximum amount of cashback I can receive?**

There is no maximum amount of cashback you can receive as long as you tap your card in and out of trains/buses between Friday 0000hrs to Saturday 0359hrs during the campaign period (31 July to 25 December 2015).

**9. How do I know if I am the first 50,000 to apply for EZ-Reload?**

You will receive a SMS notification from POSB within 3 working days upon successful EZ-Reload application to inform if you are the first 50,000 Cardholders who have successfully applied for EZ-Reload with your POSB Everyday or PAssion POSB or POSB Active Card. Please note that the SMS notification will be sent to the mobile number that you have provided in your EZ-Reload application.

**10. I have EZ-Reload function on my EZ-Link card but I did not receive any cashback.**

Please check that you have activated EZ-Reload on your POSB Everyday or PAssion POSB or POSB Active Card. EZ-Reload by Giro or EZ-Reload on any other cards would not be eligible for this promotion.

**11. I did not receive any One-Time-Pin (OTP) from the bank for authorisation during my EZ-Reload application.**

Your mobile number may not have been registered with DBS/POSB. Please register your mobile number to receive OTP via DBS/POSB iBanking. Alternatively, you may visit any DBS/POSB Branches to update and register your mobile number.

**12. What happens if my card is replaced or cancelled during the promotion?**

If your POSB Everyday or PAssion POSB Card or POSB Active Card and/or Current Account Savings Account and/or EZ-Reload by Card linked to these Cards are closed prior to crediting deadline, cashback and participation in the promotion will be forfeited.

You will need to deactivate the existing EZ-Reload facility at TransitLink Office and subsequently re-apply for EZ-Reload on the new CAN number that is found on the back of your new POSB Everyday or PAssion POSB Card or POSB Active to re-enrol into Fare Free Friday promotion. For more details, please visit <http://ezlink.com.sg/faqs/ez-reload-by-card-faqs>.

If your card is lost, please contact EZ-Link at 6496 8300 (Mon-Sun, 8am to 6pm, excluding public holidays) to deactivate the EZ-Reload facility.