

## Frequently Asked Questions on Account-Based Ticketing (ABT) Pilot

### 1. What is this pilot programme about?

Mastercard® has partnered with the Land Transport Authority (LTA) and TransitLink to introduce Mastercard contactless payments on buses and trains. This enables commuters to use credit or debit cards with Mastercard contactless function for fare payments. There will be no need for upfront top-ups as you will be using the credit limit of your credit card or the savings/current account limit of your debit card for fare payments.

### 2. How do I know if my Mastercard card has contactless function?

Please look out for the following PayPass™ logo or contactless symbol on the front or back of your card.



### 3. What is TransitLink Account-Based Ticketing (ABT) Portal?

TransitLink ABT Portal is an online account that allows you to view transaction/travel history, submit claims and manage cards.

After your successful registration, TransitLink will send you an email to activate your ABT Account before the pilot programme begins. You are strongly encouraged to activate the account as it allows you to view your transaction history and manage your card.

### 4. I have already registered for the pilot programme with my card but my card is lost/damaged. I have since replaced my card. How do I enter into the pilot programme again?

You can register a new card for the pilot on the TransitLink ABT Portal. Please note you can only register up to 3 cards.

### 5. Why did I receive an error message when I tap my wallet at the card reader at the train gantry or in the bus? Will the cards function properly if I have multiple cards in my wallet?

If you have more than one contactless payment card (Mastercard contactless cards, EZ-Link cards, NETS FlashPay cards or others) in your wallet, you might experience card clash. An error message may appear and you may be denied entry or exit, or charged the maximum fare more than once because multiple cards are detected.

To avoid card clashes, please remove your registered Mastercard contactless card from your wallet to tap at the card reader to enter and exit, and always tap in and out with the same registered card.

As this is a pilot programme, you are encouraged to carry another EZ-Link or NETS FlashPay card with you.

**6. Is this new fare system accepted on private buses?**

The new fare system does not apply to private buses in this pilot.

**7. How can I convert back to using EZ-Link/NETS FlashPay functionality for transit payments during or at the end of the pilot?**

You can convert back to using the EZ-Link/NETS FlashPay functionality for transit payment by switching the default payment mode of your card at the GTMs in any train station.

**8. Can I still use the EZ-Link/NETS FlashPay function on my card for retail purchases after switching to the Mastercard contactless payment mode for transit?**

Yes, you can still use your EZ-Link/NETS FlashPay functionality on your card for retail purchases.

**9. How do I get refund for the balance amount in my existing EZ-Link/NETS FlashPay purse?**

Please ensure that you have already activated your registered card at the GTM before requesting for refund. Once refund has been processed, you will no longer be able to activate at GTM or use the EZ-Link/NETS FlashPay purse for travel or retail purchases.

For POSB/DBS Cards with EZ-Link functionality:

a. If your card is not on EZ-Reload:

You may obtain an immediate refund at the TransitLink Ticket Office if the refund amount is less than \$100. For refund of \$100 and above, a deferred refund will be processed and your card will be retained. The deferred refund will take 21 days for payment via transfer to another EZ-Link card or to a POSB/DBS bank account as stipulated by you.

b. If your card is on EZ-Reload:

You will have to first terminate EZ-Reload at the TransitLink Ticket Office. After successful termination of EZ-Reload, you may visit the TransitLink Ticket Office to obtain an immediate refund if the amount is less than \$100.

For POSB/DBS cards with NETS FlashPay functionality:

a. If your card is not on Auto Top Up Facility (ATU):

You may obtain an immediate refund at DBS/POSB ATMs by selecting "More Services". Alternatively, you may visit the TransitLink Ticket Office to obtain an immediate refund if the refund amount is less than \$100. For refund of \$100 and above, a deferred refund will be processed and your card will be retained. The refund will be credited into your bank account within 14 working days.

- b. If your card is on Auto Top Up Facility (ATU):

You will have to first terminate the ATU at any NETS self-service top-up machine or at the NETS Customer Service Centre. After successful termination of ATU, you may proceed to obtain immediate refund at DBS/POSB ATMs by selecting “More Services”, or at the TransitLink Ticket Office if the refund amount is less than \$100.

#### **10. How will my transit fares be charged?**

Transit fares will be aggregated and posted to your credit/debit card account as “BUS/MRT” transactions after every 8 days or after a total of \$15 is spent, whichever is earlier. If you need to view the transactional fares breakdown, please visit the TransitLink ABT Portal.

#### **11. Why is there an earmarked amount on my card?**

A pre-authorisation fee of S\$0.10 will be initiated after a posting of payment is made to the card used at the point of boarding. The pre-authorised amount is performed to ensure that your card is valid and reflected as the earmarked amount on your card.

#### **12. How do I report discrepancies in my transactions/billings history?**

You would be able to file a travel claim for the cards that are linked to your ABT Account on the TransitLink ABT Portal. Claims can only be filed for transactions that are up to 14 days after the date of incident.

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For full list of FAQ and further information on the ABT System and the Pilot, please visit TransitLink ABT Portal at [www.transitlink.com.sg/introABT](http://www.transitlink.com.sg/introABT).

For other enquiries on the Pilot or the ABT Portal, please contact TransitLink Hotline at 1800 2255 663.

For enquiries on the cashback promotion, please contact POSB Hotline at 1800 339 6666.