

Frequently Asked Questions on Free ride Friyays Promotion

1. How do I take part in this Promotion? Is any registration required?

- You will have to register for Account-Based Ticketing (ABT) Pilot programme on [TransitLink ABT Portal](#) from now and link your POSB/DBS Martercard contactless card to your ABT account to enjoy free transit rides on every Friday between 1st October to 31st December 2018. The cashback is capped at S\$20 per customer per calendar month during the promotion period. This promotion is limited to the first 20,000 customers who register for ABT Pilot programme on [TransitLink ABT Portal](#).

2. What is this Account-Based Ticketing (ABT) pilot programme about?

- Mastercard® has partnered with the Land Transport Authority (LTA) and TransitLink to pilot 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.

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. Upon receiving the email, you will be able to activate your account by accessing the personalised link / unique URL and following the instructions. You are strongly encouraged to activate the account as it allows you to view your transaction history and manage your card. Subsequently, you are also required to activate¹ your registered card at the General Ticketing Machine located in train stations. Click [here](#) for activation steps.
¹Activation is not required for DBS Woman's Card and DBS Esso Card.

4. Do I qualify for the promotion if I have an existing ABT Account and I am currently an existing ABT user?

- This promotion is only open to new sign-ups for ABT Pilot programme with qualifying POSB/DBS Mastercard contactless cards and hence you are not qualified for this promotion.

5. What are the cards that are eligible for this promotion?

- The qualifying Mastercard contactless cards for this promotion are Safra DBS Card, POSB Everyday Card, HomeTeamNS-PAssion-POSB Debit card, PAssion POSB Debit Card, DBS Woman's Card and DBS Esso Card.

6. When will the cashback be credited to my card?

- Cashback earned from the promotion period between October to November will be credited within two calendar months (i.e. by end of January 2019) to your qualifying POSB/DBS Mastercard contactless card while Cashback earned for December's transactions will be credited within two calendar months (i.e. by end of February 2019) to your qualifying POSB/DBS Mastercard contactless card.

7. I have already registered an ABT Account with my card and used it for transit rides on last Friday (i.e. 5th October) but my card is lost/damaged now. I have since replace my card. How do I enter the ABT Pilot programme again? will I still be eligible for the cashback?

- You can register a new card for the pilot on the TransitLink ABT Portal. Please note you can only register up to 3 cards. However, you will not be eligible for previously earned cashback. You may register your new card and qualify for the subsequent week's cashback during the promotion period.

8. What happens if I take a ride at 2345hrs on Friday and tap out at 0015hrs Saturday, will this ride be considered as a free ride on Friday?

- Yes, it will be qualified for cashback. Rides are based on time of entry from 0000 to 2359.

9. (Multiple bus rides) If I board the bus at 2345hrs on Thursday, change to another bus at 0015hrs on Friday and tap out at 0030hrs, which transit ride will the cashback be accorded for?

- The cashback will be accorded for the trip taken from 0015 – 0030 on Friday only (assuming all criteria met under the promotion). The trip taken from 2345 (Thursday) – 0015 (Friday) will be counted as a Thursday Trip.

10. 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, EZLink 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.

11. Is this new fare system accepted on private buses?

- The new fare system does not apply to private buses. Please note that for premium bus services, your POSB/DBS Nets Contactless ATM Card can be used to pay for fares only if they are operated by public transport operators (PTOs) and not private operators. All PTOs-operated buses (basic, premium and express bus services) are installed with a standard card reader as shown below.



12. 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.

13. 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.

14. 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.

15. 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.

16. 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-authorized amount is performed to ensure that your card is valid and reflected as the earmarked amount on your card.

17. 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.

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