

## Frequently Asked Questions on “NETS Tap & SimplyGo Transit Rebate Promotion”

### 1. When is the Promotion Period?

The Promotion is valid from 1<sup>st</sup> February to 31<sup>st</sup> March 2020, both dates inclusive.

### 2. How are the rebates awarded?

Simply pay for your public bus and MRT rides with NETS Tap on your POSB/DBS NETS Contactless ATM card and be the first 18,000 to accumulate S\$30 spend to qualify for S\$5 rebate per calendar month.

### 3. Can I earn more than one rebate?

Qualified participants are eligible to one rebate per card per month. A customer may hold multiple NETS contactless ATM cards. In the event that they managed to spend \$30 on each ATM card for transit and be amongst the first 18,000 qualified participants, then they are entitled to more than one rebate.



### 4. How do I know if my ATM card is eligible for the Promotion?

Only POSB/DBS NETS Contactless ATM cards enabled for NETS Tap are eligible.



### List of eligible cards

<p>POSB Contactless ATM Card</p>	
<p>POSB (MWC) Contactless ATM Card</p>	

<p>POSB (MWC + CDE) Contactless ATM Card</p>	
<p>DBS Contactless ATM Card</p>	

All POSB/DBS debit cards, credit cards and ATM cards without the NETS Contactless logo are not eligible for this promotion.

**5. Will I be automatically entitled to the rebates?**

Yes, if you are amongst the first 18,000 cardholders to spend S\$30 on transit using NETS Tap per qualifying month.

**6. When and how will I receive the rebates?**

Rebates earned during the promotion period will be credited within 2 calendar months to your POSB/DBS Current or Savings Account ('CASA Account') that is linked to the POSB/DBS NETS Contactless ATM card e.g. S\$5 rebate to be credited by end April for the trips taken in February.

**7. Why am I unable to tap in my NETS contactless ATM card?**

Check if you have sufficient funds in your bank account. NETS Tap is unable to deduct from accounts with insufficient balance. If you are unsure your ATM card is a NETS contactless card, you may approach the MRT Passenger Service Centre or Bus Captains for assistance.

If you are tapping from a wallet/ bag you may experience card clash, please take out your card from your wallet/ bag before tapping.

For full FAQ on using NETS contactless cards for transit, refer to [simplygo.transitlink.com.sg/FAQs](http://simplygo.transitlink.com.sg/FAQs)