

Frequently Asked Questions on Get Friday Rides Free Promotion

1. Is this promotion limited to a number of customers? How will I know if I am qualified?

- Yes, the promotion is open to the first 100,000 customers who successfully register for the LTA ABT pilot. After activating your card for ABT, you need to fulfil the minimum of 5 rides from Monday to Thursday to enjoy free rides on Friday for that week.

2. I have already activated my card for LTA ABT pilot. Do I need to register separately to enjoy this promotion?

- No further registration is required if you have already activated your card for ABT. Simply fulfil the minimum of 5 rides from Monday to Thursday to enjoy free rides on Friday for that week.

3. Is this promotion only applicable for certain DBS/POSB credit/debit cards only?

- As long as your DBS/POSB credit/debit card has been successfully registered for LTA ABT pilot, you may simply fulfil the minimum of 5 rides from Monday to Thursday to enjoy free rides on Friday for that week.

4. When will I receive the cashback for my free rides on Friday?

- If you qualify for the free rides on Friday, trips taken will be charged first and credited back a month after the promotion ends. you will receive the cashback for your free rides on Friday by the end of September.

5. If I have 2 cards that I am using for Transit, which card will be qualified for the free rides?

- This will be limited to 1 qualified card per customer. Transit counts will be tabulated per card account.

Example: Customer has both POSB Everyday Card and PAssion POSB Debit Card activated for ABT

Scenario	Card Eligible
Customer used both cards in the week for transit: <ul style="list-style-type: none">• POSB Everyday Card: Met 5 rides from Mon – Thu• PAssion POSB Debit Card: Did not meet 5 rides from Mon - Thu	POSB Everyday Card
Customer used both cards in the week for transit: <ul style="list-style-type: none">• POSB Everyday Card: Only transited 1x daily from Mon – Thu	Neither

<ul style="list-style-type: none"> • PAssion POSB Debit Card: Only transited 1x daily from Mon - Thu 	
<p>Customer used both cards in the week for transit:</p> <ul style="list-style-type: none"> • POSB Everyday Card: Met 5 rides from Mon – Thu • PAssion POSB Debit Card: Met 5 rides from Mon – Thu <p>On Thursday, POSB Everyday Card met the 5 rides before PAssion POSB Debit Card</p>	POSB Everyday Card

6. What happens if I use my POSB Everyday Card for week 1 and PAssion POSB Debit Card for week 2, which card will be eligible for the cashback if both cards meet the requirements?

- You will be awarded separately for POSB Everyday Card on week 1 and PAssion POSB Debit Card for week 2. However, if you fulfil the requirements for both cards in the same week, only the first qualified card will be taken into account for that week. Refer to Q5 on the scenario handling.

7. Do I need to meet minimum of 5 rides on weekends (Saturdays/Sundays) as well to qualify?

- No, the 5 ride criteria is only on rides taken from Monday to Thursday.

8. Do I need to meet the 5 rides criteria for every week of the campaign period in order to enjoy the free rides on Friday?

- Qualification will be assessed on a weekly basis. As long as you meet the 5 rides criteria from Monday to Thursday of a specific week, you may enjoy free rides on Friday for that qualifying week.

9. What happens if I lost / replaced my card during the campaign period, will I still be eligible for the cashback?

- No, you will not be eligible for previously earned cashback. However, you may register your new card and qualify for the subsequent week's cashback during the promotion period.

10. 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. Rides are based on time of entry from 0000 to 2359.

11. (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.

12. For rides taken during Free Pre-Peak Travel, will this ride be considered as a qualifying ride?

- Yes, these rides will be considered as qualifying rides and count towards the 5 rides that you need to make per day.

13. Are Transfer Trips considered as a Ride? If I take the MRT and take a bus after that, will this be considered as 2 rides?

- Yes, this trip is considered as a ride if it involves tapping out from fare gates or card readers. In this instance, taking an MRT and subsequently taking a bus will be considered as taking 2 trips.