

Frequently Asked Questions (Cashback Promotion)

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

The Account-Based Ticketing (ABT) System enables commuters to use NETS ATM card with contactless function for fare payments. There will be no need for upfront top-ups when using your NETS ATM card for fare payments.

2. What is the link for Account-Based Ticketing (ABT) registration?

Register your NETS Contactless bank card via <https://simplygo.transitlink.com.sg/>

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 on the activation date of your registered NETS Contactless bank card.

4. How do I take part in this Promotion?

You will have to register for Account-Based Ticketing (ABT) Pilot programme on TransitLink ABT Portal from now and link your NETS Contactless bank card to your ABT account to participate in the \$0.50 cashback per trip promotion, capped at \$20 per card per calendar month during the promotion period. The promotion period is from 3rd May to 31st May 2019.

5. What is the maximum amount of cashback I can receive in a month?

You will receive \$0.50 cashback per trip (cap at \$20 per calendar month).

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

DBS/POSB, OCBC and UOB NETS Contactless bank card users may participate in the ABT pilot and eligible for the promotion. NETS Contactless bank cards display the following symbol on the front of your card.



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

Cashback earned during the promotion period between 3 May to 31 May 2019 will be credited within one calendar month to your bank account. (ie: cashback earned during the promotion period will be credited to your bank account in the month of June).

8. What happens if I take a ride at 2345hrs on 31 May and tap out at 0015hrs 1 June, will this ride be eligible for the \$0.50 cashback?

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

9. If I take a bus and transfer to MRT, how much cashback will I be entitled to?

You will be entitled to \$1.00 cashback (\$0.50 x 2). Tap in and out of the bus ride will qualify you for 1 trip and likewise for the MRT ride.

10. How will my transit fares be charged?

Fare charges will be accumulated for up to 5 days or after a total of \$15 is spent on transit fares, whichever is earlier. If you need to view the transactional fares breakdown, please visit the TransitLink ABT Portal.

11. Can I register for multiple NETS Contactless Card for the ABT?

Yes, you can register multiple NETS Contactless bank card for the Account-Based Ticketing.

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

Yes, you will qualify for the cashback promotion. This promotion is open to all customers from 3rd May to 31st May 2019 with qualifying DBS/POSB/OCBC/UOB NETS Contactless bank cards.

13. 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 NETS Contactless bank cards 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.



14. Why did I receive an error message when I tap my wallet at the card reader?

If you have more than one contactless payment card in your wallet, you might experience card clash. An error message may appear and you may be denied entry or exit. You may be charged the maximum fare more than once because multiple cards are detected. Please remove your registered NETS Contactless Bank Card from your wallet to tap the card reader to enter and exit. Always tap in and out with the same registered card.