

FAQ for WINK+ Programme for NETS Contactless CashCard Lucky Draw

1. What is WINK+?

WINK+ is an SMRT loyalty programme to reward customers with points for their daily commute to and from work, home and play.

Customers simply need to travel in the SMRT network, scan WINK+ QR codes or drive through ERP gantries to collect WINK+ points. These points can then be redeemed as e-vouchers and used at participating [merchants' outlets](#) or on [iMOB Shop](#).

2. How do I sign up for WINK+ in order to be eligible for the NETS Contactless CashCard Lucky Draw?

1. Download the WINK+ app from the [Apple App Store](#) or [Google Play Store](#).
2. Register for a user account with a valid email address and mobile phone number.
3. Add the 16-digit CAN ID of your new Contactless CashCard that is inserted in your In-Vehicle Unit (IU).
4. Upon registration, you will receive a confirmation email.

Accounts with invalid email addresses and/or multiple accounts will be disabled.

3. What are the benefits of the WINK+ programme for the new Contactless CashCard?

Users who register for the WINK+ programme can earn WINK+ points with usage of the Contactless CashCard for ERP payments. 1 WINK+ point will be awarded for 1 ERP transaction.

WINK+ points can be converted to e-Vouchers and used to offset future top-ups of the Contactless CashCard. For more information, please visit <https://www.winkwink.sg/findoutmore>.

4. How do I receive the 50 WINK+ points upon sign up?

If you have just registered your new Contactless CashCard on the WINK+ app, head to WINK+ Play (an in-app feature) and watch a short video. The points will be credited directly into your account upon completion*.

*Limited to the first 10,000 new contactless CashCard registrations on the WINK+ app per month only.

5. If I'm a Lucky Draw winner, how will the WINK+ points be awarded to me?

NETS will share the winners' details with WINK+, who will credit your WINK+ accounts with the points accordingly.

6. How many cards can I register using my WINK+ account?

You may register up to 3 Contactless CashCards on 1 WINK+ account. Only Contactless CashCard CAN IDs with a minimum of 30 ERP and/or carpark payments will qualify for the Lucky Draw and Grand Draw.

7. Will I lose my WINK+ points if I lose my registered Contactless CashCard?

No, you may still access your accumulated WINK+ points from the lost Contactless CashCard through your WINK+ account.

8. How will losing my registered Contactless CashCard affect my Lucky Draw chances?

Lucky Draw chances are awarded to unique Contactless CashCard CAN IDs and are non-transferable. As such, chances earned on the lost Contactless CashCard CAN ID cannot be transferred to the new CAN ID. A minimum of 30 ERP/carpark payment transactions must be performed on your new registered Contactless CashCard CAN ID to qualify for the Lucky Draw.

9. I have registered my NETS FlashPay card on the WINK+ App and inserted it in my IU, will I be eligible to participate in the Lucky Draw?

No, you must register a NETS Contactless CashCard CAN ID and insert the same card in your IU in order to be eligible for the Lucky Draw.

10. How will the winners of the Lucky Draw and Grand Draw be contacted?

The winners shall be notified by NETS via SMS at the mobile number provided upon registration for the campaign on the Wink+ app.