



WINK+ GO FAQs

1. What is WINK+ GO?

WINK+ GO is a WINK+ app feature that allows motorists to earn points when they pass through an operational Electronic Road Pricing (ERP) gantry.

2. How do I earn WINK+ points via WINK+ GO?

- a. To earn WINK+ points via WINK+ GO:
 - i. New users must download the WINK+ app, register a user account and key in the 16-digit CAN ID of the NETS FlashPay Card / NETS Contactless CashCard that is inserted in their In-Vehicle Unit (IU).
 - ii. Existing WINK+ users must key in the 16-digit CAN ID of the NETS FlashPay Card / NETS Contactless CashCard that is inserted in their In-Vehicle Unit (IU).
 - iii. The 16-digit CAN ID is found at the back of the NETS FlashPay Card / NETS Contactless CashCard.
- b. WINK+ points will be awarded only to users who have keyed in a valid CAN ID number.
- c. WINK+ points will be awarded to users only when the NETS FlashPay card / NETS Contactless Cashcard is inserted in the IU at the time of passing through an operational gantry. Otherwise, no points will be earned.

3. How many WINK+ points do I earn, each time I pass through an ERP gantry?

1 WINK+ point will be awarded for 1 Electronic Road Pricing (ERP) transaction.

4. How can I redeem my WINK+ points earned via WINK+ GO?

To redeem WINK+ points that are earned via WINK+ Go, users must:

- a. Please allow 1-2 working days for WINK+ points to be reflected in the app after passing through an operational ERP gantry.
- b. Click on 'Account' > Select 'WINK+ Go' > Tap on the advertisement banners to redeem points.
- c. There will be one advertisement banner for every ERP transaction. User will need to click on each banner to redeem all the points.
- d. All points must be claimed within 24 hours in order for WINK+ points to be valid. Unclaimed points will expire after 24 hours.
- e. Click on 'Account' to view your updated points.

5. How are the WINK+ points via WINK+ GO credited into my Account?

WINK+ points will be credited directly to users WINK+ account. Please allow 3 to 5 days for points earned from ERP transactions to be credited into your account.



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6. Can I exchange my WINK+ points for cash?

WINK+ points are not transferable or exchangeable for cash or kind.

7. How many cards can I register to earn WINK+ points via WINK+ GO?

You may register up to 3 Contactless CashCards on 1 WINK+ account.

8. Will I lose my WINK+ points if I lose my registered NETS Contactless CashCard or NETS FlashPay Card?

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