

## **Frequently Asked Questions**

### **1. What is the pilot about?**

Together with Land Transport Authority and TransitLink, this pilot introduces a new way to pay for your train and bus rides with UOB Mastercard contactless credit/debit cards (limited slots available). There will be no need for upfront top-ups as your train/bus transactions will be processed and charged to your card.

### **2. When can I start using my Mastercard contactless card for fare payment?**

#### **For UOB Lady's Debit Cardmembers:**

##### Customers who have been pre-registered –

You will receive an SMS from UOB by 31 August 2017 to register your Account-Based Ticketing (ABT) Account; you can start using your card for transit from the date indicated in the SMS. You will need to switch the payment mode of your card to contactless payment at the General Ticketing Machines (GTMs) in any train station before you can use the card to pay for train and bus rides. Please note that your NETS FlashPay purse has to be active in order to switch to contactless payment mode for ABT. Please refer to question 19 for step by step guide on how to switch the payment mode.

##### Customers who have been self-registered via [TransitLink ABT Portal](#) –

Subject to availability, you can register for your ABT Account and link your card to your account. After 3 days upon receiving the confirmation email for registering your card, you can proceed to switch the payment mode of your card to contactless payment at the General Ticketing Machines (GTMs) in any train station. Your card can be used to pay for train rides immediately after that. As the updating of bus devices are subject to delay, you may need to allow for an additional 2 days to begin usage for bus rides. Please note that your NETS FlashPay purse has to be active in order to switch to contactless payment mode for ABT. Please refer to question 19 for step by step guide on how to switch the payment mode.

#### **For all other UOB Mastercard contactless cards:**

##### Customers who have been pre-registered –

You will receive an SMS from UOB by 31 August 2017 to register your Account-Based Ticketing (ABT) Account; you can start using your card for transit from the date indicated in the SMS.

Customers who have been self-registered via [TransitLink ABT Portal](#) –

Subject to availability, you can register for your ABT Account and link your UOB Mastercard contactless credit or debit card to your account. After 3 days upon receiving the confirmation email for registering your card, you will be able to use your Mastercard contactless card to pay for train rides. As the updating of bus devices are subject to delay, you may need to allow for an additional 2 days to begin usage for bus rides.

### **3. Will there be additional charges when I tap & pay for the rides?**

No, there would not be any additional charges.

### **4. Is the service applicable to all public train and bus services?**

Yes, you can pay for both train and bus fares (basic and premium bus services) with your UOB Mastercard contactless card.

Please note that for premium bus services, your UOB Mastercard contactless card 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 and premium bus services) are installed with a standard card reader as shown below.



### **5. Are there any changes to the fares when using my UOB Mastercard contactless card for transit?**

The current adult fares and transfer rules are still applicable when you use your Mastercard contactless cards for transit.

Please note that concessionary fares and travel passes are not available as part of this pilot.

### **6. Will I earn rewards on my contactless payment transactions in transit?**

Yes, these transactions will be awarded rewards on your card. Visit your individual product pages on [uob.com.sg/cards](http://uob.com.sg/cards) for more information on your eligible card rewards.

## **7. What are the types of cards that I can register for this pilot?**

UOB Mastercard credit or debit cards with contactless symbol can be registered for payment in transit. Please ensure that your card is of at least 9 months validity from the pilot launch.

## **8. I am a supplementary cardmember, can I participate in the pilot?**

Yes, supplementary Cardmembers can participate in the pilot by registering at [uob.com.sg/transit](http://uob.com.sg/transit).

## **9. Can I still use the NETS FlashPay function on my existing UOB Card for retail purchases after switching to the Mastercard contactless payment mode for transit?**

Yes, you can still use your NETS FlashPay function on your card for retail purchases.

## **10. Can I get a refund for the stored value in the existing NETS FlashPay purse in my UOB Card?**

Yes, you may refund your NETS FlashPay purse immediately at UOB ATMs, iNETS Kiosks, NETS Customer Service Centre or any TransitLink Ticket Office if the card is not on ATU and the refund amount is less than S\$100. If your card is on Auto Top Up Facility (ATU), you will have to first terminate or de-activate the ATU at NETS Customer Service Centre or any NETS self-service top-up machine before proceeding to refund your card. Please note that once a refund is processed, the stored value purse will be deactivated and cannot be used moving forward.

For refund of S\$100 and above, a deferred refund will be processed and your card will be retained. Please notify UOB should you require any replacement card and to cancel your card before submitting the card for refund.

For more details on NETS FlashPay, click [here](#).

## **11. How would I be billed for my bus and train fares?**

Transactions will be processed and charged to you in your subsequent credit or debit card bills. The charges, which are aggregated, will be accumulated for up to 5 days or after a total of S\$15 is spent on transit fares, whichever is earlier. The accumulated amount will be posted to UOB after 3 days. However, it may not be reflected immediately in your credit/debit card accounts.

The finalised charges will be posted in your account as per your credit/debit card statement with the merchant descriptor name – BUS/MRT.

**12. Why are the aggregated charges being posted in the account instead of the actual charges?**

Charges are aggregated to keep the credit/debit card statement short and concise. However, the details of each transaction will be available in your ABT Account on the [TransitLink ABT Portal](#).

**13. What is a TransitLink ABT Account?**

A TransitLink ABT Account on the [TransitLink ABT Portal](#) allows you to view the travel transactions and charges made on your card(s). Transaction information includes journey information, trip information, trip fare and payment posting history. This information can be downloaded into PDF statements. Visit the [TransitLink ABT Portal](#) to register for your ABT account.

Please note that you are unable to view your travel history and fare deductions at the GTMs and Add Value Machines (AVM+). The Passenger Service Centres, TransitLink Ticket Offices and Concession Card Replacement Offices are also unable to provide this information.

**14. Will the fare amount be displayed on the reader when I tap to alight or exit?**

No, the reader will display “Bank Card Usage” when you tap to alight or exit. The fare amount will be computed by the system after you have completed your journey.

**15. Why am I unable to see the fare charged at the point of exit?**

During the pilot, the fare charged can be viewed in your ABT Account on the [TransitLink ABT Portal](#).

**16. Why is there an earmarked amount on my card?**

A pre-authorisation fee will be initiated after a posting of payment is made to the card used at the point of boarding. The pre-authorised amount is reflected as the earmarked amount on your card.

**17. I have already registered for the pilot programme with my card but my card is lost/damaged. I have since replaced my card. How do I enter into the pilot programme again?**

You can register a new card under your existing ABT Account for the pilot at the [TransitLink ABT Portal](#).

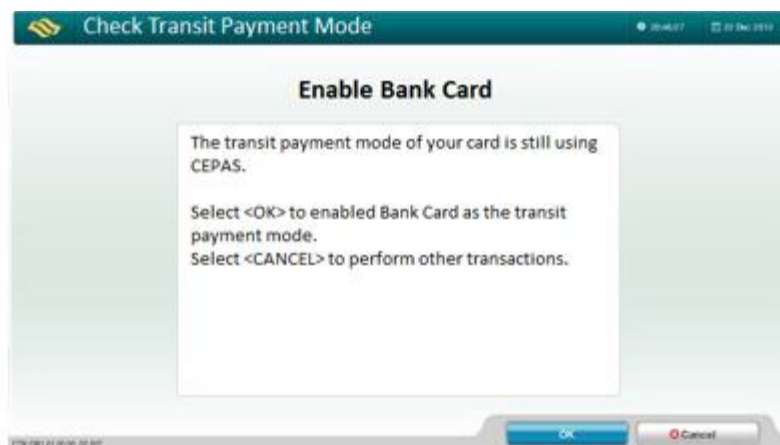
**18. What happens at the end of the pilot? Can I continue to use my Mastercard contactless card for transit?**

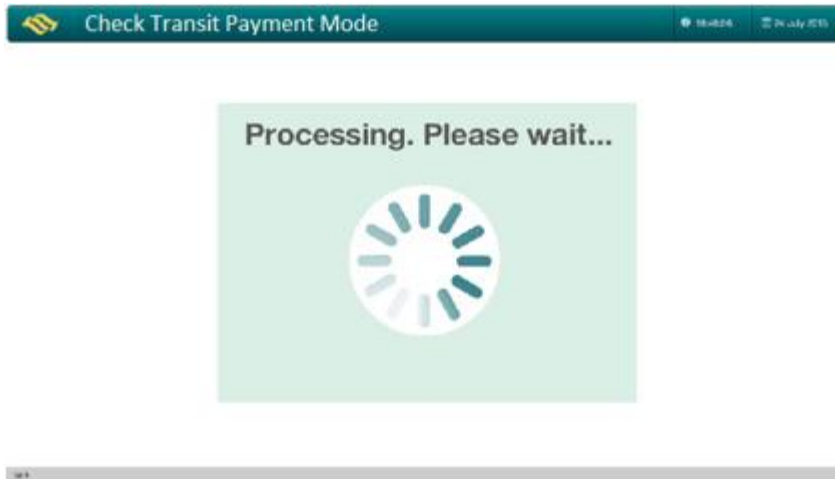
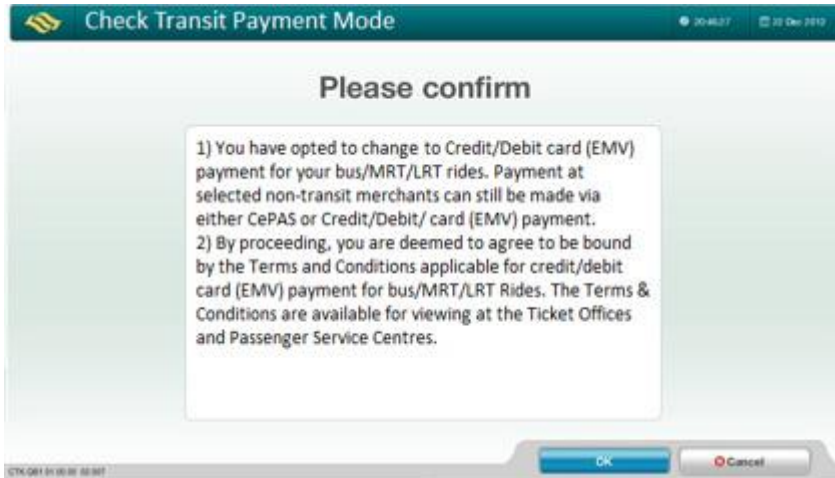
You will be able to continue to use your Mastercard contactless card for transit after the end of the pilot.

**19. How do I switch the payment mode of my Mastercard contactless card to contactless payment?**

For Mastercard contactless credit/debit cards, no action is required after you linked them to your ABT Account.

For UOB Lady's Debit Cards that come with both NETS FlashPay functionality and contactless feature, the NETS FlashPay function will be the default payment mode for transit. You will need to visit the GTMs at any train station to switch to the contactless payment mode. Please note that your NETS FlashPay purse has to be active in order to switch to contactless payment mode for ABT.





Transaction Successful  
Please remove card  
Current Mode: **Bank Card**



**20. Where can I refer to for more information?**

Visit [abt.transitlink.com.sg/FAQs](http://abt.transitlink.com.sg/FAQs) for more information on the Account-Based Ticketing (ABT) pilot. For enquiries on marketing promotions, please contact UOB at 1800-222-2121.