

## FREQUENTLY ASKED QUESTIONS (FAQ)

### NETS TAP & SIMPLYGO TRANSIT REBATE PROMOTION

**1. When is the promotion period?**

This promotion is valid from 1 February to 31 March 2020, both dates inclusive. For February's rebate, the qualifying period is from 1 to 29 February 2020, and for March's rebate, the qualifying period is from 1 to 31 March 2020.

**2. How are the rebates awarded?**

Simply pay for your public bus and MRT rides with NETS Tap and be the first 18,000 cardholders to accumulate S\$30 spend to qualify.

**3. How do I know if my ATM card is eligible for the Rebate Promotion?**

Look out for the NETS Tap icon on your UOB ATM Contactless Card to know if you are eligible for the promotion.



**4. Will I be automatically entitled to the rebates?**

Yes, as long as you are amongst the first 18,000 cardholders to spend S\$30 on transit using NETS Tap.

**5. When and how will I receive the rebates?**

The rebates will be credited to your bank account within 2 to 3 months after the end of the promotion period.

**6. Why am I unable to tap in my UOB NETS contactless ATM card?**

Check if you have sufficient funds in your bank account. NETS Tap is unable to deduct from accounts with insufficient balance. If you are unsure your ATM card is a NETS contactless card, you may approach the MRT Passenger Service Centre or Bus Captains for assistance.

If you are tapping from a wallet/ bag you may experience card clash, please take out your card from your wallet/ bag before tapping.

For full FAQ on using NETS contactless cards for transit, refer to [simplygo.transitlink.com.sg/FAQs](http://simplygo.transitlink.com.sg/FAQs)

**7. How would I know if I qualified for the Rebate Promotion?**

Kindly check your account transaction history 2 to 3 months after the end of the promotion for the S\$5 credit amount if you are the first 18,000 to qualify for the Rebate Promotion for the month.