

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 bus/train transactions will be processed and charged to your card.

2. Can I use my Credit/Debit Card for transit immediately after registration?

No, TransitLink will send you an email to activate your Account-Based Ticketing (ABT) account and more information 3 days before you can use your credit/debit card for transit. After activating your ABT account, you can start using your card during the pilot launch, which will commence on 20 March 2017.

For UOB Lady's Debit Cardmembers, please visit any General Ticketing Machines (GTM) located at train stations from 20 March 2017 onwards to enable your card for the pilot by placing it on the reader and following the onscreen prompts.

Do note, it is not compulsory to activate your ABT Account to start using your credit/debit card for transit. However, you are highly encouraged to activate the account as it allows you to view your transaction history and manage your card.

3. Will there be any additional charges when I tap and pay for bus and train rides?

There will 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 Mastercard contactless card under the pilot, except for private buses.

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

The current adult fares and transfer rules are still applicable when you use your Mastercard contactless cards for transit. You can also enjoy free early morning train rides to MRT stations in the city area before 7.45am on weekdays under the Free Pre-Peak Travel Scheme till 30 June 2017.


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

6. Will I earn rewards/rebates on my contactless payment in transit?

No, these transactions will not be awarded rewards/rebates. However, you can win free train

and bus rides worth S\$1,000 every week and up to S\$15 rebate when you tap and ride.

7. What are the types of cards that are 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 9 months validity from the pilot launch. Please note that mobile payments will not be accepted during the pilot.

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

Yes, supplementary cardmembers can participate in the pilot by registering via the online form [here](#). Please note that your supplementary card spend will be accumulated to principal cardmember's account for the UOB Lucky Draw and Cash Rebate promotion.

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 refund for the stored value in my existing NETS FlashPay purse in my existing UOB Card?

Yes, you may apply for a refund at UOB ATMs, iNETS Kiosks, NETS Customer Service Centre or any TransitLink Ticket Offices. However, please note that once a refund is effected, the stored value purse will be deactivated and cannot be used moving forward.

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 at any TransitLink Ticket Office. Your card will be retained when you submit it for deferred refund. Please notify the UOB should you require any replacement card and to cancel your account 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 posted to your respective cards after every 8 days or after a total of S\$15 is spent on transit, whichever is earlier.

The finalised charges will be posted in your account as per your credit/debit card statement.

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

Charges are aggregated and posted every 8 days or after a total of S\$15 is spent on transit,

to keep the credit card statement short and concise. However, the details of each transaction will be available at the TransitLink ABT Portal.

13. 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.

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

During the pilot, the fare charged can be viewed at the TransitLink ABT Portal.

15. How do I view my transactions history?

You may access your ABT Account on the TransitLink ABT Portal from 20 March 2017 onwards and visit the “My Statements” page to view the travel transactions and charges imposed 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.

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-authorized 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 for the pilot at the TransitLink ABT Portal from 20 March 2017 onwards or contact the TransitLink Hotline at 1800-2255 663 for assistance.

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. Where can I refer to for more information?

For further enquires on the pilot launch, please call the LTA Hotline at 1800-2255-582.

For enquiries on marketing promotions, please contact UOB at 1800-222-2121.