Japanese Enquiry 1 – In this case, RO was unable to answer MoP’s enquiry, hence, CSO replied MoP in English

旅行で5日間滞在します。  
  
3日間乗り放題のツーリストパスを購入し、残り2日間はEZリンクカードとしてチャージして使用の予定です。  
  
5日以内に返却すれば、デポジット１０ドルは返却されますか？  
また、チャージで残高が残っている場合、チャージ分の残高も返却されるのでしょうか？  
  
以上２点について教えて下さい。  
よろしくお願いします。  
  
STB forwarded the email to RO Japan

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| To RO Japan Colleagues,  We refer to our enquiry CASE ID: 03-2024-22-00489604 - Enquiry - EZリンクカードについて  We have received an email which is in Japanese.  We need your assistance to translate the text so that we can address the feedback accurately.  Thank you. |

RO’s translation to CSO where it was not an enquiry they could assist in replying to.

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| Hi Shaun-san,    The inquirer is planning a trip to SG and the inquiries are regarding the EZ link card’s 3-days Tourist Pass. Please see followings for the translation.;   * The trip duration is 5days. She is considering purchasing EZ link card’s 3-days Tourist Pass. She is thinking of using the card for the first 3-days, and for the rest 2-days, she wants to use the card as normal card. Meaning, she wants to top-up and use it after the 3-days.   1. Q1:  If she returns the card within 5days, will the deposit be returned?   2. Q2: And if it the deposit can be returned, also the top-up amount will be returned?     For your further support, please.    Best regards,  Eri |

CSO’s response to MoP after understanding her enquiry

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| Dear Inoue,  Greetings from the Singapore Tourism Board (STB).  We are pleased to inform that our regional office in Japanese has helped us in the translation of your message to the English Language.  Hence, in reference to your enquiry, while STB does not deal with the sale of transport access passes, we have listed below for you the website of ez-link for you to browse through the information that details the various types of passes available, [Singapore Tourist Pass - EZ-Link (ezlink.com.sg)](https://www.ezlink.com.sg/home-tourist/)  In the event you require further clarification for any EZ-Link app related matters, please call their Customer Service hotline at +65-6496 8300 (8am - 6pm daily, except Public Holidays).  We also would however like to share our destination website, Visit Singapore (<https://www.visitsingapore.com/en/>) that provides visitors with information on Singapore, including getting to Singapore, top attractions in Singapore, dining options and shopping, etc. that you may find helpful.   Should you require further assistance while in Singapore, you may visit our Singapore Visitor Centre (SVC) @orchardgateway. You may visit this link for more information: <https://www.visitsingapore.com/travel-guide-tips/getting-around/tourism-centre/>  We hope these information helps and we look forward to welcoming you here! |