



PAssion Card / PAssion Membership / PAssion Card FAQs

## PAssion Card FAQs

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### FAQs on PAssion Card



#### 1. WHAT IS THE PASSION CARD?

The PAssion Card is a membership card for members of the People's Association including PA Grassroots Leaders and members of Community Clubs (CCs) / PAssion WaVe. The PAssion Card is more than just another membership or discount card. It serves the unique purpose of connecting you with your community by offering you a host of exciting and wholesome activities. For more information, please visit <https://www.onepa.gov.sg/passion-card>.

#### 2. WHAT ARE THE BENEFITS OF THE PASSION CARD?

Members will get to enjoy great discounts on courses and activities available at all Community Clubs and other PA outlets such as PAssion WaVe. Members can also enjoy exclusive discounts at more than 2,000 participating PAssion Merchant outlets.

In summary, the PAssion Card allows members to:

- Enjoy Members' Rates and privileges at all the CCs and other PA outlets;
- Enjoy discounts at other PA outlets like PAssion WaVe outlets, PA concerts, Chingay Parade Singapore as well as some other activities and facilities under PA;
- Enjoy discounts/ privileges at over 2,000 PAssion Merchant outlets recruited by PA;
- Earn yuu Points and enjoy amazing offers and rewards at over 1,000 places which include Cold Storage, CS Fresh, Guardian Health & Beauty, 7-Eleven, Giant, BreadTalk, Toast Box, Butter Bean, Food Junction, Food Republic, Food Opera, ThyeMoh Chan, Mandai Wildlife Reserve (home to Singapore's wildlife parks including Singapore Zoo, River Wonders, Night Safari and Jurong Bird Park) and Singtel;
- Enjoy complimentary 5-year National Library Board (NLB) Partner Membership (Applicable



### **3. WHAT ARE THE FEATURES OF THE PASSION CARD?**

As the PASSion Card doubles up as an EZ-Link card, the easy contactless payment function of the card enables the payment for:

- CC and PASSion WaVe courses
- Transit services (e.g. MRT, Taxi and Bus);
- Motoring charges (e.g. ERP charges, only for 2nd Generation IU);
- Retail and services (e.g. 7-Eleven, NLB etc)

### **4. HOW MUCH IS THE PASSION CARD MEMBERSHIP?**

The 5-year PASSion Card membership fees are:

- \$12.00 for a Principal Card (for ages between 18 and 59 years old);
- \$10.00 for a Principal Card (for ages below 18 years old, and 60 years old and above)

The above fees are membership fees only and do not include any ez-link stored value. The PASSion Card is an adult ez-link card and cannot be used for concessionary fares for public transport by Senior Citizens, NSmen, Students and Children.

\*\* To encourage more families to participate in CC courses and activities, PA has a scheme to encourage participation where children below 18 can be tagged as Supplementary Members to their parent's Principal Card at no additional cost. However, these children will have no cards issued to them.

### **5. WHO IS ELIGIBLE TO APPLY?**

There is no nationality or age limit for this card application, all are welcome.

### **6. WHERE CAN I APPLY/SIGN UP?**

You can apply for the PASSion Card at the following:

- All Community Clubs (CCs)
- Offsite Road Shows (which occur periodically)
- Online registration at: [www.onepa.gov.sg](http://www.onepa.gov.sg)

### **7. ARE SUPPLEMENTARY MEMBERSHIP FOR CHILDREN ONLY? IS THERE A MEMBERSHIP FEE TO INCLUDE SUPPLEMENTARY MEMBERS?**



cost. **NO** card will be issued to the supplementary member. With the supplementary membership, the child will enjoy discounts for courses/activities at CCs/PA outlets.

#### **8. IS THERE A LIMIT TO THE NUMBER OF CHILDREN WHO CAN BE ADDED AS SUPPLEMENTARY MEMBERS?**

No, there is no limit to the number of children who can be tagged to the Principal Cardholder. However, the supplementary member(s) must be the child/ children of the Principal Cardholder with whom they are tagged to and they must be below 18 years old at the point of registration.

#### **9. CAN I SIGN UP FOR THE PASSION CARD ONLINE?**

You can sign up via onePA website at [www.onepa.gov.sg](http://www.onepa.gov.sg). However, Singpass login is required. If you are ineligible to sign up for Singpass, please proceed to your nearest CC to assist with your membership application instead.

#### **10. IF I APPLY FOR THE PASSION CARD ONLINE, WHEN CAN I START TO ENJOY THE MEMBER'S RATE AT PA? HOW LONG DO I HAVE TO WAIT AND HOW DO I COLLECT THE CARD?**

No self-collection is needed as the card will be sent to your mailing address within 4 weeks' time. You may start to enjoy the member's rate at PA outlets once online payment for the application of PAssion Card is successful. For online transaction at [www.onepa.gov.sg](http://www.onepa.gov.sg), you will start to enjoy the Member's rate when you log in and transact for PA courses/ activities as the system recognises you as a Member upon successful application.

#### **11. WHILE WAITING FOR MY PASSION CARD TO ARRIVE, HOW AM I GOING TO ENJOY DISCOUNTS/ PRIVILEGES AT PLACES THAT REQUIRE MY CARD OR REQUIRES ME TO PRESENT MY CARD TO ENJOY THE PROMOTION OR ENTRY?**

Please note that you need to wait till you receive the physical PAssion Card in order to enjoy benefits or discounts at Merchant outlets which require you to produce the card for verification.

#### **12. WHAT SHOULD I DO IF I DO NOT RECEIVE MY PASSION CARD AFTER 4 WEEKS FROM THE POINT OF APPLICATION?**



(8am to 6pm, Mondays to Sundays, excluding Public Holidays) for further assistance. Alternatively, you may also submit your feedback via [www.pa.gov.sg/feedback](http://www.pa.gov.sg/feedback).

### **13. ARE MEMBERSHIPS TRANSFERABLE?**

Membership is non-transferable.

### **14. WHAT IS THE COST FOR CARD REPLACEMENT?**

You will be charged a fee of \$7.50 (inclusive of GST) or such other sum as may be determined by PA from time to time for a replacement card in the event that you lost or damage your card.

### **15. HOW CAN I FIND OUT THE AVAILABLE DISCOUNTS AND PRIVILEGES MERCHANTS ARE OFFERING?**

PAssion Card Members can check the latest promotions/offers from participating merchants at:

- PAssion Card Website ([www.onepa.gov.sg/passion-card](http://www.onepa.gov.sg/passion-card))
- PAssion Card Facebook ([www.facebook.com/PAssionCard](http://www.facebook.com/PAssionCard))
- CC Brochure Stand
- Weekly e-mailers
- Periodic SMSes
- PAssion Card Telegram Channel [@SGPAssionDeals](https://t.me/SGPAssionDeals)
- PAssion Card [Instagram Page](#)
- PAssion Card 365 Direct Mailers

Members are encouraged to furnish their email addresses and handphone numbers in their application forms. They can also update their contact preferences via [www.onepa.gov.sg](http://www.onepa.gov.sg). Singpass login for authentication purposes is required.

### **16. HOW DO I RENEW MY PASSION CARD MEMBERSHIP?**

You can renew your PAssion Card membership at the CC or online at [www.onepa.gov.sg](http://www.onepa.gov.sg). You may renew as early as up to 24 months before the expiry date.

If you are holding a co-brand card, please approach the original card issuer. E.g. If you are holding a PAssion POSB Debit Card, please approach POSB.



## SHOULD I DO IF I NEED TO UPDATE ANY CHANGES TO MY CONTACT DETAILS?

Please call the PA Contact Centre at 6225 5322 (8am to 6pm, Mondays to Sundays, excluding Public Holidays) for assistance. Gentle note on the following:

- Step 1: Provide us your Name, NRIC/FIN/Passport No, Date of Birth, Contact and Address for verification and PA will liaise with EZ-Link Pte Ltd to de-activate your card from misuse. (Note: De-activation is permanent and card cannot be reinstated for security purposes. It will take up to 48 hours from the time of reporting the lost card for the ez-link function to be blocked by EZ-Link Pte Ltd)
- Step 2: Go to the nearest CC for us to assist you with a replacement card at \$7.50
- Step 3: Complete the 'EZ-recover application for PAssion EZ-Link Card' form available at the CC office if there is stored value\* remaining in your card. (\*EZ-Link Pte Ltd will process the refund within 28 working days upon the submission of the completed application form to CC office.)
- Step 4: Email National Library Board (NLB) at [enquiry@nlb.gov.sg](mailto:enquiry@nlb.gov.sg) to report loss of PAssion Card if you are a registered NLB user. Alternatively, you can drop by your nearest Community Club (CC) to report the loss of your PAssion Card and to file for any refund (at best efforts by EZ-Link Pte Ltd).

## 18. HOW IS THE REFUND BEING DONE THROUGH EZ-RECOVER WHEN I LOST MY PASSION CARD?

The recovery is done on best effort basis and processing will take up to 28 working days from date of submission of completed forms and documentation.

**[TEMPORARILY UNAVAILABLE]** For refund option to transfer the recovered monies to another Card, you will receive a notification letter to proceed with the transfer of refund to the new Card within 3 months, failing which you will have no further claim to the refund monies.

For enquiries, please call PA Contact Centre at 6225 5322 (8am to 6pm, Mondays to Sundays, excluding Public Holidays).

## 19. WILL MY PASSION CARD MEMBERSHIP BE AFFECTED IF I HAD PREVIOUSLY REGISTERED UNDER PASSPORT/EMPLOYMENT PASS AND SUBSEQUENTLY RECEIVED MY



You may continue to use your PASSion Card till it expires. Alternatively, you can choose to terminate and re-sign up for a new PASSion Card Membership with your new Singapore PR/citizenship status. The current membership fee applies.

## 20. WHO SHOULD I CONTACT IF I AM HOLDING ONTO A CO-BRAND CARD SUCH AS THE HOMETEAMNS-PASSION CARD, CIVIL SERVICE CLUB-PASSION CARD AND OVERSEAS SINGAPOREAN UNIT-PASSION?

If you are holding on to	You can contact:
HomeTeamNS -PASSion Card	<p>HomeTeamNS via the Members Portal <a href="#">here</a> to submit an application for your lost HomeTeamNS – PASSion Card</p> <p>Upon successful login, you will be able to submit the application by navigating to the “Membership Card” tab and on to the “Report Lost Card” option.</p> <p>For more information, you may refer to HomeTeamNS <a href="#">FAQ</a></p>
Civil Service Club-PASSion Card	<p>the Civil Service Club Hotline at 6514 6396 / 6391 5604 / 6514 6737 (Monday to Friday - 8:30 am to 5:30 pm; closed on Saturdays, Sundays and Public Holidays).</p> <p>You may also email to <a href="mailto:membership@csc.sg">membership@csc.sg</a> for further assistance.</p> <p>NOTE: Complete the 'EZ-Recover application for PASSion EZ-Link Card' form available at the CSC office if there is stored value* remaining in your card. (*EZ-Link Prepaid Card Ltd will process the refund within 28 working days upon the submission of the completed application form to CSC office).</p>
Overseas Singaporean Unit-PASSion Card	the Overseas Singaporean Unit via email at <a href="mailto:hello@singaporeglobalnetwork.sg">hello@singaporeglobalnetwork.sg</a> for further assistance.



**FAQs on PAssion e-Membership**



**FAQs on MyPAssion Mobile Application**



**FAQs on PAssion Card - NLB Collaboration**



**FAQs on PAssion CARES**



**FAQs on PAssion Silver Concession Card**



**FAQs on yuu Rewards Club**



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