

## **MONTHLY CONCESSION PASS REFUND FOR STUDENTS DURING PHASE 2 (HEIGHTENED ALERT)**

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The Government announced full Home-Based Learning (HBL) from 19 to 28 May 2021 for all primary, secondary, junior college and Millenia Institute students, including those from Special Education schools. Institutes of Higher Learning would also reduce attendance on campus from 19 May to 13 June 2021 i.e. till the end of Phase 2 (Heightened Alert) (P2HA).

Transit Link Pte Ltd (TransitLink) recognises that most students would not have to take public transport during this period. As such, all students from primary to tertiary level who purchased their Monthly Concession Passes on or before 16 May 2021 will receive an automatic pro-rated refund for the period from 19 May to 13 June 2021, or up to the pass expiry date, whichever is earlier. The refund amount will be based on the unused days of the pass during the valid refund period. Refund will be made by way of a public transport electronic voucher (eVoucher).

From 17 June to 30 September 2021, you can redeem the public transport eVoucher at any TransitLink Ticket Office (TL TO) / Concession Card Replacement Office (CCRO) / Add-Value Machine / TransitLink Kiosk / Top-up Kiosk / Assisted Service Kiosk by crediting it to your concession card, or using it to offset the price of your next MCP purchase at TL TO/CCRO.

You may register for a TL SimplyGo account via the [TL SimplyGo app](#) or [TransitLink SimplyGo Portal](#) to check if you have received the eVoucher for the refund of the unused portion of your student concession pass. This information will be available on your TL SimplyGo account from 17 June 2021.

Please refer to the following FAQ for more information:

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### **1. Why is TransitLink providing refunds for student Monthly Concession Passes?**

On 16 May 2021, the Government announced full Home-Based Learning (HBL) from 19 to 28 May 2021 for all primary, secondary, junior college and Millenia Institute students, including those from Special Education schools. Institutes of Higher Learning would also reduce attendance on campus from 19 May to 13 June 2021, while Private Education Institutions are also encouraged to do so.

TransitLink recognises that most students would not have to take public transport during this period. As such, all students from primary to tertiary level who purchased their Monthly Concession Passes on or before 16 May 2021 will receive an automatic pro-rated refund for the period from 19 May to 13 June 2021, or up to the pass expiry date, whichever is earlier. The refund amount will be based on the unused days of pass usage during the valid refund period.

## 2. What kind of Monthly Concession Passes are eligible for refunds?

Holders of all student concession cards, including School Smartcard, non-MOE Student Smartcard, Institute of Technical Education Concession Card, Private Education Institution Student Concession Card, Diploma Student Concession Card and Undergraduate Concession Card, who purchased a Monthly Concession Pass (MCP) **on or before 16 May 2021**, will be entitled to a pro-rated refund of the unused value of the MCP. The MCP must be valid for use between 19 May and 13 June 2021.

## 3. What must I do to apply for refund of unused value of my Monthly Concession Pass?

No action is required from you. Refunds for any unused value of all student Monthly Concession Passes that are valid for use between 19 May and 13 June 2021, will be computed and processed automatically.

## 4. How much refund will I receive for the Monthly Concession Pass purchased?

The refunded amount will be pro-rated based on the unused days of pass usage during the valid refund period from **19 May to 13 June 2021** (both dates inclusive), or up to the pass expiry date, whichever is earlier.

### Examples:

- 1) On 14 May 2021, a Secondary School Smartcard holder purchased a \$26.50 Train Concession Pass (TCP) for use from **14 May to 13 June 2021**. As he had purchased the TCP before 16 May 2021, **if he did not use the pass at all from 19 May to 13 June**, his pro-rated refund for the period (19 May to 13 June) will be computed as follows:

$$\frac{\text{Unused: 26 days * (19 May to 13 June)}}{31 \text{ days (14 May to 13 June)}} \times \$26.50 = \$23$$

*\* excluding 14 to 18 May (5 days) as this was before the Home-Based Learning (HBL) came into effect*

- 2) On 15 May 2021, an Undergraduate Student Concession Card holder purchased a \$54 Hybrid Concession Pass (HCP) for use from **18 May to 17 June 2021**. If she had used the HCP on 20 May and 3 June, she will receive a **pro-rated refund of \$42** for the unused days of pass usage, computed as follows:

$$\frac{\text{Unused: 24 days **}}{31 \text{ days (18 May to 17 June)}} \times \$54 = \$42$$

*\*\* excluding 18 May (before HBL), 20 May and 3 June (days of usage), and 14 to 17 June (days after the P2HA period): total 7 days*

## 5. When and where can I collect my pro-rated Monthly Concession Pass refund?

If you had purchased a student Monthly Concession Pass (MCP) on or before 16 May 2021, which is valid for use between 19 May and 13 June 2021, you can collect the pro-rated refund of the unused pass value from 17 June to 30 September 2021.

To purchase a new MCP with the refunded amount, please visit any TransitLink Ticket Office (TL TO) / Concession Card Replacement Office (CCRO). Otherwise, you may redeem the pro-rated refund to top up your concession card at any Add Value Machine (AVM), TransitLink Kiosk (TL Kiosk), Top-Up Kiosk (TUK) or Assisted Service Kiosk (ASK).

For more details regarding the locations of the AVM, TL Kiosk, TUK, ASK or TL TO / CCRO, please refer to [www.transitlink.com.sg](http://www.transitlink.com.sg) > Locations.

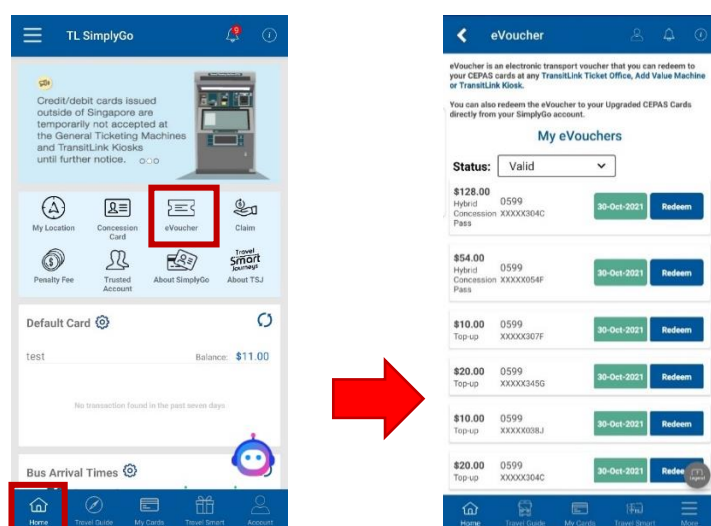
## 6. How can I check if the refund is ready for collection?

You may register for a TL SimplyGo account via the [TL SimplyGo app](#) or [TransitLink SimplyGo Portal](#) to check from 17 June 2021 onwards if the refund is ready for collection.



On the TL SimplyGo app, please go to the Home tab and tap on the eVoucher icon after login. To check using the TransitLink SimplyGo Portal, click on the eVoucher tab on the left navigation menu after logging in to your account.

You should be able to view the eVoucher for the refunded amount, provided you fulfil the conditions for the refund.

### TL SimplyGo app:



### TransitLink SimplyGo Portal:

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MY ACCOUNT

Notifications

MY STATEMENTS

My Cards

Concession Pass

**eVouchers**

Travel Smart Journeys

Pay Penalty Fee

Submit Claim

View Claim

Monthly Statistics

SEARCH TRANSACTION

Cards

test

Start Date

18-May-2021

End Date

24-May-2021

\*\* Your transactions may take up to 3 days to be reflected in your account. You may view any 31 days of your transactions, up to the last 180 days.

VIEW

TRAVEL / PAYMENT HISTORY



No transaction record(s) found

LEGEND

CARD

CEPAS

VIRTUAL DEVICE

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MY ACCOUNT

Notifications

My Statements

My Cards

Concession Pass

**EVOUCHERS**

Travel Smart Journeys

Pay Penalty Fee

Submit Claim

View Claim

Monthly Statistics

Trusted Accounts

Account Settings

eVoucher is an electronic transport voucher that you can redeem to your CEPAS cards at any [TransitLink Ticket Office](#), [Add Value Machine](#) or [TransitLink Kiosk](#). You can also redeem the eVoucher to your Upgraded CEPAS Cards directly from your SimplyGo account.

MY EVOUCHERS

Status: Valid

VIEW

Voucher Type	Beneficiary	Expiry Date	Status	
Bus Concession Pass (\$55.50)	XXXXX345G	30-Oct-2021	Valid	Redeem
Hybrid Concession Pass (\$128.00)	XXXXX304C	30-Oct-2021	Valid	Redeem
Hybrid Concession Pass (\$54.00)	XXXXX054F	30-Oct-2021	Valid	Redeem
Top-up (\$20.00)	XXXXX345G	30-Oct-2021	Valid	Redeem
Top-up (\$10.00)	XXXXX038J	30-Oct-2021	Valid	Redeem
Top-up (\$20.00)	XXXXX304C	30-Oct-2021	Valid	Redeem
Top-up (\$1.00)	XXXXX345G	30-Oct-2021	Valid	Redeem
Top-up (\$3.00)	XXXXX038J	30-Oct-2021	Valid	Redeem
Top-up (\$5.00)	XXXXX304C	30-Oct-2021	Valid	Redeem
Top-up (\$10.00)	XXXXX307F	30-Oct-2021	Valid	Redeem

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**7. What if my student Monthly Concession Pass (MCP) expired after 16 May 2021 and I still require an MCP to commute?**

You can still purchase a new MCP but there will be no refund for MCPs purchased after 16 May 2021, when the Home-Based Learning restriction was announced.

**8. I purchased my student Monthly Concession Pass (MCP) on or before 16 May 2021 and note that the unused value within the period from 19 May to 13 June 2021 will be refunded. Can I still use my MCP during this period?**

You will still be able to use your MCP purchased on or before 16 May 2021 until its expiry. However, only the unused days of the pass within the period from 19 May to 13 June 2021 will be automatically refunded.

That said, we encourage all to stay at home and minimise non-essential travel.

**9. Who can I contact if I require further assistance on the refund for the unused student Monthly Concession Pass?**

You can call TransitLink Hotline at 1800-2255 663 to check if there is any refund for your Monthly Concession Pass from 17 June 2021 or for further assistance. The hotline operates on weekdays between 8.00am and 6.00pm, except public holidays.