

**PAssion Silver Concession Card/  
PAssion Silver Card (Non-Concession)**  
Frequently Asked Questions (FAQ)

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**1. What is the PAssion Silver Concession Card/PAssion Silver Card (Non-Concession)?**

The PAssion Silver Concession Card/PAssion Silver Card (Non-Concession) is an initiative under the Action Plan for Successful Ageing<sup>1</sup>. We hope to encourage our seniors to age actively as they enjoy the many benefits and privileges offered by various organisations from the people, public and private sectors.

All Singapore Citizens aged 60 and above (or upon turning 60) will receive PAssion Card benefits for free.

- **Seniors who already have concessionary fares on public transport will automatically receive the new PAssion Silver Concession Card in the mail.** To make it more convenient for seniors, the new PAssion Silver Concession Card combines PAssion Silver benefits and the concessionary fares on public transport in just one card. The new card will replace the current purple Senior Citizen Concession Card.
- **Seniors who have not yet applied for concessionary fares on public transport** will be invited to apply for the PAssion Silver Concession card. An invitation package will be mailed to you.

**All Permanent Residents aged 60 and above will continue to be eligible for the Senior Citizen Concession Card (purple) when they apply through TransitLink.**

The PAssion Silver Card programme is a joint collaboration between the Ministry of Health, People's Association, Ministry of Transport, with support from Land Transport Authority and in partnership with the Singapore Business Federation who brought in businesses, Trade Associations and Chambers, to support this initiative.

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<sup>1</sup> For more information on the action plan, please visit [www.successful-ageing.sg](http://www.successful-ageing.sg)

## PAssion Silver Concession Card/ PAssion Silver Card (Non-Concession) Frequently Asked Questions (FAQ)

For Singapore Citizen Only



For Singapore Permanent Resident Only



The PAssion Silver Concession Card will have your photograph on the front, along with the words “Senior Citizen Concession” printed below it.

### 2. What are the benefits of the PAssion Silver Concession Card/PAssion Silver Card (Non-Concession)?

The PAssion Silver Concession Card combines the current Senior Citizen Concession Card (purple) and the PAssion ez-link Card into a single card for seniors to enjoy greater convenience and access to more benefits and privileges than before<sup>2</sup>.

- **Free PAssion Silver Membership.** With this card, Singapore Citizens aged 60 and above will receive special privileges and benefits at Community Clubs, PA Outlets as well as participating PAssion Silver merchant outlets, on top of the existing benefits and discounts given to PAssion Card members (of all ages) at over 1,000 outlets.
- **PAssion Silver Concession Card** holders can enjoy concessionary fares when travelling on public buses and train services. They can also complete pedestrian crossings fitted with Green Man + at a more comfortable pace.

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<sup>2</sup> As compared to the PAssion Card membership

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For more information, please refer to the following:

- (i) **PAssion Silver Concession Card or PAssion Silver Card (Non-Concession)**, including complete merchant list, please visit [www.passioncard.sg](http://www.passioncard.sg) or download our PAssion Card mobile app for more information. Participating merchants will also display their decals at their shop fronts.



- (ii) **Concessionary fares and travel passes**, please visit [www.transitlink.com.sg](http://www.transitlink.com.sg).
- (iii) **Locations of Green Man + fitted crossings**, please visit [https://www.onemotoring.com.sg/content/onemotoring/en/on\\_the\\_roads/traffic\\_management/green\\_man\\_plus.html](https://www.onemotoring.com.sg/content/onemotoring/en/on_the_roads/traffic_management/green_man_plus.html)

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**3. Why is the PAssion Silver Concession Card/PAssion Silver Card (Non-Concession) only applicable to Singaporeans aged 60 and above?**

The PAssion Silver Concession Card/PAssion Silver Card (Non-Concession) is an initiative to encourage our Singaporean Senior Citizens to continue staying active, and to provide a platform for the public, private and people sectors to honour and respect our seniors.

**4. What is the difference between the current PAssion ez-link Card and the new PAssion Silver Concession Card/PAssion Silver Card (Non-Concession)?**





- **Age.** The PAssion Silver Concession Card/PAssion Silver Card (Non-Concession) is only for Singapore Citizens aged 60 and above. In comparison, anyone of any age can apply for the current PAssion ez-link Card.
- **Membership duration.** PAssion Silver Concession Card/PAssion Silver Card (Non-Concession) holders enjoy free PAssion Card membership, while current PAssion ez-link Card holders enjoy a 5-year paid membership subject to a membership fee.
- **Public transport fares.** Both the PAssion ez-link Card and the PAssion Silver Card (Non-Concession) are Adult ez-Link Cards whereas PAssion Silver Concession Card holders enjoy concessionary fares when travelling on public buses and train services.

In both cases, membership comes with privileges and benefits at Community Clubs and PA Outlets as well as participating PAssion Card merchant outlets. PAssion Silver members get special discounts over and above these. The easy contactless payment function of the card also enables payment for:

- Community Centre and Water-Venture courses (enjoy further 2% off Member's Rates if payment is via the ez-Link function of your PAssion Card);
- Transit services (eg. MRT, LRT, Bus and Taxi);
- Motoring charges (eg. ERP charges, only for 2nd Generation IU);
- Retail and services payment (eg. 7-Eleven, NLB etc); and
- Earn TapForMore points at participating retail banners under Dairy Farm Singapore (Cold Storage, Giant and Guardian)

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Below is a summary of the eligibility criteria and benefits of the listed cards:

	<b>PAssion ez-link Card</b>	<b>Senior Citizen Concession Card</b>	<b>*NEW* PAssion Silver Concession Card</b>	<b>*NEW* PAssion Silver Card (Non-Concession)</b>
				
<b>Eligibility Criteria</b>	No minimum age	Permanent Residents aged 60 and above	Singapore Citizens aged 60 and above^^	Singapore Citizens aged 60 and above^^
<b>PAssion Card Benefits</b>	✓	N.A.	✓	✓
<b>Additional Benefits for PAssion Silver Card Holders only</b>	N.A.	N.A.	✓	✓
<b>Concessionary Travel and Green Man +</b>	N.A.	✓	✓	N.A.

^^Each member can only hold either the PAssion Silver Concession Card or PAssion Silver Card (Non-Concession), but not both cards.

Please refer to the PAssion Card website <https://www.passioncard.sg/> for the full list of privileges and benefits.

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**5. What is the difference between the Pioneer Generation Card and the PAssion Silver Concession Card/PAssion Silver Card (Non-Concession)?**

- **Purpose.** The Pioneer Generation Package thanks and honours our Pioneers for contributing to nation building. In comparison, the PAssion Silver Card initiative encourages seniors to stay active.
- **Target group.** The Pioneer Generation Card is for a specific cohort of Singapore Citizens who are Pioneers i.e. born before 1950 and became citizens before 1987. In comparison, the PAssion Silver Concession Card / PAssion Silver Card (Non-Concession) is for all Singapore Citizens as they turn 60.
- **Type of benefit.** The Pioneer Generation Card provides lifetime healthcare benefits for Pioneers so that they find healthcare costs affordable. In comparison, the PAssion Silver Concession Card / PAssion Silver Card (Non-Concession) aims to promote healthy and active ageing. With this card, Singapore Citizens aged 60 and above can enjoy PAssion Silver membership, concessionary fares on public transport and discounts at participating merchants.

For more information on the Pioneer Generation Card and its benefits, please visit <https://www.pioneers.sg>



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**6. How do I apply for the PAssion Silver Concession Card?**

<b>I am...</b>	<b>How To Apply</b>	<b>When You Will Receive Card?</b>
<ul style="list-style-type: none"> <li>• <b>Singaporean</b></li> <li>• <b>60 years and above</b></li> <li>• <b>Holding a Senior Citizen Concession Card (purple)</b></li> </ul>	No action required	Receive your new PAssion Silver Concession Card by 31 March 2017.
<ul style="list-style-type: none"> <li>• <b>Singaporean</b></li> <li>• <b>60 years and above</b></li> <li>• <b>DO NOT HOLD an existing Senior Citizen Concession Card (purple)</b></li> </ul>	<p>You will receive an invitation pack in December 2016</p> <p>Submit your application before 31 January 2017, else a PAssion Silver Card (Non-Concession) will be issued and mailed to you by 31 March 2017</p>	<p>Receive your PAssion Silver Concession Card by 28 February 2017 if you applied via TransitLink website or Mobile Services app</p> <p>Receive your PAssion Silver Concession Card by 31 March 2017 if you applied via TransitLink Ticket Offices or Concession Card Replacement Offices</p>
<ul style="list-style-type: none"> <li>• <b>Singaporean</b></li> <li>• <b>Turning 60 years old between December 2016 and January 2017</b></li> </ul>	<p>You will receive an invitation pack within the month of your 60<sup>th</sup> birthday</p> <p>Submit your application before 31 January 2017, else a PAssion Silver Card (Non-Concession) will be issued and mailed to you by 31 March 2017</p>	<p>Receive your PAssion Silver Concession Card by 28 February 2017 if you applied via TransitLink website or Mobile Services app</p> <p>Receive your PAssion Silver Concession Card by 31 March 2017 if you applied via TransitLink Ticket Offices or Concession Card Replacement Offices</p>
<ul style="list-style-type: none"> <li>• <b>Singaporean</b></li> <li>• <b>Turning 60 years old from February 2017</b></li> </ul>	<p>You will receive an invitation pack within the month of your 60<sup>th</sup> birthday</p> <p>You can submit your application via</p>	You will receive your PAssion Silver Concession Card in approximately 2 to 4 weeks from date of application

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	<p>TransitLink website or Mobile Services app and at TransitLink Ticket Offices or Concession Card Replacement Offices</p> <p>If your application is not received by the deadline indicated, a PAssion Silver Card (Non-Concession) will be issued and mailed to you instead</p>	
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**7. I am not an existing Senior Citizen Concession Card (purple) holder. What should I do if I do not receive any letter pertaining to the PAssion Silver Concession Card?**

You may apply for the PAssion Silver Concession Card via the following channels, one month before your 60<sup>th</sup> birthday:

**(i) Online:**

- A. TransitLink website at [www.transitlink.com.sg/eservice](http://www.transitlink.com.sg/eservice)
- B. TransitLink Mobile Services app

**(ii) In Person:**

TransitLink Ticket Offices or Concession Card Replacement Offices with your original NRIC, a clear photocopy of the front and reverse sides of your NRIC and a colour passport-sized photograph (non-returnable) that was taken within the last 3 months against a white background

If you are 60 years old and above and do not receive the letter by end December 2016, you can also apply for the PAssion Silver Concession Card via the channels stated above.

**8. I have received the PAssion Silver Concession Card. Can I still apply for the PAssion Silver Card (Non-Concession)?**

No. Each member can only hold either a PAssion Silver Concession Card or a PAssion Silver Card (Non-Concession), but **not both cards**.

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**9. I have received the PAssion Silver Card (Non-Concession). Can I still apply for the PAssion Silver Concession Card?**

No. Each member can only hold either a PAssion Silver Card (Non-Concession) or a PAssion Silver Concession Card, but **not both cards**.

Should you decide to convert your PAssion Silver Card (Non-Concession) to the PAssion Silver Concession Card, there are four ways to do so:

- (i) You may apply online via TransitLink website at [www.transitlink.com.sg/eservice](http://www.transitlink.com.sg/eservice) or
- (ii) Through the TransitLink Mobile Services app, or
- (iii) Approach any TransitLink Ticket Office.

You will receive your PAssion Silver Concession Card within 2-4 weeks upon receipt of your application via the above application modes. Your TapForMore (TFM) points will be transferred to the PAssion Silver Concession Card and you can continue earning TFM points upon receipt of the PAssion Silver Concession Card.

(iv) For an immediate card conversion, you may approach any TransitLink Concession Card Replacement Office, together with your original NRIC, a clear photocopy of the front and reverse sides of your NRIC, and a colour passport-sized photograph (non-returnable) that was taken within the last 3 months against a white background. Your TapForMore (TFM) points will be transferred to the replacement card and you can continue earning TFM points in about 5 working days, upon receipt of the replacement card.

Please note that a fee of \$8 for the first conversion, and \$13 for the second and subsequent card conversion is applicable.

If you would like a proxy to help you apply for the card conversion, they will have to present their own original NRIC/Passport in addition to the above-mentioned items.

**10. I do not wish to wait for 3 months to receive my PAssion Silver Concession Card/PAssion Silver Card (Non-Concession). Can you expedite the issuance of the card?**

Due to the high volume of applications expected during the initial launch period, it may take up to 3 months for applications to be processed and mailed out. We will do our best to process all applications in a timely manner. We seek your understanding and patience during this period.

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**11. Why am I unable to revert to the Senior Citizen Concession Card (purple) once I have applied for the PAssion Silver Concession Card or PAssion Silver Card (Non-Concession)?**

The PAssion Silver Concession Card/PAssion Silver Card (Non-Concession) will replace the Senior Citizen Concession Card (purple) for Singapore Citizens aged 60 years and above. The PAssion Silver Concession Card has the same function as the Senior Citizen Concession Card (purple) as it entitles you to concessionary fares on public transport. Please note that if you opt for the PAssion Silver Card (Non-Concession), adult fares will be deducted. In addition, the PAssion Silver Concession Card/PAssion Silver Card (Non-Concession) allows you to enjoy special privileges and benefits at Community Clubs, PA Outlets and participating merchant outlets.

Permanent Residents (PRs) aged 60 years and above can continue to apply for and use the Senior Citizen Concession Card (purple).

**12. How do I activate my PAssion Silver Concession Card?**

You will need to bring along your new PAssion Silver Concession Card and existing Senior Citizen Concession Card (purple) or original NRIC (if you do not have a Senior Citizen Concession Card (purple)) and visit any TransitLink Ticket Office or Concession Card Replacement Office.

A list of locations and operating hours is available on TransitLink website at <http://www.transitlink.com.sg/>.

**If you are currently holding a Senior Citizen Concession Card (purple)**, you should also bring along your existing Senior Citizen Concession Card (purple) when activating your new PAssion Silver Concession Card so that the remaining travel value/passes can be transferred to the new card

**If you are not an existing Senior Citizen Concession Card (purple) holder**, please also bring along your original NRIC for verification purposes. You may visit any TransitLink Ticket Office or Concession Card Replacement Office to activate your new card on or after the date you turn 60 years old.

**If your current Senior Citizen Concession Card (purple) is on Auto Top-Up**, please visit TransitLink Ticket Offices or Concession Card Replacement Office for assistance

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Starting 5 December 2016, 25 temporary counters will be set up across 20 TransitLink Ticket Offices and Concession Card Replacement Offices to ease the activation of cards during the initial launch. There will also be an additional 10 temporary counters set up at selected Community Clubs during the initial period.

*[Please refer to Annex A for the list of locations and operating hours.]*

The PAssion Silver Concession Card replaces your Senior Citizen Concession Card (purple). Please note that the Senior Citizen Concession Card (purple) will be retained by our Customer Service Officers upon activation of your PAssion Silver Concession Card. We seek your understanding on this matter.

If you would like a proxy to help you activate your new PAssion Silver Concession Card, they will have to present their own original NRIC / Passport in addition to the above-mentioned items.

**13. What should I do with my existing Senior Citizen Concession Card (purple) with Auto Top-up Facility?**

You may visit any TransitLink Ticket Office or Concession Card Replacement Office with your existing Senior Citizen Concession Card (purple) so that a deferred refund can be filed for you.

For cards that are on Auto Top-Up by Bank GIRO, the remaining travel value/unused pass value on the concession card will be credited to the linked bank account within 14 days.

For cards which are on Auto Top-Up by Credit Card, the remaining travel value/unused pass value on the concession card will be credited to the linked Credit Card account.

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**14. Will my new PAssion Silver Concession Card be on Auto Top-Up by Bank GIRO or Credit Card automatically?**

No. Please re-apply as follows:

- (i) For Auto Top-Up by Bank GIRO (for POSB or DBS bank account), you may apply and link your new PAssion Silver Concession Card instantaneously at any General Ticketing Machine.
- (ii) For Auto Top-Up by Credit Card, please obtain an application form from any TransitLink Ticket Office or download the application form from the TransitLink website at [www.transitlink.com.sg](http://www.transitlink.com.sg) and mail the completed form to TransitLink

Please note that there will be a processing time of 21 calendar days.

**15. Why must I go to a TransitLink Ticket Office or Concession Card Replacement Office to activate my PAssion Silver Concession Card? Why is the activation process not automatic?**

This is a standard practice for the activation of all concession cards. Having the card holder activate the PAssion Silver Concession Card personally prevents card abuse.

**16. Can someone activate the new PAssion Silver Concession Card on my behalf?**

Yes. If you would like a proxy to help you activate your new PAssion Silver Concession Card, they will have to present their own original NRIC/Passport, together with your new PAssion Silver Concession Card and your existing Senior Citizen Concession Card (purple) or NRIC for verification.

**17. Can I keep my existing Senior Citizen Concession Card (purple)?**

The PAssion Silver Concession Card replaces your Senior Citizen Concession Card (purple). The Senior Citizen Concession Card (purple) will be deactivated upon activation of the PAssion Silver Concession Card, and will be retained by TransitLink.

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**18. Where can I top up my PAssion Silver Concession Card/PAssion Silver Card (Non-Concession)?**

You can top up your PAssion Silver Concession Card/PAssion Silver Card (Non-Concession) via the following channels:

- TransitLink Ticket Offices
- Concession Card Replacement Offices
- Passenger Service Centres at all Train Stations
- General Ticketing Machines, Top Up Machines, Add Value Machines
- Top Up Terminals at Community Centres (*only credit or debit card payment accepted*) from end January 2017 onwards
- POSB/DBS and OCBC ATMs
- Selected Locations, e.g. 7-11 and Cheers outlets

A convenience fee per transaction may be applicable for some of the above top up modes.

The maximum stored value of the PAssion Silver Concession Card/PAssion Silver Card (Non-Concession) is \$500.

**19. It has been more than 2 months since I submitted my application but I have not received my PAssion Silver Concession Card. What should I do?**

You may check your application status via the TransitLink website or Mobile Services app. Alternatively, you can contact TransitLink Hotline at 1800-2255-663, which operates daily from 8am to 6pm (excluding public holidays), for assistance.

**20. It has been more than 3 months since I received the invitation pack but I have not received the PAssion Silver Card (Non-Concession). What should I do?**

Please call PAssion Card Hotline at 6225 5322, which operates daily from 8am to 6pm (excluding public holidays), for assistance.

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**21. What should I do if I lose my PAssion Silver Concession Card/PAssion Silver Card (Non-Concession)?**

**For PAssion Silver Concession Card:**

You can **apply for a replacement for your lost card** via:

**Online**

- (i) TransitLink website at [www.transitlink.com.sg/eservice](http://www.transitlink.com.sg/eservice)
- (ii) TransitLink Mobile Services app

**In Person**

- (iii) Visit any TransitLink Concession Card Replacement Office with your original NRIC and a colour passport-sized photograph (non-returnable) that was taken within the last 3 months against a white background. If you would like a proxy to help you apply for a replacement, he/she will have to present his/her own original NRIC / Passport in addition to the above-mentioned items.

Please note that a replacement fee of \$13 is applicable.

A loss report will be filed automatically once you replace your concession card. For security reasons, the loss report is irreversible once it is logged into the system. The lost card will be deactivated and would no longer be usable even if found. We will also refund the remaining travel value in your card after the loss report has been filed. You will need to provide your mobile number to the Customer Service Office at the Concession Card Replacement Office, or input your mobile number when applying for the lost replacement via e-Service on the TransitLink website and TransitLink Mobile Services app, to process the refund. You will receive a claim number via SMS to collect your refund at any TransitLink Ticket Office after 7 working days. Should there be any misuse before the card is cancelled, TransitLink will not be liable to issue any refund.

Please take note that you will also have to **inform the National Library Board (NLB)** of the lost concession card to avoid any misuse. You may call NLB's helpdesk at 6332 3255.

Your **TapForMore (TFM) points** will be transferred to the replacement card and you can continue earning TFM points on the replacement card in about 5 working days upon receipt of the card.



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**For PAssion Silver Card (Non-Concession):**

Please call PAssion Card Hotline at 6225 5322, which operates daily from 8am to 6pm (excluding public holidays), for assistance.

Alternatively, you may get your lost PAssion Silver Card (Non- Concession) replaced at your nearest Community Club/Centre (CC). Please note that a replacement fee of \$7.50 is applicable. The replacement card will be mailed to you in about 3 weeks.

You may also approach your nearest CC for assistance to file a request to refund the remaining travel value in your card after the loss report has been filed. Any remaining value will be refunded to you via bank transfer or to another adult ez-link card after 28 working days. Should there be any misuse before the card is cancelled, PA will not be liable to issue any refund.

You will also have to file a loss report with the **National Library Board (NLB)** to deactivate your card to prevent any misuse. You may call NLB's helpdesk at 6332 3255.

Your **TapForMore (TFM) points** will be transferred to the replacement card and you can continue earning TFM points upon receipt of the replacement card.

**22. What should I do if my PAssion Silver Concession Card/PAssion Silver Card (Non-Concession) is defective (when card cannot be read at the transit devices)?**

**For PAssion Silver Concession Card:**

If your PAssion Silver Concession Card is defective, you may present the faulty card to the staff at any TransitLink Ticket Office to obtain a Temporary Card.

This Temporary Card comes with a \$5 travel value to help you make your way to a TransitLink Concession Card Replacement Office (CCRO) for an immediate replacement and to file a deferred refund for the remaining travel value and unused period of your Monthly Concession Pass/Off-Peak Pass (if applicable). The amount will be pro-rated and refunded to you within 10 working days.

Do take note that the Temporary Card is valid for only 10 days. You may also top up the card for use, but adult fares will be deducted. When making your new PAssion Silver Concession Card, the Temporary Card must be returned. If you fail to return the Temporary Card, a \$10 fee will be imposed.

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Frequently Asked Questions (FAQ)

There will not be any replacement cost for your new PAssion Silver Concession Card if the original card is found to be defective by TransitLink. Otherwise, an \$8 replacement fee will be applicable.

Your **TapForMore (TFM) points** will be transferred to the replacement card and you can continue earning TFM points on the replacement card in about 5 working days upon receipt of the card.

**For PAssion Silver Card (Non-Concession):**

You may approach your nearest Community Club/Centre (CC) for assistance if your card is faulty. There is no replacement cost if the card is found to be faulty, else a replacement fee of \$7.50 will be applicable. The replacement card will be mailed to you in about 3 weeks.

You may also submit your request at the CC to recover any remaining travel value in your card. Any remaining value will be refunded to you via bank transfer or to another adult ez-link card after 28 working days. The faulty card will be retained by the CC or TransitLink Ticket Office.

Your **TapForMore (TFM) points** will be transferred to the replacement card and you can continue earning TFM points on the replacement card upon receipt of the card.

**PAssion Silver Concession Card/  
PAssion Silver Card (Non-Concession)**  
Frequently Asked Questions (FAQ)

**23. What should I do if my PAssion Silver Concession Card/PAssion Silver Card (Non-Concession) is damaged, e.g. due to wear and tear (referring to physical condition of the card)?**

**For PAssion Silver Concession Card:**

For an immediate replacement, you may approach any TransitLink Concession Card Replacement Office with your damaged PAssion Silver Concession Card, original NRIC and a colour passport-sized photograph (non-returnable) that was taken within the last 3 months against a white background.

If you would like a proxy to help you apply for a replacement, they will have to present their own original NRIC/Passport in addition to the above-mentioned items.

You can also file a deferred refund for the remaining travel value and unused period of your Monthly Concession Pass/Off-Peak Pass (if applicable) at the TransitLink Concession Card Replacement Office. The amount will be pro-rated and refunded to you within 10 working days.

Please note that a replacement fee of \$8 is applicable.

Your **TapForMore (TFM) points** will be transferred to the replacement card and you can continue earning TFM points in about 5 working days, upon receipt of the replacement card.

**For PAssion Silver Card (Non-Concession):**

You may approach your nearest Community Club/Centre (CC) for assistance if your card is damaged. Please note that a replacement fee of \$7.50 will be applicable. The replacement card will be mailed to you in about 3 weeks.

You may also submit your request at the CC to recover any remaining travel value in your card. Any remaining value will be refunded to you via bank transfer or to another adult ez-link card after 28 working days. The damaged card will be retained by the CC or TransitLink Ticket Office.

Your TapForMore (TFM) points will be transferred to the replacement card and you can continue earning TFM points on the replacement card upon receipt of the card.

**PAssion Silver Concession Card/  
PAssion Silver Card (Non-Concession)**  
Frequently Asked Questions (FAQ)

**24. What are the relevant charges for the PAssion Silver Concession Card/PAssion Silver Card (Non-Concession)?**

PAssion Silver Concession Card

Replacement Costs	Lost Card	Damaged Card (eg wear and tear)	Defective Card	Converting to PAssion Silver Card (Non-Concession)
		\$13	\$8	Free Replacement

*The above fees are subject to changes.*

PAssion Silver Card (Non-Concession)

Replacement Costs	Lost Card	Damaged Card (eg wear and tear)	Defective Card	Converting to PAssion Silver Concession Card
		\$7.50	\$7.50	Free Replacement

*The above fees are subject to changes*

**25. I am an existing PAssion Card holder. What will happen to my PAssion Card and the status of my TapForMore points when I receive my PAssion Silver Concession Card/PAssion Silver Card (Non-Concession)?**

You can continue to use your existing PAssion Card(s) as it can co-exist with your PAssion Silver Concession Card/PAssion Silver Card (Non-Concession). You can also continue to earn and redeem TapForMore (TFM) points on the respective PAssion Cards. However, do note that the PAssion Silver Concession Card/PAssion Silver Card (Non-Concession) offer better benefits in comparison.

You will also not be able to transfer TFM points from your existing PAssion Card(s) to the PAssion Silver Concession/PAssion Silver Card (Non-Concession) nor combine the TFM points earned from the various cards.

**PAssion Silver Concession Card/  
PAssion Silver Card (Non-Concession)**  
Frequently Asked Questions (FAQ)

**26. I have received the invitation/welcome letter by mistake, how do I return it?**

If you have received the invitation pack or welcome letter by mistake, please drop the package into the returned mail section at your mailbox and indicate for the package to be sent back to TransitLink with the following address:

TransitLink Pte Ltd  
9 Maxwell Road, #03-02, Annexe A, MND Complex, Singapore 069112

**27. Can I redeem my SG50 Seniors Public Transport Voucher with my new PAssion Silver Concession Card?**

Yes, you can bring along your SG50 Seniors Public Transport Voucher letter and credit the voucher into your PAssion Silver Concession Card or any other stored value travel card (e.g. ez-link Card, NETS FlashPay Card or any other Concession Card) at any:

- Add Value Machine (AVM+), by placing the PAssion Silver Concession Card or any other stored value travel card on the card reader, selecting the “SG50 Voucher Redemption” icon, and keying in the NRIC number, date of birth and serial number printed on the letter; or
- TransitLink Ticket Office or Concession Card Replacement Office, by presenting the PAssion Silver Concession Card or any other stored value travel card with the letter and NRIC.

A list of their locations and operating hours is available on TransitLink website at <http://www.transitlink.com.sg>.

Please be reminded to redeem your SG50 Seniors Public Transport Voucher by 31 December 2016. For more information on redemption of the Public Transport Voucher, please call TransitLink Hotline at 1800-2255-663 or email: [feedback@transitlink.com.sg](mailto:feedback@transitlink.com.sg)

**PAssion Silver Concession Card/  
PAssion Silver Card (Non-Concession)**  
Frequently Asked Questions (FAQ)

**28. How do I start accumulating Travel Smart Rewards points with my new PAssion Silver Concession Card/PAssion Silver Card (Non-Concession)?**

To start accumulating Travel Smart Rewards (TSR) points with your new PAssion Silver Concession Card/PAssion Silver Card (Non-Concession), you will need to visit the TSR website at <https://www.travelsmartrewards.sg/> to register an account with your new card, if you are not already on the programme.

For existing TSR participants, you have to update your new card number in the Settings page, under Card Number section. You will be required to cancel your current active card and type in your new 16-digit card number. The new card will need to be used for several commutes before the system can verify its eligibility for the programme. Do note that once you update your new card number, the system will stop receiving trip records from the previous active card.

As your TSR points are linked to your account and not your card, your existing points will not be affected.

**29. I have registered my Senior Citizen Concession Card (purple) for the Travel Smart Rewards Programme, what should I do when I receive my new PAssion Silver Concession Card/PAssion Silver Card (Non-Concession)?**

Firstly, you should check if you have any unredeemed rewards in your Senior Citizen Concession Card (purple) at any Add Value Machine (AVM+) or TransitLink Ticket Office. If you do, proceed to redeem them before you activate your new card.

Next, visit the Travel Smart Rewards (TSR) website at <https://www.travelsmartrewards.sg/> to update your new PAssion Silver Concession Card/PAssion Silver Card (Non-Concession) number in the Settings page, under Card Number section. You will be required to cancel your current active card (existing purple Senior Citizen Concession Card) and type in your new 16-digit card number. The new card will need to be used for several commutes before the system can verify its eligibility for the programme. Do note that once you update your new card number, the system will stop receiving trip records from the previous active card.

As your TSR points are linked to your account and not your card, your existing points will not be affected.

**PAssion Silver Concession Card/  
PAssion Silver Card (Non-Concession)**  
Frequently Asked Questions (FAQ)

**30. How do I transfer my Travel Smart Rewards vouchers to my new PAssion Silver Concession Card/PAssion Silver Card (Non-Concession)?**

*Scenario 1: TSR reward voucher has already been credited to the existing Senior Citizen Concession Card (purple) and the card has been blocked or expired*

Firstly, you will need to log in to the TSR website at <https://www.travelsmartrewards.sg/> to update your new PAssion Silver Concession Card/PAssion Silver Card (Non-Concession) number in the Settings page, under Card Number section. You will be required to cancel your current active card (purple Senior Citizen Concession Card) and type in your new 16-digit card number.

Thereafter, please write in to our TSR email at [team@travelsmartrewards.sg](mailto:team@travelsmartrewards.sg) to request for the transfer of reward vouchers to your new card. You will need to provide the card numbers of both the existing Senior Citizen Concession Card (purple) and the new PAssion Silver Concession Card/PAssion Silver Card (Non-Concession) in the email. After successful verification, we will transfer the unredeemed rewards from your existing card to the new card within 7 working days.

*Scenario 2: TSR reward has not been credited to the existing Senior Citizen Concession Card (purple)*

TSR rewards are credited to participants' active cards in the 1<sup>st</sup> week of each month (i.e. rewards for the month of December 2016 will be credited in the 1<sup>st</sup> week of January 2017). Hence, you will need to update the details of your new PAssion Silver Concession Card/PAssion Silver Card (Non-Concession) before the last day of the previous month (i.e. 31 December 2016) in order for the vouchers to be credited into your new card. To do so, you will need to log in to the TSR website at <https://www.travelsmartrewards.sg/> to update your new card number in the Settings page, under Card Number section. Should you miss the cut-off date, the rewards will be credited to your existing Senior Citizen Concession Card (purple).

If you have refunded your existing Senior Citizen Concession Card (purple), you will need to write in to our TSR email at [team@travelsmartrewards.sg](mailto:team@travelsmartrewards.sg) to request for the transfer of rewards to your new PAssion Silver Concession Card/PAssion Silver Card (Non-Concession). You will need to provide the card numbers of both the existing Senior Citizen Concession Card (purple) and the new PAssion Silver Concession Card/PAssion Silver Card (Non-Concession) in the email. After successful verification, we will transfer the unredeemed rewards from your existing card to the new card within 7 working days.

**PAssion Silver Concession Card/  
PAssion Silver Card (Non-Concession)**  
Frequently Asked Questions (FAQ)

**31. Who can I contact should I have further queries?**

For PAssion Silver Concession Card matters, you can contact TransitLink Hotline at 1800-2255-663.

For PAssion Silver Card (Non-Concession) matters, you can contact PAssion Card Hotline at 6225 5322.

Both hotlines operate daily, except Public Holidays, from 8am to 6pm.



**PAssion Silver Concession Card/  
PAssion Silver Card (Non-Concession)**  
Frequently Asked Questions (FAQ)

**Annex A**

	TransitLink Ticket Offices Location	Operating Hours			
		Weekdays	Saturdays	Sundays	Public Holidays
1	Aljunied MRT Station *	1200 - 1930			Closed
2	Ang Mo Kio MRT Station	0800 - 2100			
3	Bayfront MRT Station (CCL)*	Closed	1200 - 2000		
4	Bedok Bus Interchange	1000 - 2000	1000 - 1700	Closed	
5	Bedok MRT Station *	1200 - 2000			
6	Bishan MRT Station *	1200 - 1930			Closed
7	Boon Lay Bus Interchange	0800 - 2100			
8	Bugis MRT Station	1000 - 2100			
9	Bukit Batok MRT Station *	1200 - 1930			
10	Bukit Merah Bus Interchange *	1200 - 1930			
11	Bukit Panjang MRT Station*	1200 - 1930	1200 - 1800	Closed	
12	Changi Airport MRT Station ~	0800 - 2100			
13	Chinatown MRT Station ~@	0800 - 2100			
14	City Hall MRT Station	0900 - 2100			
15	Clementi MRT Station	0800 - 2100			
16	Eunos MRT Station *	1200 - 1930	1200 - 1800	Closed	
17	Farrer Park MRT Station *	1200 - 1930			
18	HarbourFront MRT Station ~	0800 - 2100			
19	Hougang MRT Station *	1200 - 1930			
20	Jurong East MRT Station *	1200 - 1930			

**PAssion Silver Concession Card/  
PAssion Silver Card (Non-Concession)**  
Frequently Asked Questions (FAQ)

	TransitLink Ticket Offices Location	Operating Hours			
		Weekdays	Saturdays	Sundays	Public Holidays
21	Kranji MRT Station *	1230 - 1930 #	1230 - 1930 ##		Closed##
22	Lakeside MRT Station *	1200 - 1930			
23	Lavender MRT Station *	1200 - 1930			Closed
24	Novena MRT Station *	1200 - 1930	1200 - 1800	Closed	
25	Orchard MRT Station	0800 - 2100			
26	Pasir Ris MRT Station *	1200 - 1930			
27	Raffles Place MRT Station	0800 - 2100	0800 - 1700	Closed	
28	Sembawang MRT Station *	1200 - 1930	1200 - 1800	Closed	
29	Sengkang MRT Station	1000 - 2100			
30	Serangoon MRT Station *^	1200 - 1930	1200 - 1800	1200 - 1930	Closed
31	Tampines MRT Station	0800 - 2100			
32	Tanjong Pagar MRT Station *	1200 - 1930	1200 - 1800	Closed	
33	Tiong Bahru MRT Station *	1200 - 1930			Closed
34	Toa Payoh Bus Interchange	1000 - 2000	1000 - 1700	Closed	
35	Toa Payoh MRT Station *	1200 - 1930			
36	Woodlands MRT Station	0800 - 2100			
37	Yew Tee MRT Station *	1200 - 1930	1200 - 1800	Closed	
38	Yio Chu Kang MRT Station *	1200 - 1930	1200 - 1800	Closed	
39	Yishun Bus Interchange *	1200 - 1930	1200 - 1800	Closed	
40	Yishun MRT Station	0800 - 2200			

**PAssion Silver Concession Card/  
PAssion Silver Card (Non-Concession)**  
Frequently Asked Questions (FAQ)

*Please note:*

Timings for meal breaks for Ticket Office (TO)

\*TO will be closed from 1545 to 1645hrs

+TO will be closed from 1400 to 1500hrs

~TO will be closed from 1600 to 1700hrs

^TO will be closed on Mondays

@TO will be temporarily closed from 1230 to 1300hrs (estimated) daily for changing shift

#Ticket Office will operate on Friday only, from 1230 to 2000 hrs on STC Normal Race Days and from 1230 to 2230 hrs on Night Race Days

##Ticket Office will operate from 1230 to 2000 hrs on STC Normal Race Days and from 1230 to 2230 hrs on Night Race Days

Note: Kranji Station Ticket Office will be closed at 1930 when there are no race(s).

For concession card replacement of lost, damaged or faulty EZ-Link cards, please visit any of the following locations:

	Concession Card Replacement Office	Operating Hours			
		Weekdays	Saturdays	Sundays	Public Holidays
1	Admiralty MRT Station	1000hrs to 1800hrs			Closed
2	Ang Mo Kio Bus Interchange				
3	Buona Vista MRT Station				
4	Choa Chu Kang Bus Interchange				
5	Hougang Bus Interchange				
6	Jurong East Bus Interchange				
7	Somerset MRT Station <sup>1</sup>				
8	Tampines Bus Interchange				

*Please note:*

<sup>1</sup> Somerset CCRO will be closed for meal break from 2pm – 3pm

**PAssion Silver Concession Card/  
PAssion Silver Card (Non-Concession)**  
Frequently Asked Questions (FAQ)

TransitLink Temporary Ticket Offices @ Community Clubs	Operating Hours			
	Weekdays	Saturdays	Sundays	Public Holidays
<b><i>With effect from 05 December 2016</i></b>				
Henderson CC <b>500 Bukit Merah View (159682)</b>	0900 - 2000			Closed
MacPherson CC <b>400 Paya Lebar Way (379131)</b>				
Marine Parade CC <b>278 Marine Parade Road (449282)</b>				
Tampines Changkat CC <b>13 Tampines St 11 (529453)</b>				
Taman Jurong CC <b>1 Yung Sheng Rd (618495)</b>				
Teck Ghee CC <b>414 Ang Mo Kio Ave 10 #01-917 (560414)</b>				
<b><i>With effect from 09 December 2016</i></b>				
Bukit Timah CC <b>20 Toh Yi Drive (596569)</b>	0900-2000			
Eunos CC <b>180 Bedok Reservoir Road (479220)</b>				
Fuchun CC <b>1 Woodlands St 31 (738581)</b>				
<b><i>With effect from 16 December 2016</i></b>				
Choa Chu Kang CC <b>35 Teck Whye Avenue (688892)</b>	0900-2000			

*Please note:*

Temporary Activation counters are also set up at the above 10 Community Clubs as there are no TransitLink Ticket Offices located within the vicinity.

These counters can only perform transactions pertaining to activation of new PAssion Silver Concession Card and/or transfer of value from Senior Citizen Concession Card (purple) to the new PAssion Silver Concession Card.

These 10 temporary CC counters will be operational till 28 February 2017.