

MAIL-IN APPLICATION FORM

REPLACEMENT OF LOST CONCESSION EZ-LINK CARD FOR

- MOE PRIMARY/SECONDARY/PRE-U STUDENT
- ITE STUDENT
- FULL-TIME NSMEN



REPORT LOSS OF CONCESSION EZ-LINK CARD

Please call TransitLink Hotline at 1800-CALL ONE (1800-2255 663) to report loss of your card and it will be invalidated within 48 hours. Invalidation requests are final and irreversible.

Please paste
passport-sized
photo here

(Do not
staple/bend)

INSTRUCTIONS

- 1) Please complete this form. Incomplete application forms will be rejected.
- 2) Write your personal ID number (BC/NRIC/Student Immigration Pass) on the reverse of the photograph.
- 3) Paste a recent colour, full-face, passport-size photograph (MOE student must be in school uniform) in the box on the right.
- 4) Attach a photocopy of either one of the following:
 - your Birth Certificate (for Singapore students); or
 - front and reverse sides of your NRIC (for Singapore /Singapore PR students); or
 - front and reverse sides of your Re-entry Permit (for Singapore PR students); or
 - your Student Immigration Pass (for foreign students).
- 5) Enclose a cheque payment for the replacement fees payable to "Transit Link Pte Ltd":

Card Cost	\$5
Personalisation Fee	\$3
Administrative Fee	\$10
Total replacement fees	\$18

Please write the name and personal ID number of the applicant on the reverse of the cheque.

- 6) Mail your application to:

Transit Link Pte Ltd
Card Replacement Application
9 Maxwell Road
#03-02 Annexe A, MND Complex
Singapore 069112

Proof of postage is not proof of delivery. TransitLink will not be held liable if the application does not reach us.

PARTICULARS OF APPLICANT (please fill in BLOCK letters)

Name : _____

Personal ID No. : _____
(As in the lost concession ez-link card)

Mailing Address : _____
Singapore

Contact No. : _____ (Home) _____ (Handphone)
(Of applicant/parent/guardian*)

COLLECTION OF CARD (please tick only ONE option)

- Mail the card to me at the mailing address indicated above.
(The card will be mailed to you within 3 working days from receipt of your application.)
- I will collect the card at the TransitLink Ticket Office indicated below (please tick only ONE location)
- | | | | | |
|---|--|--------------------------------------|------------------------------------|---------------------------------|
| <input type="checkbox"/> MRT Stations | <input type="checkbox"/> Ang Mo Kio | <input type="checkbox"/> City Hall | <input type="checkbox"/> Woodlands | |
| <input type="checkbox"/> Bus Interchanges | <input type="checkbox"/> Choa Chu Kang | <input type="checkbox"/> Jurong East | <input type="checkbox"/> Tampines | <input type="checkbox"/> Yishun |

(The collection advice will be mailed to you within 3 working days from receipt of your application.)

DECLARATION

I _____ (the applicant/parent/guardian*) declare that the above information is true and correct. I have also read and understood all the requirements and terms stated in this application form.

I hereby enclose a crossed cheque, No. _____ from Bank/Branch _____ for the amount of \$18.

Signature _____

Name _____

Date _____

*Please delete accordingly.

REPORT OF LOSS OF SCHOOL SMART CARD (SSC)

1. REPORTING OF LOSS OF SSC

- i. Report loss to Transit Link (TL) by calling their hotline at 1800 2255663.
 - The lost card will be invalidated within 48 hours from the time of report.
 - A claim number will be given by the hotline for the refund of the remaining stored value.
- ii. Report loss to the school's library as the card can be used for borrowing books at the school library.
- iii. Report loss to the NLB at :
 - any of the regional library or community library or
 - NLB website (www.nlb.gov.sg) or
 - NLB helpdesk at 6332 3255

2. REPLACEMENT OF SSC

The student can go to any of the following Transit Link Card Replacement Offices to have their cards replaced. The operational hours are from 10am to 6pm:

Choa Chu Kang Bus Interchange
Hougang Central Bus Interchange
Jurong East Bus Interchange
Pasir Ris Bus Interchange
Ang Mo Kio Hub Bus Interchange
Tiong Bahru MRT Station

2.1. Documents to bring:

- i. the original Birth Certificate or NRIC or Immigration Pass (for foreign students)
- ii. a colour passport-sized photo taken in school uniform against white background.
Light-blue background is acceptable if the uniform is white in colour.
Hair must be neatly combed and image must show full face from chin to crown of the head.
- iii. \$18/- for the replacement cost plus \$1/- refundable deposit

Proxy making on behalf of the student would need to produce his/her own NRIC in addition to the above.

Students who are unable to visit TL CRO for an immediate replacement may mail their application to Transit Link for a replacement of the lost card. Mail-in application form is obtainable at the Transit Link website at www.transitlink.com.sg which also provides information on replacement of lost cards.