

## Frequently Asked Questions

### 1. Can I continue to use my existing card?

You can continue to use your EZ-Link card for now. The existing card-based ticketing system will eventually be phased out after commuters have become familiar with the account-based system. We will give ample notice before doing so.

### 2. Why should I update my EZ-Link card to have a backend account?

- You can top up your card anytime and anywhere using the EZ-Link app without the need for a physical card. You can also top up the travel cards remotely for family members. This means that you or your loved ones will not be left stranded when your cards run out of value at a location without a top-up machine (e.g. bus stops).
- If you happen to lose your EZ-Link card, you can block lost cards within 30 minutes, through the EZ-Link app.
- You can track your journey and fare history, submit travel claims, and view claim status via the TL SimplyGo app.

### 3. What will I not be able to do with an account-based EZ-Link card?

Similar to the use of bank cards and other contactless payment methods, commuters using the account-based cards will not be able to see their fare deduction and card value balance at MRT fare gates and bus readers. This is because transactions are carried out through the backend account-based ticketing system and a longer time is required to retrieve data and reflect the transactions on the fare gates and bus readers. To avoid delaying commuters' public transport journeys, LTA has made the viewing of fare transactions and other ticketing services available on the TL SimplyGo app instead.

Commuters are encouraged to download the TL SimplyGo app to view fare transactions and access other ticketing services remotely. Alternatively, they can check their transactions at ticketing machines.

The purpose of the account-based EZ-Link card is to support account-based public transport payment. The card will not be compatible with the In-vehicle Unit (IU) and vehicle owners can continue using their existing cards for the IU.

### 4. Do I need to sign up for a TL SimplyGo account?

No, this is not required. However, the TL SimplyGo app allows you to track your transport spending and history. You can also track card balance and receive card usage alerts, low balance alert and perform remote top-ups anytime anywhere.

## **5. Why is there a need to have a \$3 minimum travel value?**

This is similar with current EZ-Link cards. A minimum travel value of \$3 is necessary to ensure that there is sufficient card balance, even for the longest journey.

If there is insufficient card balance on the account-based cards, commuters may have to wait for up to 10 minutes after topping up the cards before using the card. This is to allow the system to lift the backend temporary freeze (triggered when balances fall below \$3) and so that the cards to be used again.

Commuters are encouraged to maintain sufficient travel balance to avoid disruption to their journey and sign up for an account with SimplyGo or EZ-Link, which will push low balance notifications.

We will also continue to work towards enhancing the system to reduce the waiting time, where possible.