

ANNEX C

Commonly Asked Questions on TSJ

1. How can eligible commuters register for TSJ?

Eligible commuters must first register through the SimplyGo app, and add a travel card to the SimplyGo account. The nominated travel card will be used to determine their eligibility for the programme and the awarding of points subsequently. Registration will start on 2 January 2025.

2. When and how will commuters know if they have been enrolled onto the TSJ initiative?

Eligible commuters will be notified of their eligibility within 72 hours after their registration. Email and notification will be sent to the Notification Inbox within the mobile app. Once eligible, commuters will be able to view the TSJ dashboard in the SimplyGo app.

3. What are the revised enrolment criteria?

	Current	Revised from 2 January 2025
Tap-in Time	Between 7am and 9am	Between 7.15am and 8.45am
Tap-in Frequency	Tap in at least 4 weekdays* in the last 30 calendar days * excluding public holidays	Tap in at least 6 weekdays* in the last 30 calendar days * excluding public holidays
Tap-in Stations	<ul style="list-style-type: none">• Punggol, Sengkang, Hougang or Buangkok NEL station; or• Sengkang or Punggol LRT station	<ul style="list-style-type: none">• Punggol Coast, Punggol, Sengkang, Hougang or Buangkok NEL station; or• Sengkang or Punggol LRT station
Tap-out Stations	<ul style="list-style-type: none">• Any MRT/LRT station, excluding stations on the Punggol and Sengkang LRT lines	<ul style="list-style-type: none">• Any MRT/LRT station, excluding stations on the Punggol and Sengkang LRT lines

4. How will commuters be able to view their discounted journeys on the SimplyGo app?

Commuters can view the points awarded for each eligible journey on the TSJ dashboard within the SimplyGo app. These points are accumulated and can

be redeemed in blocks of 500 points (equivalent to \$5.00). Once redeemed, the points will be credited to the commuter's nominated travel card.

5. Where can I find out more or seek assistance with registration? Closer to 2 January 2025, commuters can find more information on TSJ here (link on LTA or SimplyGo page). Commuters may also write in to <https://www.simplygo.com.sg/feedback/> or call the hotline at 1800-2255-663 for assistance.

6. I don't have a SimplyGo account currently. Does that mean I can only enjoy the benefits in February 2025 onwards?

Commuters can sign up for a SimplyGo account now and register for the TSJ initiative from 2 January 2025 onwards. Eligible commuters will be notified of their eligibility within 72 hours after their registration. If the commuter has already tapped in at least 6 weekdays between 7.15am to 8.45am at the selected stations in the preceding 30 days, they will be able to start collecting TSJ points on eligible journeys immediately, and need not wait until February 2025 to do so.