

## **Replacement of concession card**

You may apply for a replacement concession card via the following channels:

- Immediate replacement: visit any [Ticketing Service Centre](#) or [SimplyGo Kiosk](#)
- Online replacement: click [here](#) or via the [SimplyGo app](#)

## **For replacement at the Ticketing Service Centre**

### Documents required:

- 1 x colour, passport-sized photograph\*
- Existing concession card (if not lost and refund<sup>^</sup> is required)
- Either of the following proof of identity:
  - Original NRIC/passport (Singapore citizens); or
  - Original Certificate of Singapore Citizenship (new Singapore citizens); or
  - Original NRIC/Re-Entry Permit (Singapore Permanent Residents); or
  - Original Student Pass (FIN, for foreign students); or
  - Original Singapore Armed Forces/Singapore Civil Defence Force/Singapore Police Force Identity Card (National Servicemen)

*\*The photograph must:*

- *Be taken within the last three months*
- *Have a white background*
- *Show the full face from the top of the head to the chin*
- *Have neatly combed or tied up hair*

*<sup>^</sup>A refund is only given for the remaining card value and/or the unused period of your Monthly Concession Pass. The \$5 card cost and \$3.10 personalisation fee are both non-refundable.*

Any person helping you apply for a replacement card must present his/her own original NRIC/passport in addition to the above-mentioned items.

## Card Replacement Fees

### For Lost Card

Concession Card Type	Replacement Costs for Lost Card	
	Via Ticketing Service Centre (Walk-in)	Lost Card via Self-help Channels ( <a href="#">Online</a> / <a href="#">Mobile</a> / <a href="#">SimplyGo Kiosk</a> )
All Other Concession Cards	<p>\$21.10</p> <p><u>Breakdown:</u></p> <ul style="list-style-type: none"> <li>• \$13 admin fee</li> <li>• \$5 card cost</li> <li>• \$3.10 personalisation fee</li> </ul>	<p>\$21.10</p> <p>(or \$19.10 if self-collect at SimplyGo Kiosk)</p> <p><u>Breakdown:</u></p> <ul style="list-style-type: none"> <li>• \$11 admin fee</li> <li>• \$5 card cost</li> <li>• \$3.10 personalisation fee</li> <li>• \$2 postage fee*</li> </ul>

*All fees listed above are non-refundable.*

*The above fees are subject to change.*

*\*Applicable if concession card is mailed to you.*

*The administrative fee covers the handling and operating costs.*

### For Damaged/Faulty Cards

Concession Card Type	Damaged Card	Faulty Card
All Other Concession Cards	\$8.10 <u>Breakdown:</u> <ul style="list-style-type: none"><li>• \$5 card cost**</li><li>• \$3.10 personalisation fee**</li></ul>	Free%

*The above fees are subject to change.*

*%If the data on the faulty card cannot be read for any reason as determined by TransitLink.*

*\*\*The \$5 card cost and \$3.10 personalisation fee are both non-refundable as they are the cost of the card medium and the cost of personalising the card for the cardholder respectively.*

*The administrative fee covers the handling and operating costs.*

### **Collection of Replacement Concession Cards via SimplyGo Kiosk**

If you are collecting your replacement concession card at the [SimplyGo Kiosk](#), you will not be allowed to change the photo and name on the card. The replacement concession card will be printed with the same photo as that on the original card.

When submitting your replacement concession card application via the SimplyGo website or [SimplyGo app](#), please provide a valid email address in order to receive the QR code/reference number for the collection of your replacement concession card at the SimplyGo Kiosk.

At the SimplyGo Kiosk, please scan the QR code or key in the reference number to print and collect your replacement concession card on the spot. The newly printed replacement concession card can be used immediately.

The concession card replacement can be applied for, printed or collected by another person other than the applicant at the SimplyGo Kiosk. The representative has to key in the following details:

- For application: the concession card holder's NRIC number and date of birth
- For collection: the QR code/reference number sent via email.