

# **REPLACEMENT OF SCHOOL SMART CARDS**

## **Card Replacement Offices**

<b>Bus Interchange</b> <ul style="list-style-type: none"> <li>• Ang Mo Kio</li> <li>• Choa Chu Kang</li> <li>• Hougang</li> <li>• Jurong East</li> <li>• Tampines</li> </ul>	<b>MRT Station</b> <ul style="list-style-type: none"> <li>• Admiralty</li> <li>• Bukit Panjang (Meal Break: 2pm to 3pm)</li> <li>• Buona Vista</li> <li>• Somerset (Meal Break: 2pm to 3pm)</li> </ul>	<b>Operating Hours:</b> Mon – Sun 10.00am to 6.00pm Public Holidays closed
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What to bring along to the **Card Replacement Office** for a replacement:

- The damaged School Smart Card, if applicable
- Original Identity Card/Passport/Birth Certificate for Singapore Citizen or
- Original Identity Card/Re-entry Permit/Certificate of Identity for Singapore Permanent Resident, or
- Original Foreign Student Immigration Pass / Student Pass (FIN) for foreign student
- One recent colour passport-size photograph (see note);
- Proxy's NRIC or passport if application is submitted by a proxy

### Note:

Photograph must fulfill the following criteria:

- Taken in school uniform
- Taken against a white background, coloured passport size
- Hair must be neatly combed or tied up
- Image must show full face from chin to crown of the head

### **Replacement Fees**

The charges for replacement of a lost, damaged or defective School Smartcard are:

Replacement Costs	Lost Card via Concession Card Replacement Offices	Lost Card via Self-service Channels (Online/Mobile/TransitLink Kiosk)	Damaged Card	Defective Card
Administrative Fee	\$13	\$11	Not Applicable	Not Applicable
Card Cost	\$5	\$5	\$5	Not Applicable
Personalization Fee	\$3.10	\$3.10	\$3.10	Not Applicable
<b>Total</b>	<b>\$21.10</b>	<b>\$19.10</b>	<b>\$8.10</b>	<b>\$0</b>

*The above fees are subject to changes*

The card holders have to pay \$1 travel deposit and minimum \$5 travel value upon activation of card.

### **Technically Faulty Cards**

For technically faulty cards, you may approach any Ticket Offices to obtain a Temporary card when you present the technically faulty card to the staff.

The Temporary card is encoded with \$3.00 travel value to help you make your way to TransitLink Card Replacement Office for an immediate replacement. The Temporary card is valid for only 10 days. You may also top-up the card for use and adult fare will be deducted. When making a new concession card, the Temporary card must be returned and any remaining value will be refunded to you.

The administrative fee and the replacement cost will be waived in the event that the electronic data on the technically faulty card cannot be reliably read for any reason whatsoever as determined by TransitLink.

You may also contact Transit Link Customer Service for further information, if required.

Transitlink Hotline: 1800 2255 663 Website: [www.transitlink.com.sg](http://www.transitlink.com.sg)