

## Apply for TransitLink Student EZ-Link Card Application

(A1) **Application Procedure – During Bulk Exercise for Full-time Diploma New Students (between March to May or refer to TransitLink Website for latest updates)**

The TransitLink Student EZ-Link Card will allow you to purchase concession pass that entitles you to enjoy student rate when you travel on public transport.

For **International Students**, ensure that you have updated your FIN number with TP Admissions Office.

Below are the steps which guide you in your application.

Step 1	<p><b>Before EZ-Link Card Application</b></p> <ul style="list-style-type: none"> <li>• Ensure that you have submitted your information including your recent photo during enrolment period.</li> <li>• After you are successfully enrolled into TP, your personal information and photo would then be submitted to Transitlink by TP in batches (estimation 2 to 3 weeks after you have enrolled).</li> <li>• TP will send an email to you on the application steps for TP student Ezlink card once your data is successfully uploaded in Transitlink website.</li> <li>• Student can check their information in the website link: <a href="https://www.transitlink.com.sg/eservice/econcession/tertiary_enquiry.php">https://www.transitlink.com.sg/eservice/econcession/tertiary_enquiry.php</a></li> </ul>
Step 2	<p><b>Application of EZ-Link Card</b></p> <ul style="list-style-type: none"> <li>• After verifying your information on Transitlink that it is accurate, you can apply your Ez-link card apply and make payment online at <u>TransitLink website</u>.             <ul style="list-style-type: none"> <li>○ \$8.10 is payable upon application of the Transitlink ez-link card. It is for \$5 non-refundable card cost and \$3.10 non-refundable personalisation fee.</li> </ul> </li> <li>• For online application, please take a screen shot of the successful application from the TransitLink website as proof.</li> </ul> <p><u>If you are unable to apply</u>, screenshot the error message (indicate your full name &amp; student admin number) and email to Student Development &amp; Alumni Affairs Department at <a href="mailto:sdaa@tp.edu.sg">sdaa@tp.edu.sg</a> .</p>
Step 3	<p><b>Collection of EZ-Link Card</b></p> <ul style="list-style-type: none"> <li>• It will take around 14 working days (Mon to Fri) for TransitLink to process and deliver your cards to Temasek Polytechnic.</li> <li>• TP will inform you via your <b>TP student email account</b> on the date and time to collect your TP Student ez-link card.             <ul style="list-style-type: none"> <li>○ You will have to top-up a minimum value of \$2 at any Transitlink Ticket Office in order to start using your card.</li> </ul> </li> </ul>

(A2) **Application Procedure – After Bulk Exercise for **Full-time Diploma New Students** (mid-May or check at TransitLink Website for latest updates)**

For newly enrolled full-time diploma students who **did not apply for the ez-link card between Apr to end May**,

- You may apply for the card at Card Replacement Concession Office (CCROs) and the ez-link card **will be issued on the spot**.
- For online application, the ez-link card will be mailed to your indicated residential address in **7 to 10 working days**

**Important Notes:**

- To apply at the Concession Card Replacement Office (CCRO), you will need to bring the following:
  - Original NRIC for Singapore Citizens; or
  - Original NRIC/Re-entry Permit for Singapore Permanent Residents; or
  - Original Passport and Foreign Student Pass (FIN) for International Students.
  - \$8.10 is payable upon application of the Transitlink ez-link card. It is for \$5 non-refundable card cost and \$3.10 non-refundable personalisation fee.
- A receipt for the payment of \$8.10 will be issued to you by Transitlink. Please retain this receipt for card collection.
- You will have to top-up a minimum value of \$2 at any Transitlink Ticket Office in order to start using your card.

(A3) **Application Procedure – PFP Graduates**

**PFP graduates** are students who have completed the Polytechnic Foundation Programme and will be progressing to full-time diploma courses in the coming Academic Year.

- You do need not re-apply for the TransitLink ez-link card if you have already applied for the card during your foundation year.
- If you have not applied for your card during your foundation year, please follow the same process as indicated above in Section (A1) or (A2).
- An email from Student Development & Alumni Affairs (SDAA) would be sent to all PFP graduates with instructions to extend the expiry date of the ez-link cards. The email would be sent to PFP graduates after TransitLink has confirmed on the processing of data.
- PFP graduates are encouraged to extend your ez-link cards within 3 months after receiving the email notification to avoid having to make new ez-link cards due to non-extension.

#### (A4) **Application Procedure – New PFP Student**

- For new PFP students who have successfully enrolled into TP, your personal information and photo would be submitted to Transitlink in batches.
- PFP students are advised to apply for their ez-link card **directly at any of the TransitLink Concession Card Replacement Office (CCRO)** and the card will be issued to you on the spot.
- Please ensure that the photo that you have submitted during the enrolment is within the Transitlink guidelines. For more information, please go to e-Service - Transit Link.
- An email from SDAA with application instruction would be sent to the TP student email account when **school-term starts.**

#### (B) **Loss / Replacement of Ez-Link Card**

- To report to Transit Link office via their hotline 1800-2255 663 (operating daily from 8am to 6pm, except on public holidays), by providing your NRIC/FIN/ez-link card number and contact number.
- Card Replacement: To apply online via Transitlink website or apply in-person any Concession Card Replacement Office (CCRO) or the Transit Link Kiosk.

Please visit TransitLink's website on how you can get a replacement card.

#### (C) **Extension of TransitLink Student Ez-Link Card**

- Send your request with your name, student admission number and indicate the reason for extension to sdaa@tp.edu.sg.

#### **Notes:**

- Application for the TransitLink Student Ez-link Card is optional. You will need to apply and pay a fee to TransitLink if you wish to apply for the card. Please remember to keep a copy of the payment transaction details.
- Please check TransitLink website for the latest information on the ez-link cards and concession scheme.
- If you require further clarification on TransitLink Student ez-link and concession related matters, please email to **Student Development & Alumni Affairs Department (SDAA)** at sdaa@tp.edu.sg or call 6780 5656.