

Frequently Asked Questions on MasterCard's Account-Based Ticketing Pilot

1. What is the Account-Based Ticketing (ABT) System?

The Account-Based Ticketing (ABT) System enables commuters to use credit or debit cards with contactless function for fare payments. During the pilot, only Singapore-issued Mastercard contactless cards will be accepted. There will be no need for upfront top-ups as you will be using your credit card or debit card for fare payments. Similar to any Mastercard contactless purchases, your bus and train transactions will be processed, accumulated and charged to your credit or debit card. Commuters will be able to track and view their journey and fare history via the TransitLink ABT Portal or TransitLink Mobile Services app.

2. What are the benefits of the ABT System?

The ABT System will eliminate the need for a separate transit card and the hassle of topping up. In addition, the ABT System will allow commuters to track and view their journey and fare history at their convenience via the TransitLink ABT Portal <www.transitlink.com.sg/ABT> or TransitLink Mobile Services app.

3. Who can register for this pilot?

All OCBC Mastercard Cardmembers who have a PayPass-enabled card can register for the ABT Pilot from 18 July 2017.

4. How can I register for this pilot?

You may visit TransitLink ABT Portal <www.transitlink.com.sg/ABT> to register for an ABT Account from 18 July 2017. Upon successful creation of your ABT Account, you will receive an email to activate your account. Click on the link in the email to create a password to login to your account.

Once you have successfully logged into the account, go to "My Cards" page to register your card. Upon successful registration of your card, a \$0.10 authorisation will be earmarked against your card but will not be charged to your card. The \$0.10 earmark will be released between 7 - 30 days. If you have any queries, you may contact OCBC for assistance.

Limited places are available and registration is based on a first-come first-served basis.

5. How will I know if my registration is successful?

You will receive a confirmation email once your registration is successful.

6. When can I start using my registered card for transit?

After 3 days upon receiving the confirmation email for registering your card, you will be able to use your registered card to pay for train rides. As the updating of bus devices may take longer, please allow for an additional 2 days to begin using it on for buses.

7. How will I be eligible to enjoy the free rides exclusively for the OCBC Titanium Rewards Mastercard?

The Promotion period shall run from 18 July 2017 to 31 August 2017 ("Promotion Period") and limited to the first 3,000 customers who have registered for the ABT Pilot within the promotion period.

Each Participant who meets the conditions as set out in the Terms and Conditions will be eligible to receive a cashback of the exact amount (up to \$15) that he spends on Public Transit during the Promotion Period, limited to the first 3,000 participants. Cashback earned will be credited to the Qualifying Card account before 15 September 2017.

If you do not have an OCBC Titanium Rewards Card, you may apply for one at ocbc.com/titaniumrewards.

8. I have provisioned my registered card in my mobile wallet. Can I use my mobile wallet for transit?

Mobile wallet payments are not accepted during the pilot phase. Please use your physical card for transit payments.

9. Are there any changes to the fares when using my registered card for transit?

The current adult fares and transfer rules are still applicable when you use your Mastercard contactless cards for transit. You can also enjoy free or discounted early morning train rides to MRT stations in the city area before 8.00am on weekdays under the Free Pre-Peak Travel Scheme till end of 2017. Please note that concessionary fares and travel passes are not available as part of this pilot.

10. Will there be any additional charges for using this service?

There will be no additional charges when using your registered card for this service.

11. How will I be billed?

Transactions will be processed and charged to you in your subsequent credit card bills. The charges, which are aggregated, will be accumulated for up to 5 days or after a total of \$15 is spent on transit fares, whichever is earlier. The accumulated amount will be posted to your respective banks after 3 days. Please note that the postings may not be reflected immediately in your credit card accounts. The finalised charges will be posted in your account as per your credit card billing cycle with the merchant descriptor name - BUS/MRT.

12. Where can I refer to for more information?

More information on the ABT System and the Pilot is available at the TransitLink ABT Portal at <http://www.transitlink.com.sg/introABT>. For other enquiries regarding the pilot or the ABT Portal, please call the TransitLink Hotline at 1800-2255-663.