

Frequently Asked Questions “NETS Tap & SimplyGo Transit Rebate Promotion”

1. When is the promotion period?

This promotion is valid from 1 February to 31 March 2020, both dates inclusive. For February's rebate, the qualifying period is from 1st to 29th February 2020, and for March's rebate, the qualifying period is from 1st to 31st March 2020.

2. Can I earn more than one rebate?

Qualified participants are eligible to one rebate per card per month. A customer may hold multiple NETS contactless ATM cards. In the event that they managed to spend \$30 on each ATM card for transit and be amongst the first 18,000 qualified participants, then they are entitled to more than one rebate.

3. How are the rebates awarded?

Simply pay for your public bus and MRT rides with NETS Tap and be the first 18,000 to accumulate \$30 spend to qualify.

4. How do I know if my ATM card is eligible for the Rebate Promotion?

Look out for the NETS Tap icon on your bank ATM card to know if you are eligible for the promotion.



5. Will I be automatically entitled to the rebates?

Yes, as long as you are amongst the first 18,000 cardholders to spend \$30 on transit using NETS Tap.

6. When and how will I receive the rebates?

The rebates will be credited to your bank account within 2 to 3 months. i.e. by 31 May 2020.

7. Why am I unable to tap in my NETS contactless ATM card?

Check if you have sufficient funds in your bank account. NETS Tap is unable to deduct from accounts with insufficient balance. If you are unsure your ATM card is a NETS contactless card, you may approach the MRT Passenger Service Centre or Bus Captains for assistance.



If you are tapping from a wallet/ bag you may experience card clash, please take out your card from your wallet/ bag before tapping.

For full FAQ on using NETS contactless cards for transit, refer to simplygo.transitlink.com.sg/FAQs

8. How would I know if I qualified for the Rebate Promotion?

Kindly check your account transaction history 2 to 3 months after the end of the promotion for the \$5 credit amount if you are the first 18,000 to qualify for the Rebate Promotion for the month.