

FAQs


The new NETS FlashPay Card

General

1. What is the new NETS FlashPay Card?

The new NETS FlashPay Card is a new generation contactless, multipurpose stored value CashCard that can be used for your transport needs in Singapore. It also comes in handy for shopping and retail micro-payments.

2. What is the difference between the current NETS CashCard and the new NETS FlashPay Card?

Where can it be used?	NETS CashCard	NETS FlashPay Card
Retail	√	√ At retail points with this logo: 
MRT/LRT & Public Buses	Not available	√
ERP	√	√ With the new generation In-vehicle Unit (IU)
Car Park	√	√ Acceptance at Car Park will be made available at a later date

3. Is there an expiry date for the new NETS FlashPay Card?

The new NETS FlashPay Card has a lifespan of 7 years from the date of issue.

4. Where can I see the expiry date of the new NETS FlashPay Card?

You can find the expiry date on your top up receipt or statement print receipt.

5. What is the maximum amount that the new NETS FlashPay Card can hold?

You can top up the new NETS FlashPay Card up to a maximum of \$500 in stored value.

6. Is the new NETS FlashPay Card CEPAS compliant?

Yes, the new NETS FlashPay Card is CEPAS compliant like other transit card in the market. CEPAS is a New Singapore Standard for Contactless ePurse Applications (CEPAS) that can be used for public transport, retail, ERP, car parks and other electronic payment systems.

Card Usage — General

7. How do I view the transaction history for my card?

You may do a statement print for the last 25 transactions at NETS Top Up Stations located at selected condominiums and NETS Sales & Customer Service Centre.

Please see Pocket Guide for details.

8. What should I do if my new NETS FlashPay Card is faulty?

If you experience problems with your new NETS FlashPay Card, please call our NETS Sales & Customer Service Hotline at 6274 1212 for assistance.

9. What should I do if I have misplaced my new NETS FlashPay Card? Do I get a replacement?

The new NETS FlashPay Card is deemed non-retrievable once misplaced. There is no refund for the lost or stolen NETS FlashPay Card. It works and operates using the same policy as the existing NETS CashCard. There is no replacement for a lost card.

Card Usage — On the MRT/LRT and Public Buses

10. Do I need to maintain a minimum balance of \$3 in the new NETS FlashPay Card before I can board the MRT/LRT and Public Buses?

You are advised to have a minimum balance of \$3 in your new NETS FlashPay Card while traveling on public transport at all times. This is to ensure that there is sufficient card value when you exit the gantry at your destination.

11. Is there an alert to inform commuters on the low stored value in the new NETS FlashPay Card?

If your card balance is low, you will be alerted at the various transport usage points. You are advised to look at the card reader upon entry/exit from bus/train. An alert will be prompted when your card balance is less than \$5.

12. How can I check for the fare on the service that I am taking?

For information on travel fares, you may refer to the information boards located at most bus stops. You may also refer to TransitLink Guide or go online at www.transitlink.com.sg or the websites of the respective public transport operators.

13. What if a wrong deduction is made/I forget to flash my new NETS FlashPay Card on the card reader when alighting from Public Buses? How do I file a claim without a bus ticket? What if the wrong transaction happens on a Sunday/public holiday?

Should you have any queries on bus/train fare deduction, you may contact TransitLink office: 1800-2255-663.

Operating hours: 8am to 6pm daily (except public holidays).
Alternatively, you may also submit your feedback at www.transitlink.com.sg.

Any claims must be made within 5 days from the date of filling.

14. Will I be able to enjoy any transfer rebates for the rides on the MRT/LRT and Public Buses?

Yes, the current transfer rebates for rides between MRT/LRT and Public Buses are applicable if the transfer rebates conditions are met.

15. What do I do if I have a problem using NETS FlashPay Card at train gates or at bus readers?

If you encounter any problems with your new NETS FlashPay Card while entering/exiting the train gates or bus readers, you may approach the nearest Passenger Service Centre or TransitLink Ticket Office for assistance.

Information is correct at the time of printing.

Terms and conditions apply.

Please refer to www.nets.com.sg for updates.