

NETS Prepaid Card

The latest payment card for public transport travel and everyday expenses

- Download NETS App to view card balance, transaction history and perform top-up
- Accepted at all NETS retail points and on public buses and trains
- Lock your card to prevent fraud and misuse if card is misplaced

| | Account-based ticketing NETS Prepaid Card | Card-based ticketing NETS FlashPay |
|--|---|--|
| Card features | | |
| Card validity + balance refund grace period | 5 years + 12 months | 7 years + 2 years |
| Travel on public buses and trains, and retail usage | ✓ | ✓ |
| View card balance and transaction history via NETS App | ✓ | ✓ |
| Top up via NETS App [^] | ✓ | ✓ |
| [^] Top-up convenience fee (\$0.50) is waived for selected local issued credit/ debit cards | Can be topped up without presence of physical card | ✓ |
| Top up at General Ticketing Machines at MRT stations, TransitLink Ticket Offices, SMRT and SBST Passenger Service Centres, local bank ATMs, NETS Top-up Machines, NETS Self service Machines, Add Value Machine Plus, convenience stores* <i>*A service fee may be chargeable</i> | ✗ | ✓ |
| Set spending limits and notification alerts via NETS App | ✓ | ✗ |
| Link multiple cards to a single NETS Account on NETS App | ✓ | ✗ |
| Lock card when it is lost/ misplaced | ✓ | ✗ |
| Refund for lost/ misplaced cards via NETS App to bank account | ✓ | ✗ |
| Refunds via TransitLink Ticket Offices, local bank ATMs* for cards expired less than 90 days, via bank tellers (DBS and OCBC) for cards expired more than 90 days and up to 2 years <i>*UOB ATMs are able to refund cards expired up to 2 years</i> | ✗ | ✓ |
| Where to purchase card | | |
| TransitLink Ticket Offices | ✓ | ✗ |
| SMRT and SBST Passenger Service Centres | ✗ | ✓ |
| Information to note for public transport travel | | |
| View fare and card balance on MRT fare gate/ card reader on buses | ✗ | ✓ |
| Minimum travel value | Ensure at least \$3 card balance for public transport travel | |
| Card unblocking for public transport travel, if card balance falls below minimum travel value | 10 min wait after top-up and tapping card at fare gate/bus reader | Immediate after top-up |
| Deduction of public transport fares | 4th day after travel, lump-sum of entire day's trip | Immediate after each trip, individual trip fares are displayed |