

NETS FLEET MOTORING CARD ADMINISTRATIVE FORM



☐ Card Refund

☐ Card Replacement

☐ Claims

SECTION 1 : COMPANY'S PARTICULARS

Company Name:	UEN Number:
Email:	Address:
Mobile/Office Number:	

SECTION 2 : NETS FLEET MOTORING CARD DETAILS

NETS Fleet Motoring Card CAN (16-digit no. printed on the back of the card)

1	1	1	1	-					-					-				
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☐ RSVP*

☐ Remarks: _____

Estimated Remaining Balance: _____

SECTION 3 : BANK ACCOUNT DETAILS (for Crediting)

Bank Account Details

☐ DBS/POSB Bank

☐ OCBC Bank

☐ UOB Bank

☐ Other Bank, please specify: _____

Bank Account Number: _____

By submitting this form and signing hereunder, I confirm that the company data submitted is true and accurate and that I consent to the collection, use, disclosure and sharing of this data by NETS for purposes reasonably required to process my application as set out in NETS' Data Protection Policy www.nets.com.sg.

Company's Stamp: _____

Date: _____

SECTION 4 : FOR OFFICIAL USE

Officer's Name: _____	Location: _____
Date: _____	<input type="checkbox"/> TransitLink Ticket Office: _____
<ul style="list-style-type: none"> For Refund/Replacement request, please retain NETS Fleet Motoring card. For Claim request, please attach supporting receipt/statement. 	<input type="checkbox"/> Others, please specify: _____

Replacement CAN No.:	1	1	1	1	-					-					-			
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TO BE COMPLETED BY NETS

Remarks:	1	3	R	PB	ATU	BL	Fr:	TL	C	M	O
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Processed by / Date: _____	Received by / Date: _____
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Deferred Refund payment to your bank account will be processed within 14 working days upon receipt of form. For NETS Fleet Motoring card submitted for refund with this form, the card will be destroyed upon refund.

*Refund is subjected to RSVP's Terms & Conditions. Refer to www.nets.com.sg for more details.

For enquiries, please contact NETS 24-Hour Customer Service Hotline: 6274 1212

• ORIGINAL-To be retained & submitted to NETS (White) • Service Provider's Copy (Pink) • Customer's Copy (Blue) •

TERMS & CONDITIONS:

8. REFUNDS, VALIDITY & REPLACEMENT APPLICABLE TO NETS FLEET MOTORING CARD

- 8.1 The refund of the Stored Value shall be made in accordance with such procedural or operational requirements as NETS may from time to time prescribe and failure by the NETS Cardholder to observe or comply with such procedural or operational requirements may result in delay in processing any refund.
- 8.2 Notwithstanding anything herein contained, NETS and/or the Approved Banks shall not be liable to make a refund of the Stored Value if:
- the NETS Fleet Motoring card is not presented by the NETS Cardholder at the time of a request for a refund;
 - the encoded data in the NETS Fleet Motoring card or any part thereof is erased, altered or tampered with as determined by NETS and/or the Approved Banks;
 - the encoded data in the NETS Fleet Motoring card and/or its external card number are not readable for any reason as determined by NETS and/or the Approved Banks;
 - NETS and/or the Approved Banks determine that the Stored Value in the NETS Fleet Motoring card is incorrectly or erroneously stated or reflected in the NETS Fleet Motoring card or any records as having a higher or other value than its actual value due to any defect, damage, error or failure of, or programming in relation to, the CashCard System (including any data processing system or the network system) or for any reason;
 - the NETS Fleet Motoring card has been damaged or tampered with whether intentionally or otherwise as determined by NETS and/or the Approved Banks in their sole discretion.
- 8.3 The NETS Fleet Motoring card shall be valid for a period of seven years from the date of issue unless otherwise stated on the card (hereinafter called the "NETS Fleet Motoring card Validity Period"). Thereafter, the NETS Fleet Motoring card shall be deemed expired and is not valid for any use. NETS may at its sole discretion from time to time vary the NETS Fleet Motoring card Validity Period.
- 8.4 Subject to these Terms, NETS and each of the Approved Banks shall be fully liable to the NETS Cardholder for the refund of the Stored Value of the NETS Fleet Motoring card and the NETS Cardholder shall, subject to these Terms, have recourse to NETS and the Approved Banks for the refund of the Stored Value.
- 8.5 Subject to these Terms, the NETS Cardholder shall be entitled to a refund of the Stored Value of the NETS Fleet Motoring card effected pursuant to Clause 8.7 hereof within two years after the NETS Fleet Motoring card Validity Period, PROVIDED THAT if a refund of the Stored Value of the NETS Fleet Motoring card is requested or effected more than one year after the NETS Fleet Motoring card Validity Period, NETS shall be entitled to levy a service charge of S\$1.00 per month or such other amount as NETS may determine from time to time, such levy to be deducted monthly from the Stored Value commencing the month after the expiry of the aforesaid one year until the refund of the Stored Value (less such service charge) of the NETS Fleet Motoring card or when the Stored Value is fully depleted, whichever is the earlier.
- 8.6 The NETS Cardholder shall not be entitled to a refund of the Stored Value after the lapse of two years after the NETS Fleet Motoring card Validity Period whereupon the NETS Cardholder shall have no claim whatsoever against NETS and the Approved Banks.
- 8.7 Subject to the provisions of Clause 7 and Clauses 8.3 to 8.6, the NETS Cardholder may affect the refund of the Stored Value:
- at such transit stations as may from time to time be specified by NETS; or
 - at any Customer Service Point in which event the NETS Fleet Motoring card in question shall be retained by NETS or disabled after the refund has been completed; or c. at such other terminal(s) or premises as NETS may from time to time specify.
- 8.8 In the event NETS determines in its sole discretion that a NETS Fleet Motoring card is defective (not through any fault or act of the NETS Cardholder) during its use for payment for, or a transaction of, CashCard Services or Transit Services, NETS shall replace the defective NETS Fleet Motoring card with a new NETS Fleet Motoring card during the NETS Fleet Motoring card Validity Period at no additional charge. No replacement shall be made by NETS for any NETS Fleet Motoring card after the expiry of the NETS Fleet Motoring card Validity Period. PROVIDED ALWAYS THAT NETS is not liable nor shall it be obliged to replace the defective NETS Fleet Motoring card with a new NETS Fleet Motoring card if:
- the defective NETS Fleet Motoring card is not surrendered by the NETS Cardholder at the time of request for a replacement;
 - NETS or its agent(s) determine in their respective sole discretion that the defective NETS Fleet Motoring card is damaged (whether or not through the fault or act of the NETS Cardholder) by the NETS Cardholder's failure to take proper care of the card;
 - the defective NETS Fleet Motoring card is de-laminated, peeled, broken or otherwise damaged due to wear and tear or any other act;
 - the external card number of the defective NETS Fleet Motoring card is not readable for any reason as determined by NETS or its agent(s);
 - NETS or its agent(s) determine in their respective sole discretion that the NETS Fleet Motoring card is defective as a result of the improper use or mishandling of the card by the NETS Cardholder.
- If any of the circumstances in (a), (b), (c), (d) or (e) occurs, NETS may in its sole discretion allow a replacement of the NETS Fleet Motoring card upon such terms as NETS may stipulate including imposing a fee or charge for the replacement.
- 8.9 Pursuant to a request by a NETS Cardholder for a replacement under Clause 8.8, the defective NETS Fleet Motoring card shall be surrendered to and retained by NETS or its agent(s) at the time of the request. The determination by NETS or its agent(s) as to the amount of the Stored Value of the NETS Fleet Motoring card shall, save for manifest error, be deemed conclusive and binding on the NETS Cardholder. NETS reserves the right to make adjustments or changes to such determination in the event that any subsequent or additional records received by NETS after such determination indicate a different value from the value determined by NETS at the time of replacement.
- 8.10 When a replacement of a defective NETS Fleet Motoring card under Clause 8.8 is approved by NETS or its agent(s), the NETS Cardholder shall be given a new NETS Fleet Motoring card without any Stored Value. The new card shall be activated by NETS and the NETS Cardholder shall top-up the card with a minimum Stored Value of S\$10.00 or such other sum as may be determined by NETS. The NETS Cardholder shall complete such documentation as required by NETS or its agent(s) for the refund of the Stored Value in the defective NETS Fleet Motoring card and the refund shall be made into the NETS Cardholder's bank account within fourteen working days.