

## Collection of NETS FlashPay Card for eligible NETS Prepaid Cardholders

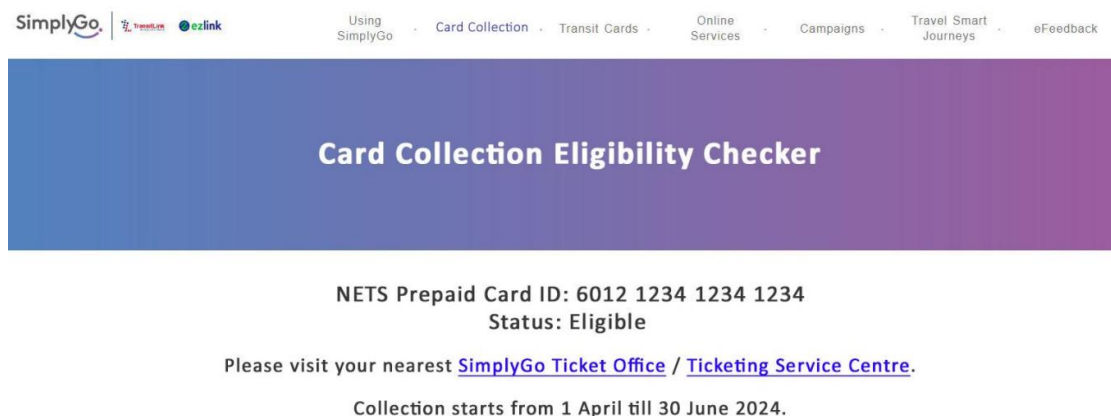
In line with LTA's announcement, NETS FlashPay Card will continue to be accepted on public buses and trains until at least 2030. If you have purchased your NETS Prepaid Card between 9 January 2024 and 22 January 2024, both dates inclusive, you may present your NETS Prepaid Card and collect a free NETS FlashPay Card (subject to eligibility) at any [SimplyGo Ticket Offices/ Ticketing Service Centres](#) between 1 April 2024 and 30 June 2024.

**Q:** I bought a NETS Prepaid Card in January this year, what should I do to collect a free NETS FlashPay Card?

**A:** Kindly follow the 3 steps indicated below.

### Step 1: Check your eligibility to collect a free NETS FlashPay Card.

Visit the [Card Collection Eligibility Checker](#) page and enter your 16-digit NETS Prepaid Card ID number to check if you are eligible to collect a free NETS FlashPay Card. You should see the following message on the page if you are eligible:



### Step 2: Collect your NETS FlashPay Card between 1 April 2024 and 30 June 2024.

If you are eligible, visit any [SimplyGo Ticket Office/ Ticketing Service Centre](#) and present your NETS Prepaid Card to the SimplyGo ticket officer. The officer will issue you a free NETS FlashPay Card with zero stored value.

You may continue to keep and use your NETS Prepaid Card for public buses and trains, and for payment at NETS 130,000 acceptance points island-wide.

### Step 3: Top up your new NETS FlashPay Card first before using.

Top up your NETS FlashPay Card at any self-help ticketing machines (e.g. Top-up Kiosk, SimplyGo Kiosk) or at any [NETS top-up points](#).

**Q:** How do I know if I am eligible to collect a free NETS FlashPay Card if I purchased my NETS Prepaid Card between 9 January 2024 and 22 January 2024?

**A:** You may check your eligibility by entering the 16-digit NETS Prepaid Card identification number found at the back of the card from the [Card Collection Eligibility Checker](#) webpage.

Or

Call NETS Customer Service hotline at 6274 1212 (9am to 9pm daily).

**Q:** Must I collect a NETS FlashPay Card if I purchased my NETS Prepaid Card between 9 January 2024 and 22 January 2024?

**A:** No, it is optional. NETS Prepaid Card can continue to be used on public buses and trains, and for retail purchases. However, if you prefer the NETS FlashPay Card and have purchased the NETS Prepaid Card between 9 January 2024 and 22 January 2024, you may collect a free NETS FlashPay Card at any [SimplyGo Ticket Office/ Ticketing Service Centre](#).

**Q:** Where can I collect a free NETS FlashPay Card if I have purchased my NETS Prepaid Card between 9 January 2024 and 22 January 2024?

**A:** You may visit any [SimplyGo Ticket Office/ Ticketing Service Centre](#) between 1 April 2024 and 30 June 2024 to collect a free NETS FlashPay Card, if you are eligible.

**Q:** Will my NETS Prepaid Card be retained after I collect a free NETS FlashPay Card?

**A:** No, your NETS Prepaid Card will not be retained. You can keep and continue using your existing NETS Prepaid Card even after collecting the free NETS FlashPay Card.

**Q:** Do I need to pay a fee to collect a NETS FlashPay Card?

**A:** No, the NETS FlashPay Card is free should you present an eligible NETS Prepaid Card during collection.

**Q:** How many NETS FlashPay Card am I entitled to collect?

**A:** You may collect 1 NETS FlashPay Card per eligible NETS Prepaid Card.

**Q:** Is the NETS Prepaid Card discontinued?

**A:** No, it is not. You may continue to use your NETS Prepaid Card for public transport fare payment. You may also continue to use the NETS Prepaid Card at all NETS 130,000 acceptance points island-wide.

**Q:** How do I get a refund on my NETS Prepaid Card balance?

**A:** Simply register for an account on NETS App, then link your NETS Prepaid Card to the account. Card balance will be refunded into your local bank account or credit/ debit card used to top up the NETS Prepaid Card. This refund will take up to 7 working days to be completed.

**Q:** Who can I approach for further assistance?

**A:** For general enquiries you may contact NETS through [Contact Us – NETS](#), or email to [info@nets.com.sg](mailto:info@nets.com.sg), or call NETS Customer Service hotline at 6274 1212 (9am to 9pm daily).

For appeals related to NETS Prepaid Card / NETS FlashPay Card, you may submit an appeal through [Contact Us – NETS](#), or email to [info@nets.com.sg](mailto:info@nets.com.sg).

**Q:** Where can I find more information on NETS FlashPay Card?

**A:** Kindly visit our NETS Prepaid Card [FAQ page](#).

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