

## **REPLACEMENT OF PERSONS WITH DISABILITIES CONCESSION CARD** **FREQUENTLY ASKED QUESTIONS (FAQ)**

*Note: These FAQs are on the expiry of the existing PWD concession card and the new replacement card. For other FAQs regarding the concession card, please refer to SimplyGo's website (<https://simplygo.com.sg/concession-monthly-travel-cards/persons-with-disabilities/persons-with-disabilities-concession-card/>)*

### **1. My existing PWD concession card is expiring soon. What must I do?**

No action is needed from you. A replacement card will be mailed to you 4 – 6 weeks before the expiry of your existing card.

### **2. Why am I receiving a new Persons with Disability (PWD) concession card?**

The new Persons with Disability (PWD) concession card is meant to replace your soon-to-be-expired PWD concession card. The expiry date of your current PWD concession card is stated as the “replace card by” date printed at the bottom right of your card.

### **3. How can I start using the new PWD concession card?**

To start using your new PWD concession card, please activate your card at any SimplyGo Ticket Office. Please bring along:

- Your new PWD concession card;
- Your expiring PWD concession card;
- Your NRIC / Passport (for verification); and
- \$4 (Minimum top-up amount)

Please activate your new PWD concession card before your existing concession card expires for seamless enjoyment of your travel concession benefit.

Your existing card will be retained by the SimplyGo Customer Service Officer after the activation of your new PWD concession card.

To find out SimplyGo Ticket Office locations operating hours, please visit <https://simplygo.com.sg/locations/simplygo-ticket-offices/>

### **4. Can someone else activate the new PWD concession card on my behalf?**

Yes, anyone activating the card on your behalf needs to bring:

- His / her NRIC;
- Your existing PWD concession card;
- Your new PWD concession card;
- Your NRIC / Passport (for verification); and
- \$4 (Minimum top-up amount)

### **5. What will happen to the Auto Top-Up arrangement on my existing PWD concession card?**

Any Auto Top-Up arrangement on your existing card will be cancelled. You will need to reapply this facility for your new PWD concession card.

**6. How do I apply for the Auto Top-Up facility for my new PWD concession card?**

For Auto Top-Up application via GIRO with DBS/POSB ATM card, you may apply via any Top-up Kiosk or Assisted Service Kiosk (located at Thomson-East Coast Line MRT stations).

For Auto Top-up application via Mastercard or Visa credit card, you may apply using the SimplyGo app. The app can be downloaded from Google Play Store or the App Store.

For more information on the Auto Top-Up scheme for concession cards, please visit <https://ezlink.simplygo.com.sg/card-charm/auto-topup/>

**7. How long will my new PWD concession card be valid for?**

This concession card is valid for 7 years or up to your 60th birthday, whichever is earlier. You will receive either a PASSion Silver Concession Card (Singapore Citizens) or Senior Citizen Concession Card (Permanent Residents) before your 60th birthday, which will offer the same travel concession benefit as your PWD concession card.

**8. My concession card has expired and I have not received my replacement card, what can I do?**

Please contact SimplyGo Hotline at 1800-2255 663 from 8am – 6pm daily except public holidays. If you have changed your address since you applied for your existing PWD concession card, please inform SimplyGo of your new address. You may also send in your feedback via SimplyGo [website](#).

**9. Why is the PWD concession card design for the replacement card different from my existing PWD concession card?**

The PWD concession card design has been revised to better reflect purpose of the card and it functions the same way as your existing card.