



### **Important Notice**

1. We are sorry to inform that the registration for the Mobile Payments Trial has closed.
2. The trial is meant for a small group of invited users to gather feedback on the performance and user experience of the mobile payment service, to help us identify any areas of improvement before the service is launched to the general public.
3. The following changes may disable users' ongoing usage of mobile payments in transit:
  - Upgrade of Operating System of Mobile Device
  - Change of Mobile Device
  - Mobile Device logged out from iCloud
  - Factory Reset of Mobile Device
  - Renewal or Reissuance of the registered Mastercard credit, debit or pre-paid cards

We seek your understanding if any of the above happens and users are unable to use the mobile payment in transit.

4. Users would be able to track and view their journey and fare history via the TransitLink ABT Portal<sup>1</sup> or TransitLink Mobile Services app<sup>2</sup>. Please note that you will not be able to view your travel history and fare deductions at the ticketing machines. The Passenger Service Centres, TransitLink Ticket Offices and Concession Card Replacement Offices are also unable to provide this information. Please refer to the Mobile Payments Trial FAQs published on TransitLink ABT Portal<sup>1</sup>.

1: TransitLink ABT Portal is at <https://www.transitlink.com.sg/abtmobile>

2: TransitLink Mobile Services app can be downloaded at Google Play Store or Apple App Store

3: Mobile Wallets that are accepted during Mobile Payments Pilot are Apple Pay, Google Pay™ and Samsung Pay

4: TransitLink Feedback Portal: <https://www.transitlink.com.sg/abtmobilefeedback>

## Do's & Don'ts during Mobile Payments Trial

DO ✓	DON'T ✘
<ul style="list-style-type: none"> <li>• Sign up at TransitLink ABT Portal<sup>1</sup> to create an ABT account</li> <li>• Register your locally-issued Mastercard credit, debit or pre-paid card through your ABT account. Please ensure that your card is valid for at least 9 months at the point of registration</li> <li>• Install choice of Mobile Wallet<sup>3</sup> App (Apple Pay, Google Pay or Samsung Pay) that is supported by your mobile phone</li> <li>• Add your registered Mastercard credit, debit or pre-paid card into your preferred Mobile Wallet<sup>3</sup></li> <li>• Track and view your journey and fare history via the TransitLink ABT Portal<sup>1</sup> or TransitLink Mobile Services app<sup>2</sup></li> <li>• Carry alternative modes of payment (registered Mastercard contactless card or CEPAS card) in case your Mobile Wallet<sup>3</sup> is not detected by the fare gate or bus reader</li> <li>• Contact TransitLink at TransitLink Feedback Portal<sup>4</sup> for any enquires or to report any issues</li> <li>• Maintain a Healthy Account Balance (Debit Card) and Good Credit Rating (Credit Card)</li> </ul>	<ul style="list-style-type: none"> <li>• Register a foreign-issued Mastercard</li> <li>• Approach the Passenger Service Centres or bus captains for enquiries or issues related to Mobile Payments Trial for ABT</li> <li>• Top up the CEPAS card if your mobile device has CEPAS-enabled NFC SIM, to avoid double payment</li> <li>• Add multiple registered cards to Mobile Wallet<sup>3</sup>, to avoid Card Clash</li> <li>• Tap multiple cards along with mobile device within a wallet or bag, to avoid fare deduction from multiple cards</li> </ul>

1: TransitLink ABT Portal is at <https://www.transitlink.com.sg/abtmobile>

2: TransitLink Mobile Services app can be downloaded at Google Play Store or Apple App Store

3: Mobile Wallets that are accepted during Mobile Payments Pilot are Apple Pay, Google Pay™ and Samsung Pay

4: TransitLink Feedback Portal: <https://www.transitlink.com.sg/abtmobilefeedback>