



### **Important Notice**

1. Users will only be able to use their mobile devices for transit after 7 working days from registration at TransitLink Ticket Office (Step 3). This waiting period is only applicable during Mobile Payments Trial.
2. 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 Bank cards

If any of the above happens and users are unable to use the mobile payment in transit, users will need to re-register at Ticket Office (See Step 3 of LTA Mobile Payments Trial poster).

3. 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 are unable to view your travel history and fare deductions at the GTMs and Add Value Machines (AVM+). The Passenger Service Centres, TransitLink Ticket Offices and Concession Card Replacement Offices are also unable to provide this information.

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 contactless card through your ABT account. Please ensure that the card expiry date is 9 months beyond from registration date</li> <li>• Install choice of Mobile Wallet<sup>3</sup> App (Apple Pay, Google Pay or Samsung Pay) that is supported on your mobile phone</li> <li>• Add your registered Mastercard into your preferred Mobile Wallet<sup>3</sup></li> <li>• Visit any one of the following TransitLink Ticket Offices to register the Card on mobile phone – Buona Vista, City Hall or Tampines. Please flash LTA Mobile Payments Trial poster with your mobile device</li> <li>• Start tapping your mobile on fare gates and buses after 7 working days from Step 3 of Mobile Payments Trial for ABT poster</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 (CEPAS or other) in case your mobile contactless card is not detected by the fare gate or bus reader</li> <li>• Please refer to the Mobile Payments Trial FAQs published on TransitLink ABT Portal<sup>1</sup></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 Counter or bus captain for enquiries or issues related to the Family &amp; Friends</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>

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