

Dear Concession Cardholder,

This email is intended for those who had purchased a Monthly Concession Pass (MCP) before 22 April 2020 and were not able to use the MCP due to the Circuit Breaker measures.

Following the announcement of the Circuit Breaker measures on 3 and 21 April 2020, Transit Link Pte Ltd (TransitLink) issued automatic refunds of the unused value of the MCPs that were purchased on or before 21 Apr 2020 and were valid for use during the Circuit Breaker period.

If you have not redeemed your refund, please do so by **31 October 2020**. You can redeem the refunded amount to top up your travel cards at the TransitLink Ticket Office, Add Value Machine or TransitLink Kiosk. If you wish to purchase a new MCP, you can visit any TransitLink Ticket Office to use the refunded amount to offset the cost.

To check if you are eligible for the MCP refund, please visit TransitLink's website at https://www.transitlink.com.sg/eservice/econcession/pass_refund_eligibility.php.

For more information, you may call TransitLink Hotline at 1800-2255 663 (Monday to Fridays, between 8.00am and 6.00pm, closed on public holidays).

Thank you.

Regards,
Transit Link Pte Ltd



*Access the TransitLink SimplyGo Portal from your smartphone anytime,
anywhere using our TL SimplyGo mobile app*