

## UOB NOW Debit Card: ez-link Features – FAQs

### 1. What is an ez-link purse?

A stored value facility embedded in the UOB NOW Debit Card.

### 2. Can I use the UOB NOW Debit Card's ez-link purse for MRT and bus rides immediately after I received the card?

You will need to visit any TransitLink Ticket Office and pay an initial travel deposit of S\$3 and a minimum top-up value of S\$10. There is no need to pay for the usual S\$5 ez-link card cost as your UOB NOW Debit Card comes with an ez-link purse.

### 3. Where are the TransitLink Ticket Offices and their operating hours?

Please refer to their website [www.transitlink.com.sg](http://www.transitlink.com.sg) for more information.

### 4. Is it compulsory to apply for the EZ-Link Auto Top-up Facility?

No, it is not compulsory.

### 5. What does EZ-Link Auto Top-up Facility do?

When the stored value on your card reaches zero or becomes negative, the EZ-Link Auto Top-up Facility allows your card to be automatically topped up through ez-link card readers at MRT stations and on buses with your pre-selected value.

### 6. How does the EZ-Link Auto Top-up Facility work?

The EZ-Link Auto Top-up amount is debited from the deposit account linked to your Debit Card. A convenience fee of S\$0.25 per EZ-Link Auto Top-up transaction will be charged by EZ-Link. Terms and conditions can be found at [www.ezlink.com.sg](http://www.ezlink.com.sg).

### 7. What are the advantages of applying for the EZ-Link Auto-up Facility?

It is convenient and hassle free.

### 8. What happens when I surrender my UOB NOW Debit Card at the TransitLink Ticket Office to get a refund on my ez-link card deposit and stored value?

Your UOB NOW Debit Card will be cut up and retained at the TransitLink Ticket Office. Please inform the bank directly if you wish to cancel your Debit Card or close your bank account.

### 9. Can I carry the UOB NOW Debit Card together with other contactless cards (eg. staff pass) in my wallet?

Yes, you may. However, please ensure that you take out the relevant card from your wallet and tap it on the card reader.

## Lost/Retained Card Situations

### 1. What should I do if I misplace/lose my UOB NOW Debit Card?

(a) If your card is lost or stolen, please call UOB at 1800 222 2121 immediately (available 24 hours daily). You will not be liable for any unauthorised debit transactions on your Card after you have reported your loss to UOB.

(b) For the ez-link purse, if you have opted for EZ-Link Auto Top-up Facility using your UOB NOW Debit Card, you should also contact TransitLink Hotline at 1800 225 5663 to report the loss. For detailed instructions on what to do, please visit [www.ezlink.com.sg](http://www.ezlink.com.sg). Note that there are guidelines on your liabilities for such situations. If you did not opt for EZ-Link Auto Top-up Facility, you will lose the remaining value and travel deposit on your ez-link purse.

## 2. What if my UOB NOW Debit Card is retained by an ATM?

Please contact UOB and TransitLink as you would if you have misplaced your card. Do note that your UOB NOW Debit Card will not be returned to you and no refund on the ez-link purse will be provided. To avoid this problem, please ensure that you key in the right PIN.

## How to sign up for EZ-Link Auto Top-up\*

### Here's how you can opt for EZ-Link Auto Top-up:

1. Go to [http://www.ezlink.com.sg/topup\\_welcome.htm](http://www.ezlink.com.sg/topup_welcome.htm), fill up the online application form, and charge to your UOB NOW Debit Card by keying in its 16-digit card number.
2. EZ-Link will send you an acknowledgement email within 24 hours. Within 5 working days, you will receive another email to advise you of your application status. If your application is successful, the email will include a collection slip number. You will also receive a letter from EZ-Link.
3. To activate the EZ-Link Auto Top-up Facility on your UOB NOW Debit Card, simply bring a printout of the email or the letter, your NRIC and UOB NOW Debit Card to any TransitLink Ticket Office. You will receive a receipt confirming the activation of the EZ-Link Auto Top-up Facility on your UOB NOW Debit Card.

\*EZ-Link Auto Top-up refers to the EZ-Link Auto Credit Card Top-up Facility that allows auto top-ups via your UOB NOW Debit Card. ez-link terms and conditions apply.

## How to top up the ez-link purse and other important details

### Cash Top-up

#### 1. Besides EZ-Link Auto Top-up, how else can I top up my ez-link purse?

You can top up with cash at the following locations:

- TransitLink Ticket Office
- Passenger Service Centre at MRT Stations
- 7-Eleven outlets

### Other Information

#### 1. Can I insert my UOB NOW Debit Card into the General Ticketing Machines (GTM)?

No, please do not insert your UOB NOW Debit Card into the General Ticketing Machine.

#### 2. My UOB NOW Debit Card has been retained by the GTM at a MRT station/retained by a bus captain. What should I do?

If your card has been retained by the GTM, please proceed to the Passenger Service Centre of that particular MRT station where the GTM is located to report the incident and seek assistance.

