

REPLACEMENT OF SCHOOL SMARTCARD

If you lose your School Smartcard

Simply call 1800-CALL ONE (1800-2255663) which operates daily from 8am to 6pm (excluding public holidays) and provide your NRIC number or concession card number along with your contact number. If you are calling after operating hours, just leave a voice mail. The lost card will be invalidated within 48 hours from the time of the report.

For security reasons, the loss report is irreversible once it is lodged in our system and the card, even if found, would no longer be usable. So card holders are advised to search thoroughly for the card before making the loss report.

Please take note that you will have to inform the school library and the National Library Board (NLB) of the lost concession card. You can call NLB's helpdesk at 6332 3255.

In the event if there is any misuse within 48 hours before the card is blocked, TransitLink will not be liable.

Replacement of lost card

- You may now apply for a replacement concession card online (for Lost card only) by clicking https://www.transitlink.com.sg/eservice/econcession/app_form1.php?app_type=2
- Alternatively, you may apply for an immediate replacement at any one of the following Concession Card Replacement Offices:
 - Ang Mo Kio Bus Interchange
 - Choa Chu Kang Bus Interchange
 - Hougang Bus Interchange
 - Jurong East Bus Interchange
 - Pasir Ris Bus Interchange
 - Tiong Bahru MRT Station

If you are heading down to the Concession Card Replacement Office to apply for a replacement, kindly bring along:

- Original NRIC/Passport for Singapore citizens; or
- Original NRIC/Re-entry Permit for Singapore Permanent Residents; or
- Original Student Pass (FIN) for foreign students; and
- One coloured passport-sized photo that was taken within the last 3 months (see note); or
- School Smartcard / ITE Student Concession card (if applicable).

Note:

Photograph must fulfil the following criteria:

- Taken in school uniform
- Taken against a white background, coloured passport size
- Hair must be neatly combed or tied up
- Image must show full face from chin to crown of the head

If you would like a proxy to help you apply for a replacement, then they will have to present their own original NRIC / Passport in addition to the above-mentioned items.

The charges for replacement of a lost, damaged or defective School Smartcard are:

Replacement Costs	Lost Card	Damaged Card	Defective Card
Administrative Fee	\$10	Waived	Free Replacement
Card Cost	\$5	\$5	
Personalization Fee	\$3	\$3	
Total	\$18	\$8	\$0

The above fees are subject to changes

The card cost and personalisation fee are the actual cost of the card medium and its production. The administrative fee covers part of the handling and operating costs.

Do note that you will have to pay a minimum \$5 travel value upon activation of card.