



Replacement of Lost Student Concession Card



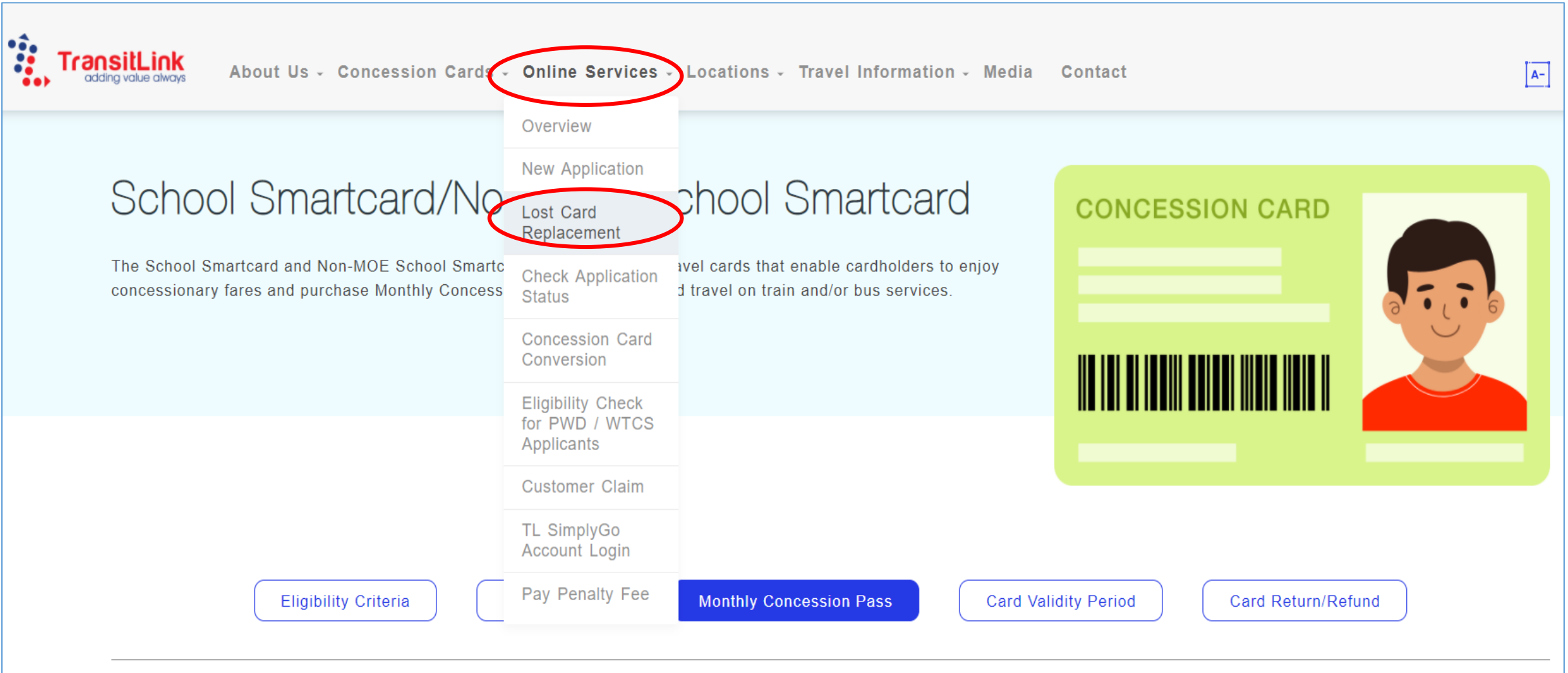
2 Ways To Replace Your Concession Card



Replace ONLINE

[1] Go to Transitlink Website: <https://www.transitlink.com.sg/>

[2] Select [1] **Online Services** and then [2] **Lost Card Replacement**

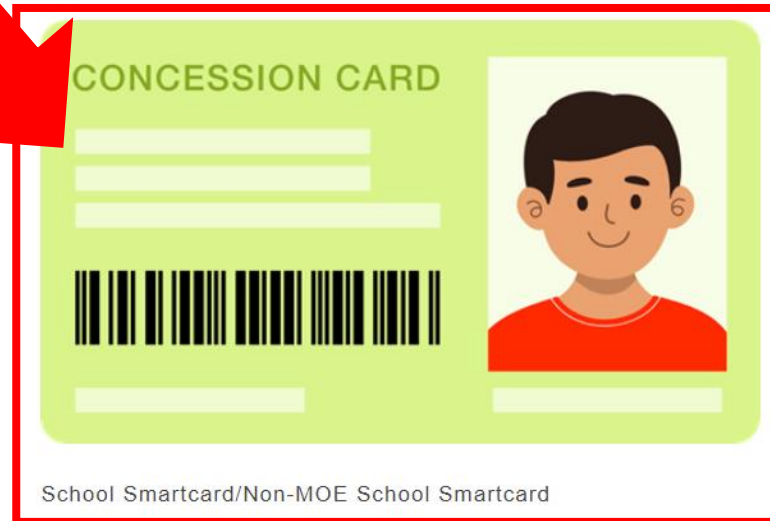


The screenshot shows the TransitLink website interface. At the top left is the TransitLink logo with the tagline "adding value always". The navigation menu includes "About Us", "Concession Cards", "Online Services", "Locations", "Travel Information", "Media", and "Contact". The "Online Services" menu is open, listing options such as "Overview", "New Application", "Lost Card Replacement", "Check Application Status", "Concession Card Conversion", "Eligibility Check for PWD / WTCS Applicants", "Customer Claim", and "TL SimplyGo Account Login". The "Lost Card Replacement" option is highlighted with a red circle. Below the menu, there are several buttons: "Eligibility Criteria", "Pay Penalty Fee", "Monthly Concession Pass", "Card Validity Period", and "Card Return/Refund". On the right side of the page, there is a graphic of a green "CONCESSION CARD" featuring a barcode and a photo of a person.

[3] Click on the following picture that indicates ' **School Smartcard/Non-MOE Student Smartcard**'



Undergraduate Concession Card



School Smartcard/Non-MOE School Smartcard



[4] You will come to this instruction page on how to complete application

There is no need to submit in a new photo as the current photo is already in the Transitlink System.

PARTICULARS OF APPLICANT


* Mandatory Fields.

Concession Card Type *

Personal ID No. * Eg. S1234567A, as in the lost concession card

Date of Birth * /

Security Code *

A small image showing the security code 'bvkp' in blue lowercase letters on a white background.

Enter the text as shown, without spacing.

Important:

- This platform uses **e-payment** ie. VISA/MASTERCARD/E-Nets
- Please ensure that you key in all the correct information before making any payments

Concession Card Type	MOE Primary / Secondary / Pre-U Student
Photograph	<div style="border: 1px solid black; width: 50px; height: 100px; display: flex; align-items: center; justify-content: center;">Photo</div> <p><small>NOTE: Click "Upload Photo" if you would like to replace the current photograph with a recently taken photograph.</small></p>
NRIC/Personal ID.	TXXXX000A
Date of Birth	29-08-2007
Collection of Card *	<input checked="" type="radio"/> Mail the card to my registered address <input type="radio"/> Self-print via TransitLink Kiosk <small>- Please provide a valid email address to receive the confirmation receipt with the reference number. - Change of name and updating of photo are not available with the Self-print option. - For more information please click here.</small>
Full Name *	<input checked="" type="radio"/> Name as per Birth Certificate <input type="radio"/> I want to change my name
Email Address	<input type="text"/> <small>A notification will be sent when a valid email address is provided.</small>
School Name *	- Select School -
Amount Payable	\$19.10 (Administrative Fee: \$11.00 + Personalisation Fee: \$3.10 + Card Cost: \$5.00)
Local Contact Numbers & Mailing Address	
Contact Numbers *	Home / Office <input type="text"/> Mobile <input type="text"/> <small>(Please fill in at least one contact number, without spacing)</small>
Postal Code *	Singapore <input type="text"/>
Block / House No *	<input type="text"/>
Level - Unit No *	<input type="checkbox"/> (Please check this box if the Level - Unit No. is not applicable.) # <input type="text"/> - <input type="text"/> Eg. #04-123, do not fill in "#" and "-".
Street Name *	<input type="text"/>
<input type="checkbox"/> I have declared that the above information is true and correct. I have also read the Conditions for Issue & Use of Concession Cards and understood all the requirements and terms stated.	

[5] **Complete/Verify the parts that are boxed up in RED**

[6] After that click **'Proceed to Submission'** at the bottom of the page. You will be directed to the payment page.

[7] **Costs to note:**

- Application of New Card : **\$19.10**
- Card Activation Fee : **\$5.00[#]**

[#] Card activation fee is to be made only when student goes to any of the Transitlink Offices to activate the card for use.

[8] You may check out the locations of the ticket offices here:
<https://www.transitlink.com.sg/transitlink-ticket-offices/#officeH>

It will take up to **5 working days** for the processing of the replacement card. **This is not an immediate service.**

Replace In-Person

You can also do your Concession Card replacement at any of the **Transitlink Card Replacement Offices**

What To Bring Along

[1] Documents required:

Either of the following proof of identity:

- Original NRIC/passport (Singapore citizens); **or**
- Original Birth Certificate; **or**
- Original NRIC/Re-Entry Permit (Singapore Permanent Residents); **or**
- Primary School Student Concession Card



As you are a registered student of NLS, **you do not need to bring along a new photo.**

[2] Cost of Replacement of Concession Card

- Application of New Replacement Card : **\$21.10**
- Card Activation Fee : **\$5.00**

LOCATIONS

The Transitlink Card Replacement Offices can be located at the following stations:

<p>Admiralty MRT Station</p> <p>Operating Hours: Weekdays, Sat & Sun : 10am – 6pm PH : Closed</p>	<p>Ang Mo Kio MRT Station</p> <p>Operating Hours: Weekdays, Sat & Sun : 10am – 6pm PH : Closed</p>	<p>Bukit Panjang MRT Station</p> <p>Operating Hours: Weekdays, Sat & Sun : 10am – 6pm PH : Closed</p> <p>Closed for Lunch : 2pm – 3pm</p>
<p>Buona Vista MRT Station</p> <p>Operating Hours: Weekdays, Sat & Sun : 10am – 6pm PH : Closed</p> <p>Closed for Lunch : 2pm – 3pm</p>	<p>Choa Chu Kang Bus Interchange</p> <p>Operating Hours: Weekdays, Sat & Sun : 10am – 6pm PH : Closed</p>	<p>Hougang Bus Interchange</p> <p>Operating Hours: Weekdays, Sat & Sun : 10am – 6pm PH : Closed</p>
<p>Jurong East Bus Interchange</p> <p>Operating Hours: Weekdays, Sat & Sun : 10am – 6pm PH : Closed</p> <p>Closed for Lunch : 2pm – 3pm</p>	<p>Somerset MRT Station</p> <p>Operating Hours: Weekdays, Sat & Sun : 10am – 6pm PH : Closed</p> <p>Closed for Lunch : 2pm – 3pm</p>	<p>Tampines Bus Interchange</p> <p>Operating Hours: Weekdays, Sat & Sun : 10am – 6pm PH : Closed</p>