

PUBLIC TRANSPORT CONCESSION SCHEME FOR PERSONS WITH DISABILITIES (PTC)

FREQUENTLY ASKED QUESTIONS (FAQ)

A. GENERAL

Q1. What is the validity period of my PTC card?

The concession is valid from the date of activation of the card to up to 4 months after the cardholder turns 60 years old. After which the cardholder can apply for the Senior Citizen concession card.

B. ELIGIBILITY CRITERIA

Q1. Am I still eligible for the PTC card if I am holding another concession card?

If you are currently holding a	Eligible to apply for PTC Concession Card?
Workfare Transport Concession Card	Yes <i>Note: Upon approval of the PTC card, you will have to surrender the Workfare Transport concession card</i>
Diploma Student Concession Card	Yes
Undergraduate Student Concession Card	Yes
NSF Concession Card	Yes.
Any other Concession Card that is not stated above	No.

Note: Applicant above 60 year-old will qualify for the senior citizen concession.

Q2. Are persons with mental illness eligible for PTC?

Based on the eligibility criteria of PTC, mental illness is not covered. As mental illness is a chronic disease and may not necessarily result in a permanent disability. With early detection and proper intervention, Person with Mental Illnesses can recover and continue to lead fulfilling lives in the society.

Q3. Why is there an age limit (7 to 60 year old) set for the Public transport concession scheme for Persons with disabilities?

Children below the age of 7 can enjoy free travel on public transport (see question below).

Persons with disabilities who are 60 years old and above can move on to the Senior Citizen Concession Card which provides the same level of concessions as the Public transport concession card for Persons with disabilities.

Q4. When should my child with disability apply for the PTC card?

Children above the age of 7 should apply for the PTC card only if they do not hold a school smartcard as the school smartcard offers greater concessions with student fares.

Children below the age of 7 but above 0.9m should apply for the child concession card to enjoy free travel until 30 Apr of the year they turn 7.

Children below the age of 7 and up to 0.9m in height and accompanied by an adult will continue to travel free without the need for producing any card.

Q5. I am a Persons with Disabilities with a Workfare transport concession card, how can I switch to the Public transport concession card for persons with disabilities?

If you intend to switch your Workfare Transport Concession card to Public transport concession card for persons with disabilities, which offers higher discounts, you may do so at any of the TransitLink Concession Card Replacement Offices. You will need to bring along your current Workfare Transport Concession card and original NRIC. The Workfare Transport Concession card will be retained and any remaining value in the card will be refunded to you in cash.

The TransitLink Concession Card Replacement Offices. are located at:

- Admiralty MRT Station
- Ang Mo Kio Bus Interchange
- Buona Vista MRT Station
- Bukit Panjang Mrt Station
- Choa Chu Kang Bus Interchange
- Hougang Bus Interchange
- Jurong East Bus Interchange
- Somerset MRT Station
- Tampines Bus Interchange

Should the cardholder wish to switch back to the other concession scheme subsequently, the cost for the next replacement card would be borne by the cardholder.

C. HOW TO APPLY

Q1. Can I be reimbursed for the cost of my medical assessment?

Applicants will need to pay for the cost of medical assessment.

D. USE OF THE CONCESSION CARD

Q1. How can I check the expiry date of my concession card?

The expiry date of the Public transport concession card for persons with disabilities is printed on the card.

Q2. Is there any penalty if I pass my concession card to others for use?

The concession card can only be used by the respective holder who is eligible for concessionary travel. Those found misusing a concession card are liable to a penalty fee of \$50.

Q3. Is there an activation fee to activate the concession cards?

There is no card activation fee. Once you receive your concession card, simply head down to any TransitLink Ticket Office and Passenger Service Centres (PSMs) to activate it by making a minimum top-up of \$10. Please bring along your NRIC / Passport for verification purposes.

Q4. I think my PTC is faulty, what should I do?

You are advised to approach any TransitLink ticket office or call TransitLink at 1800-2255 663 for assistance.

Q5. What should I do if I lose my PTC card?

You can report the loss of card by calling TransitLink hotline 1800-2255 663 (from 8am to 6pm daily, excluding public holidays). Callers can leave a voicemail after operating hours. No police report is required.

Q6. How do I get a replacement card?

1) Immediate replacement of PTC cards can only be done at any of the TransitLink Concession Card Replacement Offices listed below:

- Admiralty MRT Station
- Ang Mo Kio Bus Interchange
- Buona Vista MRT Station
- Bukit Panjang Mrt Station
- Choa Chu Kang Bus Interchange
- Hougang Bus Interchange
- Jurong East Bus Interchange
- Somerset MRT Station
- Tampines Bus Interchange

2) You can also apply for online replacement at [TransitLink](#) website

3) Or simply download TransitLink mobile app for the full suite of e-Services.

For security reasons, the loss report is irreversible once it is lodged in the system and the card, even if found, would no longer be usable.

Q7. How much will it cost to replace my PTC card?

Information on the charges for replacement of lost, damaged or defective card information is available at the [TransitLink](#) website.

Q8. What do I do if I find a lost PTC card?

Please return the lost card to any TransitLink Ticket office.

Q9. Can I use the store value in the PTC card for my taxi trips / other payments with Ezlink card reader? Will there be a convenient fee charge?

The store value in PTC Concession Card cannot be used on taxi services. However, the concession card can be used for payment at the Ezlink card reader in selected merchandise shop and a convenient fee will be incurred.