

# PERSONS WITH DISABILITIES (PWD) CONCESSION CARD SCHEME

## FREQUENTLY ASKED QUESTIONS (FAQ)

### A. GENERAL

**Q1. What is the validity period of my PWD Concession Card?**

The PWD Concession Card is valid from the date of activation of the card to up to 4 months after the cardholder turns 60 years old. Thereafter, the cardholder can apply for the Senior Citizen concession card, which would offer the same level of concession.

### B. ELIGIBILITY CRITERIA

**Q1. Am I still eligible for the PWD Concession Card if I am holding another concession card?**

If you are currently holding a	Eligible to apply for PWD Concession Card?
Workfare Transport Concession Card	Yes. However, upon approval of the PWD Concession Card, you would need to surrender your Workfare Transport Concession Card. If you are eligible for both the Workfare Transport Concession Card and PWD Concession Card, we recommend that you apply for the PWD Concession Card which offers higher discount.
Diploma Student Concession Card	Yes. Based on your travel pattern, you can decide which card suits you better.
Undergraduate Student Concession Card	
NSF Concession Card	
Any other Concession Card that is not stated above	No

*[Internal Note]* Those 60 and above will automatically qualify for the senior citizen concession.

**Q2. Why there is an age limit (7 to 60 years old) set for the PWD Concession Card?**

This is because children below the age of 7 can enjoy free travel on public transport.

PWDs who are 60 years old and above should move on to the Senior Citizen Concession Card which provides the same level of concession as PWD Concession Card .

**Q3. When should my child with disability apply for the PWD Concession Card?**

We recommend that children above the age of 7 apply for the PWD Concession Card only if they do not hold a school smartcard, as the school smartcard offers a higher level of concession with student fares.

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

PWDs below the age of 7 and up to 0.9m in height and accompanied by an adult can travel free without the need to produce any card.

**Q4. I am a PWDs with a Workfare transport concession card, how can I switch to PWD Concession Card?**

If you intend to switch your Workfare Transport Concession card to PWD Concession Card, 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 PWD CONCESSION CARD**

**Q1. How can I check the expiry date of my PWD Concession Card?**

The expiry date of the PWD Concession Card is printed on the card.

**Q2. Is there any penalty if I pass my PWD Concession Card to others for use?**

The PWD 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 fine of \$50.

**Q3. Is there a fee to activate PWD Concession Card?**

There is no card activation fee. Once you receive your PWD 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 PWD Concession Card 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 PWD Concession 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 PWD Concession Card?**

Immediate replacement of PWD Concession Card 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

You can also apply for online replacement at [TransitLink](#) website or simply download TransitLink mobile app for the full suite of e-Services.

For security reasons, the reporting of the loss 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 PWD Concession 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 PWD Concession Card?**

Please return the lost card to any TransitLink Ticket office.

**Q9. Can I use the stored value in the PWD Concession Card for my taxi trips / other payments with Ezlink card readers? Will there be a convenience fee?**

The stored value in PWD Concession Card cannot be used for taxi services. However, the card can be used for payment through the Ezlink card reader at selected merchandisers and a convenience fee will be charged.