

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 PTC 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 PTC card if I am holding another concession card?

If you are currently holding a	Eligible to apply for PTC Card?
Workfare Transport Concession Card	Yes. However, upon approval of the PTC card, you would need to surrender your Workfare Transport Concession Card. If you are eligible for both the Workfare Transport Concession Card and PTC card, we recommend that you apply for the PTC 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

Note: Those 60 and above will automatically qualify for the senior citizen concession.

Q2. Why is there an age limit (7 to 60 years old) set for the PTC 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 PTC Card.

Q3. When should my child with disability apply for the PTC card?

We recommend that children above the age of 7 apply for the PTC 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 PTC Card?

If you intend to switch your Workfare Transport Concession card to PTC 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 PTC CARD

Q1. How can I check the expiry date of my PTC Card?

The expiry date of the PTC card is printed on the card.

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

The PTC 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 PTC Card?

There is no card activation fee. Once you receive your PTC 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 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 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 PTC Card?

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

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 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 stored value in the PTC card for my taxi trips / other payments with Ezlink card readers? Will there be a convenience fee?

The stored value in PTC 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.