

## **Frequently Asked Questions (FAQs)**

### **Service Audit**

#### **1. Why should I participate in this service audit survey?**

TransitLink is committed to providing excellent customer service and this service audit is a key element in that process. Your accurate feedback would provide us valuable information about our service level and enable us to better serve you in future.

#### **2. How can I participate to earn the \$5 travel reward?**

Step 1: Perform a transaction at any of the designated TransitLink (TL) Ticket Offices or Concession Card Replacement Offices (CCRO) during the service audit period.

Step 2: Visit the [TL Facebook page](#) and click on the link to access the survey portal.

Step 3: Follow the instructions and provide your feedback.

#### **Note:**

- Please perform the steps in the exact order stated above. To ensure the authenticity of the survey results, surveys submitted before the transaction is made at the TL Ticket Office / CCRO will be automatically invalidated.
- Our system will capture the timestamp once you access the survey portal. Hence, please only click on the link and access the survey portal **AFTER** performing the transaction.

#### **3. Is there a limit on the number of surveys that I can participate in?**

Each participant can only take part in a maximum of two surveys for two different Customer Service Officers (CSOs) per service audit cycle (approximately three months). Do take note that one CAN ID can only be tagged/linked to one mobile number throughout the service audit. If you need assistance in updating your details (CAN ID and/or mobile number), please send us a private message via our [Facebook page](#).

#### **4. The name of the CSO that I wish to audit is not listed/has been removed, why is that so?**

The feedback quota for the specific CSO could have been reached. You may wish to visit another designated TL Ticket Office or CCRO to participate in this survey.

#### **5. How can I participate in upcoming service audit surveys?**

Please check our [Facebook page](#) or [Instagram account](#) for more information regarding upcoming service audits.

### **Travel Reward**

#### **1. How can I redeem the \$5 travel reward?**

You can redeem the \$5 travel reward at any Add Value Machine, TransitLink Kiosks, Assisted Service Kiosks and Top-Up Kiosk located island-wide.

You can also redeem the travel reward to your registered account-based EZ-Link cards immediately using the TL SimplyGo app or TransitLink SimplyGo Portal\*. For more information on account-based EZ-Link cards, please refer to the [FAQs for Account-based EZ-Link Cards](#).

*\*Users must first register for a TL SimplyGo account and add the account-based EZ-Link card into the account.*

(Please visit <https://www.transitlink.com.sg/self-help-ticketing-machines> for a location listing of the abovementioned self-help ticketing machines.)

## **2. How long will it take for the \$5 travel reward to be processed?**

Upon successful completion of the service audit, the \$5 travel reward will be processed within five working days.

## **3. How will I know when can I collect the \$5 travel reward?**

An acknowledgement SMS will be sent to your mobile number.

By participating in this service audit, you are deemed to consent to TransitLink sending you service audit-related SMS (acknowledgement SMS).

## **4. What can the \$5 travel reward be used for?**

The \$5 travel reward can be redeemed to your registered card for fare payments on trains and buses.

## **5. What is the redemption period for the \$5 travel reward?**

The redemption period is 30 days upon receiving the acknowledgement SMS from TL.

## **6. Is the \$5 travel reward transferable?**

The \$5 travel reward is non-transferable and can only be redeemed via the registered card.

All personal information collected in this exercise is solely for TL's service audit. It will not be disclosed or used for any other purposes.

For further clarifications, please drop us a private message on our [Facebook page](#) and we will get back to you as soon as possible.