

## Overview

CSC's partnership with the People's Association on the CSC-PAssion Card will cease from 31<sup>st</sup> August 2017. Existing CSC-PAssion Card holders' privileges and benefits tied to the CSC-PAssion Card will continue till the expiry date reflected on their CSC-PAssion Card. Replacement of damaged or lost CSC-PAssion Cards will continue till the stocks of cards run out. Members are requested to take note of the expiry date on their CSC-PAssion Card and to use up all TapForMore points and ez-link stored value in the card before the expiry date.



### 1) What should I do if my PAssion Card has expired?

All membership privileges and benefits tied to the CSC-PAssion Card will cease on the expiry date reflected on the CSC-PAssion Card.

CSC will not issue a new CSC-PAssion Card to members.

As the CSC term membership is not tied to the CSC-PAssion Card, existing CSC members will not be able to continue to enjoy the privileges offered by PA by presenting their CSC membership card.

Member can apply for a new PAssion Card should they still wish to enjoy the PAssion Card privileges. A 5-year PAssion Card membership fee will be applicable.

### 2) Where can I renew my CSC-PAssion Card?

CSC-PAssion Card will not be issued with effect from 31<sup>st</sup> August 2017. CSC will not be renewing the CSC-PAssion Card to members whose CSC-PAssion Card expires after 31 August 2017.

Members can apply for a new PAssion Card should they still wish to enjoy the PAssion Card privileges. A 5-year PAssion Card membership fee will be applicable.

### 3) What if I am existing PAssion Card holder?

Existing PAssion Card holder will not be able to apply for another PAssion Card. Existing PAssion Card holders will already be enjoying the privileges for PAssion Card members.

### 4) Where can I apply for PAssion Card?

You can apply for the PAssion ez-link Card at the following:

- All Community Clubs(CCs)
- Online registration at: <http://one.pa.gov.sg/>

### 5) How much is the PAssion card membership?

The 5-year PAssion ez-link Card membership fees are:

- \$12.00 for a Principle Card ( for those between 18 to < 60 years old )
- \$10.00 for a Principle Card ( applicable to customers of ages < 18 years old, and ≥ 60 years old )

The above fees are membership fees only and do not include any ez-link stored value. The PAssion ez-link Card is an adult ez-link card and cannot be used for concessionary fares for public transport by Senior Citizen, NS men, Students and Children.

To encourage more families to participate in Community Centres' courses and activities, PA has a scheme to encourage participation:

Children below 18 can tag as Supplementary Members to their parent's Principal Card at no additional cost. However, no cards will be issued to them.

**6) Will the TapForMore (TFM points be transferred to the new PAssion card?)**

The TFM points in the CSC-PAssion Card **will not be transferred** to the PAssion Card.

Members should expend/spend off the TFM points of the CSC-PAssion Card before the CSC-PAssion Card expires.

**7) Will my CSC benefits be terminated along with the CSC-PAssion Card expiration?**

As the CSC term membership is not tied to the CSC-PAssion Card, existing CSC members will be able to continue to enjoy the privileges offered by CSC by presenting their CSC membership card.

**8) What should I do if I lose my CSC-PAssion Card (before card expires)?**

You may visit any of our three Clubhouses to fill up a replacement form. Please note that a replacement fee of \$10 is applicable. The replacement card will be mailed to you in about 3 weeks.

Any remaining value will be refunded to you via bank transfer or to another adult ez-link card after 28 working days. Should there be any misuse before the card is cancelled, People's Association will not be liable to issue any refund.

You will also have to file a loss report with the **National Library Board (NLB)** to deactivate your card to prevent any misuse. You may call NLB's helpdesk at 6332 3255.

Your **TapForMore (TFM) points** will be transferred to the replacement card and you can continue earning TFM points upon receipt of the replacement card.

**9) What should I do if my CSC-PAssion Card is faulty?**

You may visit any of our three Clubhouses to fill up a replacement form and surrender your faulty card together with your form submission. The replacement card will be mailed to you in about 6 weeks.

Any remaining value will be refunded to you via bank transfer or to another adult ez-link card after 28 working days. The faulty card will be retained by the CSC or Transit Link Ticket Office.

Your **TapForMore (TFM) points** will be transferred to the replacement card and you can continue earning TFM points on the replacement card upon receipt of the card.

**10) What should I do if the PAssion ez-link expired before the CSC-PAssion card expires?**

You may visit any of our three Clubhouses to fill up a replacement form and surrender your faulty card together with your form submission. The replacement card will be mailed to you in about 3 weeks.

Any remaining value will be refunded to you via bank transfer or to another adult ez-link card after 28 working days.

Your **TapForMore (TFM) points** will be transferred to the replacement card and you can continue earning TFM points on the replacement card upon receipt of the card.