

## **Frequently Asked Questions for EZ-Link Co-Brand Debit Card**

### **Q1: I have just received my EZ-Link debit card, how do I activate it?**

You may activate your debit card:

- 1) Over the counter when visiting one of our branches to apply for debit card, or
- 2) Calling our customer service hotline +65 6369 5588 (24 hours).

### **Q2: I already have a Debit Card with ICBC, but it does not have EZ-Link function. Can I change it to a new co-branded debit card with EZ-Link function?**

Yes, you can personally come to our branch with a valid identification and ask for a replacement. Replacement fee of SGD 5.00 is chargeable by ICBC.

### **Q3: What is EZ-Reload? Can I apply for EZ-Reload facility if I wish to use it on my EZ-Link Debit card?**

EZ-Reload is a service by EZ-Link that allows the EZ-Link facility in your Co-brand Card to be automatically topped up whenever the card is tapped and the remaining stored value is insufficient for the next transaction. For the time being, ICBC EZ-Link Co-brand card does NOT carry such Auto Top-up facility yet. However, you may register for EZ-Reload by Card via EZ-Link website or apply by GIRO at AXS machine to allow Auto Top-up. After successful application, please proceed to any General Ticketing Machines or use "My EZ-Link Mobile" app to activate the EZ-Reload function.

### **Q4: What do I do if my ICBC Debit Card is damaged and I need a refund on the EZ-Link stored value?**

Please contact us to terminate the Card if your card is damaged. A replacement Card will be issued to you via mail.

Personally proceed to any Transit Link Ticket Office for a refund with your damaged Card and NRIC/Passport. For a refund on the EZ-Link facility to be processed, the damaged Card will be cut-up in front of you and retained by the Transit Link Officer. An immediate refund in cash can be sought at any Transit Link Ticket Office for amounts below S\$100.

If EZ-Reload has been activated on your Card, you may visit any Transit Link Ticket Office and file for a deferred refund to your Co-brand Card account. The remaining value of your EZ-Link facility will be refunded back to your bank card account (within 1 month).

If EZ-Reload was not activated on your Card, an immediate refund in cash can be sought at any Transit Link Ticket Office for EZ-Link facility with amounts below S\$100. You will need to personally present your I.C./passport and the damaged Card for the refund to be processed. If the Card cannot be read due to extensive damage, a deferred refund will be processed and a case reference number will be generated. You may collect your cash from any Transit Link Ticket office 10 working days later, with your deferred refund collection receipt.

**Q5: In case of theft or loss, What do I do? Is the Bank able to block the EZ-Link facility on my Card? What happens to the stored value in my Card's EZ-Link facility?**

If your card is lost or stolen, please call us immediately at 6369 5588 for banking component only. ICBC has no access to the EZ-Link facility.

If your Card is already activated with EZ-Reload, you may call the EZ-Link Hotline at 6496 8300 (Operating hours: 8am to 6pm daily, except Public Holidays) to block the EZ-Link facility in your Card. If EZ-Reload was not activated on your Card, EZ-Link will not be able to block the card as EZ-Link has no information of the cardholder to block the card and refund its value. For more information on the EZ-Reload schemes and the terms and conditions, please visit <http://home.ezlink.com.sg/home-ezreload>.

If you have signed up for 'Activate!', you may also call the EZ-Link Hotline at 6496 8300 (Operating hours: 8am to 6pm daily, except Public Holidays) to block the EZ-Link facility in your Card. 'Activate!' members can block their registered cards if they get lost and recover all the remaining monies which were on their cards after it has been effectively blocked. For more information, please visit <http://www.ezlinkactivate.com.sg/>.

**Q6: I have received a new replacement card, how do I get back the remaining EZ-Link value on my previous Co-brand Card?**

***If EZ-Reload has been activated on your Card:***

1) If you possess the physical card-

Please bring your Card to the Transit Link Ticket Office to file a deferred refund for the balance to be refunded to you in your account (within 1 month). The staff will destroy the Card immediately.

Alternatively, bring your Card to the Transit Link Ticket Office to have the facility terminated. After 6 working days, bring your Card to the Transit Link Ticket Office again to request for an immediate refund, **for amounts below S\$100**. The staff will destroy the Card immediately.

2) If you do not possess the physical card

Please call the Bank and our Customer Service Officers will assist you. Please note that your refunds may take up to 6 weeks.

***If EZ-Reload was not activated on your Card:***

1) If you possess the physical card

Please bring your Card to the Transit Link Ticket Office to have the balance refunded to you, for amounts below S\$100. The staff will destroy the Card immediately.

2) If you do not possess the physical card

You will not be able to obtain the refund of the remaining balance in your previous Cobrand Card

**Q7: Why do I receive an error message when I tap my wallet that holds both an EZ-Link card and the Co-brand Card at a bus, train or retail Card reader?**

An error message will appear when you have more than one EZ-Link or CEPAS Card or facility in your wallet. Hence if you have an ordinary adult anonymous EZ-Link Card and your Cobrand Card (that comes embedded with an EZ-Link facility), in the same wallet when you tap the wallet at a bus, train or retail CEPAS Card reader, an error message will appear.

In fact, you may see the same error message as long as you have another contactless smart Card in your wallet. Please remove the Card you want to use (for that transaction) from your wallet and tap it at the reader. However, do note your Cobrand Card comes with an EZ-Link facility so there is no need to carry another Card for EZ-Link merchant and public transport payments.

**Q8: If my lost Card is recovered/ found, can I have the EZ-Link facility unblocked to resume use?**

No. A blocked EZ-Link facility in the Card cannot be unblocked or reactivated. You will need to get a replacement Card and this Card will be issued with a new EZ-Link Card CAN number which can be found on the bottom of the back of the Card). If you have enrolled for EZ-Reload facility in your lost Card, please arrange to re-apply for the facility again.

**Q9: My Co-brand card is retained at the ATM, how do I get back the remaining EZ-Link value on my previous Co-brand Card?**

***If EZ-Reload has been activated on your Card:***

Please call the Bank and our Customer Service Officer will assist you.

***If EZ-Reload was not activated on your Card:***

You will not be able to obtain the refund of the remaining balance in your previous Co-brand Card.

**Q10: How can I contact EZ-Link if I require any clarification?**

For terms and conditions, or any enquiries related to the EZ-Link facility, please visit [www.ezlink.com.sg](http://www.ezlink.com.sg) or call EZ-Link Hotline at 6496 8300 (Operating hours: 8am to 6pm daily, except Public Holidays). Please leave a voice mail during after-hours.

**Q11: What should I do when the Co-brand Card has expired?**

Our ICBC Singapore Visa Debit Card has a shorter expiry date than the EZ-Link facility it is loaded with, hence you should come down to one of our branches and replace the Visa Debit Card before its expiry date (5 years from date of issue) and ask for a replacement. Please bring along valid identification document and the card. For more information about the replacement process, call +65 369 5588 (24 hours) or 67695588 (9am-6pm Mon-Fri), or visit one of our branches.

**Q12: Can I use the EZ-Link facility for public transport once I receive the Card?**

Yes, you may use the Card for public transport once you top up the Card.

**Q13: How do I check the expiry date of the EZ-Link facility?**

You may check the expiry date of your EZ-Link card at any General Ticketing Machine at the MRT stations.

**Q14: If I intend to terminate my Card, can I get refunds for my EZ-Link stored value?**

For refunds, please visit any TransitLink Ticket Office and present your Card and NRIC/Passport. If the outstanding balance is less than \$100, and EZ-Reload is not activated, you are entitled to an immediate refund in cash. Refund above \$100 will only be available after EZ-Reload facility has been activated, since it is not available at the moment, we do not recommend topping up more than \$100 to the EZ-Link Card. For more information, please visit <http://www.ezlink.com.sg/EZ-Link-card/terms-conditions.php>.

**Q15: How do I top up my EZ-Link facility?**

You may top up your EZ-Link facility via the following channels:

- 1) General Ticketing Machine at All SMRT stations and All SBST/NEL stations;
- 2) TransitLink Add Value Machine at selected MRT stations, bus interchanges and bus stops;
- 3) Anywhere with an EZ-Online reader attached to any internet enabled PC/Laptop;
- 4) Apply for EZ-Reload via EZ-Link website or via “MY EZ-Link Mobile” App ;
- 5) Complete Top-Up process by tapping on EZ-Online reader at any AXS Stations.
- 6) By Charge / Credit / Debit card: Apply at EZ-Link website
- 7) By GIRO: Apply at all AXS stations
- 8) TransitLink Ticket Office at some MRT stations
- 9) Passenger Service Centre at all MRT stations
- 10) AXS Stations
- 11) 7-Eleven Convenience Stores
- 12) Cheers Convenience Stores
- 13) PA Community Clubs and Water Venture Outlets

For more information on the terms of usage of your EZ-Link Card, please visit:  
<http://ezlink.com.sg/use-your-EZ-Link-card/terms-and-conditions>.

**Q16: How should I contact ICBC Singapore?**

Our general customer service hotline is +65 6769 5588 (9am-6pm Mon-Fri) and 6369 5588 (24 Hours). The addresses for our branches are as listed:

**RMB Processing Centre**

6 Raffles Quay #01-01 Singapore 048580

(Raffles Place MRT Station Exit I)

Fax: (65) 63278017

Email: [Raffles@sg.icbc.com.cn](mailto:Raffles@sg.icbc.com.cn)

Monday-Friday 9:30am—4:00pm

Closed on Saturday, Sunday and Public Holiday

**Orchard Sub-Branch**

304 Orchard Road #01-36 A/B Lucky Plaza Singapore 238863

(Orchard MRT Station Exit A)

Fax: (65) 67380116

Email: [Orchard@sg.icbc.com.cn](mailto:Orchard@sg.icbc.com.cn)

Monday-Friday 10:30am-6:00pm

Saturday 11:00am-4:30pm

Closed on Sunday and Public Holiday

**Chinatown Sub-Branch**

133 New Bridge Road #01-10 Chinatown Point Singapore 059413

(Chinatown MRT Station Exit E)

Fax: (65) 64385319

Email: [Chinatown@sg.icbc.com.cn](mailto:Chinatown@sg.icbc.com.cn)

Monday-Friday 10:30am-6:00pm

Saturday-Sunday 11:00am-4:30pm

Closed on Public Holiday

**Jurong East Sub-Branch**

Blk 130 Jurong Gateway Road #01-213/215/217, Singapore 600130

Fax: (65) 65667885

Email: [JurongEast@sg.icbc.com.cn](mailto:JurongEast@sg.icbc.com.cn)

Monday-Friday 10:30am-6:00pm

Saturday-Sunday 11:00am-4:30pm

Closed on Public Holiday

**Paya Lebar Sub-Branch**

Unit #01-33/34/35/36 Paya Lebar Square, 60 Paya Lebar Road, Singapore 409051

Fax: (65) 63416759

Email: [Payalebar@sg.icbc.com.cn](mailto:Payalebar@sg.icbc.com.cn)

Monday-Friday 10:30am-6:00pm

Saturday-Sunday 11:00am-4:30pm

Closed on Public Holiday

**Sembawang Sub-Branch**

30 Sembawang Drive, #02-18/19/20 Sun Plaza, Singapore 757713

Fax: (65) 64812910

Email: [Sembawang@sg.icbc.com.cn](mailto:Sembawang@sg.icbc.com.cn)

Monday-Friday 10:30am-6:00pm

Saturday-Sunday 11:00am-4:30pm

Closed on Public Holiday

**Simei Sub-Branch**

3 Simei street 6, Eastpoint Mall - #01-K6,K7,K8, Singapore 528833

Fax: (65) 6538 3257

Email: [Simei@sg.icbc.com.cn](mailto:Simei@sg.icbc.com.cn)

Monday-Saturday 11:00am-7:00pm

Sunday 11:00am-4:30pm

Closed on Public Holiday

**Punggol Sub-Branch**

#01-14 Waterway point, 83 Punggol Central Singapore 828761

Fax: (65) 6385 6380

Email: [Punggol@sg.icbc.com.cn](mailto:Punggol@sg.icbc.com.cn)

Monday-Saturday 11:00am-7:00pm

Sunday 11:00am-4:30pm

Closed on Public Holiday