

Frequently Asked Questions

For New Cards*

1. Where can I start using my new Citi SMRT Platinum Visa Card?

Your new Citi SMRT Platinum Visa Card can be used where Visa payments are accepted. It also doubles up as an ez-link card that can be used for public transport fare payments and non-travel related payments where ez-link payments are accepted.

2. How does the EZ-Reload Facility work?

Whenever the remaining stored value of the ez-link Facility on your Citi SMRT Platinum Visa Card is insufficient for your transaction, a default value of S\$30 ("EZ-Reload amount") will be automatically debited from your new Citi SMRT Platinum Visa Card account and credited to the ez-link Facility incorporated into your new Citi SMRT Platinum Visa Card. This EZ-Reload amount will be charged directly to your new Citi SMRT Platinum Visa Card, earning you up to 2% rebate each time. Please note that a recurring S\$0.25 convenience fee applies with each EZ-Reload transaction charged.

3. How do I activate the EZ-Reload Facility on my new Citi SMRT Platinum Visa Card?

You will receive a notification containing a collection slip number (activation code). Please present your Citi SMRT Platinum Visa Card and collection slip number (activation code) at any TransitLink Ticket Office or at any General Ticketing Machine installed with an external card reader to activate the EZ-Reload Facility on your Citi SMRT Platinum Visa Card. The application will be based on your most recent EZ-Reload amount. You may check the application status of your EZ-Reload Facility on www.ezlink.com.sg or you may contact us at 6238-7777 to inquire about your collection slip number (activation code).

4. How do I change the EZ-Reload amount on my Citi SMRT Platinum Visa Card?

If you wish to change the defaulted \$30 EZ-Reload amount, please refer below. Please allow a maximum of 2 weeks for the whole process.

3 Step Process:

EZ-Reload Facility activated	<u>Step 1</u> Proceed to any TransitLink Ticket Office to terminate the default \$30 EZ-Reload Facility. Please see Step 2.
EZ-Reload Facility not activated	<u>Step 1</u> Please call EZ-Link at 6496 8300 to terminate the default \$30 EZ-Reload amount. Please see Step 2.
<u>Step 2</u> You will receive a new collection slip number (activation code) after 7 days.	
<u>Step 3</u> Please apply for the EZ-Reload Facility with a new EZ-Reload amount by logging on to www.ezlink.com.sg .	

5. Can I use the Citi SMRT Platinum Visa Card for purchases at non-travel related merchants that accept ez-link payments?

Yes, you can. Your new Citi SMRT Platinum Visa card can be used for travel on public transport as well as for payment at non-travel related merchants.

6. What should I do if my new Citi SMRT Platinum Visa Card is misplaced?

Please contact the Citibank Platinum Services hotline at 6238-7777 for a replacement card immediately.

For Replacements and Renewal Cards**

1. I have activated the EZ-Reload Facility before on my previous Citi SMRT Platinum Visa Card. Why do I have to activate the Facility again?

Each Citi SMRT Platinum Visa Card has a unique ez-link identifier. As such, the ez-link function and the EZ-Reload Facility activated on your previous Citi SMRT Platinum Visa Card is different from the one on your new card and cannot be transferred.

2. How do I activate the EZ-Reload Facility on my new Citi SMRT Platinum Visa Card?

You will receive a notification containing a collection slip number (activation code). Please present your Citi SMRT Platinum Visa Card and collection slip number (activation code) at any TransitLink Ticket Office or at any General Ticketing Machine installed with an external card reader to activate the EZ-Reload Facility on your Citi SMRT Platinum Visa Card. Your application will be based on the most recent EZ-Reload amount. You may check the application status of your EZ-Reload Facility on www.ezlink.com.sg or you may contact us at 6238-7777 to inquire about your collection slip number (activation code).

3. When I get my renewal or replacement Citi SMRT Platinum Visa Card, what do I do with the remaining ez-link value on my previous card?

Please be advised of the steps below:

If you have activated the EZ-Reload Facility

If you possess the physical card	Please bring your card to the TransitLink Ticket Office to have the facility deactivated and the balance refunded to you. The staff will destroy the card immediately.
If you do not possess the physical card	Please call CitiPhone at 6238-7777 and our CitiPhone Officers will assist you. Please note that your refunds will take up to 6 weeks.

If you manually top-up the ez-link stored value or have previously terminated the EZ-Reload Facility

If you possess the physical card	Please bring your card to the TransitLink Ticket Office to have the balance refunded to you. The staff will destroy the card immediately.
If you do not possess the physical card	You will not be able to obtain the refund of the remaining balance in your previous Citi SMRT Platinum Visa Card.

4. What happens to my GIRO, installment payment plans and/or recurring payments arrangements on my previous Citi SMRT Platinum Visa Card?

If this new card is a renewal card or a damaged card replacement, the credit card number is the same. As such, your existing arrangements will remain unchanged.

However, if this new card is a replacement card due to misplacement or misuse, for your protection, the credit card number has been changed. Please do reapply with your new credit card details with the respective merchants that you might have recurring payment arrangements with.

* For new Citi SMRT Platinum Card holders, your EZ-Reload amount is defaulted at \$30.

** For renewals and replacement cards, your application will be based on EZ-Link's record of your last known EZ-Reload amount.