

Application Procedure for Diploma Student EZ-Link Card

(A1) **Application Procedure – During Bulk Exercise for New Full-time Diploma Students & New PFP Students (from March to May or refer to SimplyGo Website for latest updates)**

The Diploma Student EZ-Link Card will allow you to purchase a concession pass that entitles you to enjoy student rates when you travel on public transport.

For **International Students**, ensure that you have updated your FIN number with TP Admissions Office.

Below are the steps which will guide you in your application.

Step 1	<p>Before EZ-Link Card Application</p> <ul style="list-style-type: none"> • Ensure that you have submitted your information including your recent photo during enrolment. • After you have successfully enrolled to TP, your personal information and photo will be sent to the SimplyGo office by TP in batches (estimated 2 to 3 weeks after you have enrolled). • TP will send an email to you on the application steps for the student EZ-Link card once your data is successfully uploaded on the SimplyGo website: https://svc.simplygo.com.sg/eservice/econcession/tertiary_enquiry.php
Step 2	<p>Application of EZ-Link Card</p> <ul style="list-style-type: none"> • After verifying that your information on the SimplyGo website is accurate, you can apply for your EZ-Link card and make payment online at the SimplyGo website. <ul style="list-style-type: none"> ➤ \$8.10 is payable upon application of the EZ-Link card. It is for a \$5 non-refundable card cost and a \$3.10 non-refundable personalisation fee. • <u>For online applications</u>, please take a screenshot of the successful application & payment from the SimplyGo website as proof. <p><u>If you are unable to apply</u>, please screenshot the error message (indicate your full name & student admin number) and email to Student Development & Alumni Affairs Department at sdaa@tp.edu.sg.</p>
Step 3	<p>Collection of EZ-Link Card</p> <ul style="list-style-type: none"> • It will take around 14 working days (Mon to Fri) for the SimplyGo Office to process and deliver your cards to Temasek Polytechnic. • TP will inform you via your TP student email account of the date and time to collect your TP student EZ-Link card. <ul style="list-style-type: none"> ➤ You will have to top-up a minimum value of \$2 at any SimplyGo Ticket Office to activate your card.

(A2) **Application Procedure – After Bulk Exercise for New Full-time Diploma Students and New PFP Students (end May or check SimplyGo Website for latest updates)**

Newly enrolled full-time diploma students who did not apply for the EZ-Link card **during the bulk application exercise** between April and to end of May will need to do the following:

- Apply for the card at [SimplyGo Ticketing Service Centre](#) (TSC) and the card **will be issued on the spot**.
- For online applications, the card will be mailed to your indicated residential address within **7 to 10 working days**. A postage fee will be charged by SimplyGo.

Important Notes:

- To apply at the [SimplyGo Ticketing Service Centre](#) (TSC), you will need to bring the following:
 - 1 x colour, passport-size photograph*
 - Matriculation Card
 - Original NRIC for Singapore Citizens; or
 - Original NRIC/Re-entry Permit for Singapore Permanent Residents; or
 - Original Passport and Foreign Student Pass (FIN) for International Students.
 - \$8.10 is payable upon application of the EZ-Link card. It is for a \$5 non-refundable card cost and a \$3.10 non-refundable personalisation fee.
- You will have to top-up a minimum value of \$2 at any SimplyGo Ticket Office in order to activate your card.
- *For more information, please refer to [SimplyGo Website](#).

(A3) **Application Procedure – PFP Graduates**

PFP graduates are students who have completed the Polytechnic Foundation Programme (PFP) and will be progressing to full-time diploma courses in the coming Academic Year.

- You do not need to re-apply for the EZ-Link card if you have already applied for the card during your foundation year.
- If you have not applied for your card during your foundation year, please follow the same process as indicated above in Section (A1) or (A2).
- An email from Student Development & Alumni Affairs (SDAA) will be sent to all PFP graduates with instructions to extend the expiry date of the EZ-Link cards. The email will be sent to PFP graduates after SimplyGo has confirmed that the student status data has been updated.
- PFP graduates are encouraged to extend their EZ-Link cards within 3 months after receiving the email notification to avoid having to make new EZ-Link cards due to non-extension.

(B) **Loss / Replacement of EZ-Link Card**

- To report to the SimplyGo office via their hotline 1800-2255 663 (operating daily from 8 am to 6 pm, except on public holidays), by providing your NRIC/FIN/Ez-link card number and contact number.
- Card Replacement: To apply online via the SimplyGo website or apply in person at any [SimplyGo Ticketing Service Centre](#) (TSCs) or the SimplyGo Kiosk.

Please visit [SimplyGo website](#) on how you can get a replacement card.

(C) **Extension of Diploma Student Ez-Link Card**

- Send your request with your name, student admission number and indicate the reason for the extension to sdaa@tp.edu.sg.

Notes:

- Application for the Diploma Student Ez-Link Card is optional. You will need to apply and pay a fee to [SimplyGo](#) if you wish to apply for the card. Please remember to keep a copy of the payment transaction details.
- Please check the [SimplyGo Website](#) for the latest information on the Ez-link card and concession scheme.
- If you require further clarification on the Diploma Student Ez-link and concession-related matters, please email to **Student Development & Alumni Affairs Department (SDAA)** at sdaa@tp.edu.sg or call 6780 5656.