

FAQs for Redemption of Extended Meal Subsidies through School Smartcard during full HBL

No.	
1.	<p>How will the MOE FAS students receive the top-up through their School Smartcard?</p> <p>Students (parents can do on their behalf) can redeem the eVouchers at any TransitLink Add Value Machines (AVM) starting 14 April 2020. The second top-up can be redeemed from 27 April 2020.</p> <p>Please refer to the below link for the locations of the AVM: AVM - https://www.transitlink.com.sg/PSdetail.aspx?ty=art&ld=29</p> <p>Please refer to Annex A for the step by step guide on the redemption of eVouchers through TransitLink Add Value Machines.</p>
2.	<p>Why can't the MOE FAS students redeem the meal subsidy through the TransitLink Ticket Office similar to the process for the monthly Transport voucher redemption?</p> <p>In line with the Government's announcement of the closure of workplace premises, the 38 TransitLink Ticket Offices have temporarily suspended their operations from 8 April to 4 May 2020.</p> <p>Students that need help with the redemption of the subsidy may approach one of the Concession Card Replacement Offices (CCROs) for assistance.</p> <p>Please refer to the below link for the location and operating hours of the CCROs : https://www.transitlink.com.sg/PSdetail.aspx?ty=art&ld=111</p>
3.	<p>When must MOE FAS students redeem the extended meal subsidies?</p> <p>The extended meal subsidies must be redeemed by 15 May 2020. There will be no extension of redemption period.</p>
4.	<p>Where can MOE FAS students use the extended meal subsidies in the School Smartcard for the purchase of meals?</p> <p>There are 146 hawker centres and coffee shops that accept payment of meals using the School Smartcard. Stalls that accept payment using the School Smartcard will display the EZ-Link logo.</p> <p>Purchases can also be made using the School Smartcard at certain convenience stores and supermarkets. Please see list of selected merchants (see separate document) that schools are encouraged to share with students and parents.</p> <p>Schools should encourage students to make the best use of the subsidies provided to them. A combination of take-away meals and groceries would help to maximise the subsidies (e.g. older students can cook simple meals for themselves and their siblings).</p>
5.	<p>Will the unutilised balance, of the money credited under the School Meal Programme to the School Smartcard, be forfeited after 15 May 2020?</p> <p>No, the money will remain in the students' School Smartcard.</p>

6.	<p>Can the student receive the money for the School Meal Programme in cash, if he/she has lost the School Smartcard?</p> <p>No, the money can only be credited to the School Smartcard in the form of eVouchers.</p> <p>The student is advised to call Transitlink at 1800-2255663 immediately to report loss of the School Smartcard to prevent misuse of the card.</p> <p>The student should then apply for a replacement School Smartcard to benefit from the School Meal Programme.</p> <p>Please refer to https://www.transitlink.com.sg/PSdetail.aspx?ty=art&ld=49 for more details on loss reporting and application for replacement of School Smartcard.</p>
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Step-By-Step Guide on the Redemption Process for eVouchers through TransitLink's Add Value Machines (AVM)

Step 1: Place the card on the reader



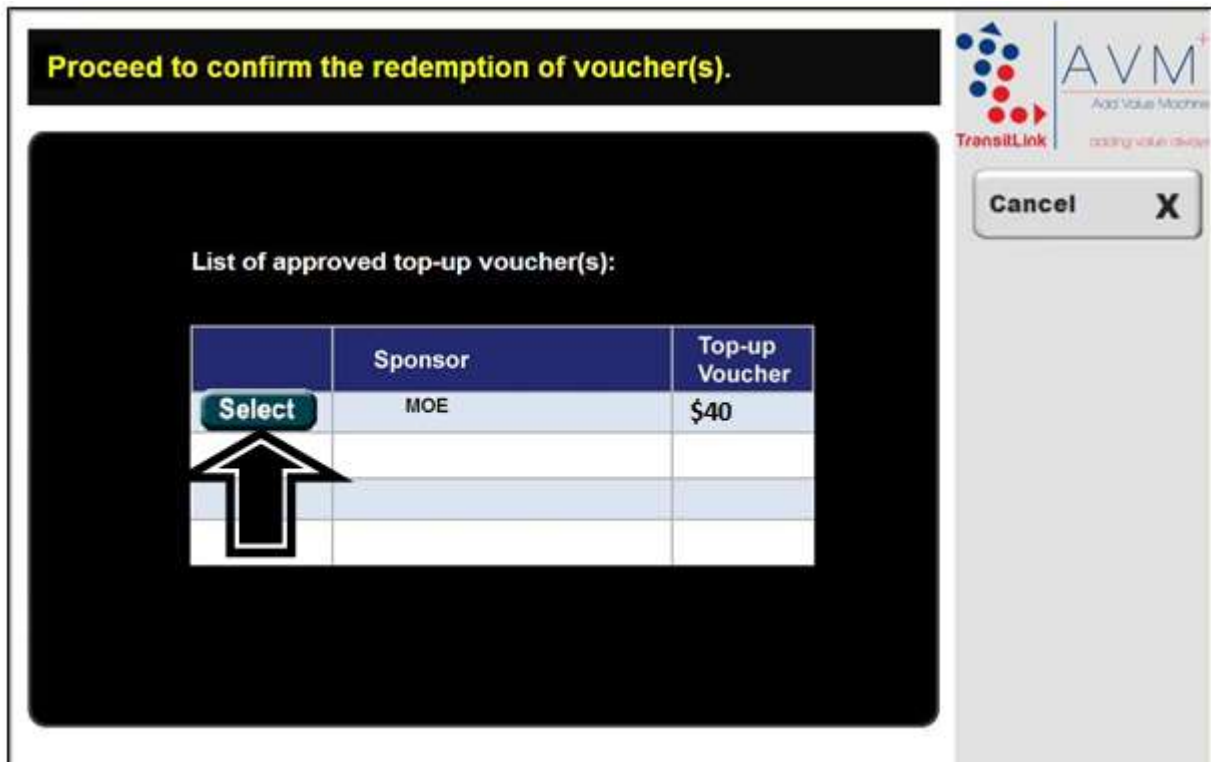
Step 2: Choose the "Redeem Voucher" button



Step 3: Select “Transport Voucher” button



Step 4: Choose the “Select” button.



Step 5: Check that the new value is correct. Collect the card and receipt.

