

## Frequently Asked Questions

### 1. How do I use my new Jade Debit Card?

Activate your card by calling 1800 227 8889 or (65) 6227 8889 if you are in overseas, to immediately enjoy the features and benefits of your new Jade Debit Card.

For existing customers, remember to update your online accounts and recurring transactions (e.g. iTunes, Grab, PayPal, insurance premiums) with your new debit card details.

### 2. How do I use Visa payWave?

Simply wave and pay for your transactions when you spot the contactless logo at the cashier point.

### 3. What is Apple Pay?

Apple Pay is an easy, secure and private way to make payments. After you have added your Apple device, you will be able to make payments in stores, in apps, and on the web with your iPhone, Apple Watch, iPad or Mac with just a touch.

For more information, visit [www.hsbc.com.sg/applepay](http://www.hsbc.com.sg/applepay).

### 4. Where can I use Apple Pay?

You may use Apple Pay where contactless payments are accepted. Simply look out for the Apple Pay mark or contactless symbol at the checkout counter.

### 5. How do I use NETS Contactless?

Spot the NETS Contactless logo on the contactless reader to simply tap and pay for your local transactions without needing to key in your PIN.

### 6. How do I use NETS FlashPay?

NETS FlashPay allows you to pay for your public transport expenses, carpark and ERP charges. Note that you will require a second generation IU in your car in order to pay for your carpark and ERP charges using NETS FlashPay.

Simply top up your NETS FlashPay card at bus interchanges, MRT stations, Add Value Machines and NETS top-up machines to start using it. Alternatively, you can sign up for an auto top-up function via your Jade Debit Card and you will never have to worry about running low on balance. A convenience fee of \$0.50 is chargeable together with the top-up amount to your Jade Debit Card.

Please refer to [www.nets.com.sg/netsflashpay](http://www.nets.com.sg/netsflashpay) for a full listing of acceptance points, top-up points and auto top-up sign up.

### 7. How much can I top up on my NETS FlashPay?

The minimum top-up is S\$10 and the maximum is S\$500.

### 8. Can I obtain a refund of my stored value balance in my NETS FlashPay?

You can obtain a refund if your Jade Debit Card is expired, canceled, damaged\*, or replaced. Simply proceed down to any TransitLink office or NETS Customer Service Centre for assistance.

### 9. How long can I use my NETS FlashPay?

The NETS FlashPay card is valid for 5 years, any refund of the stored value must be done by the 6th year and is subject to the prevailing NETS Terms and Conditions governing the use of NETS FlashPay that can be found on [www.nets.com.sg/netsflashpay](http://www.nets.com.sg/netsflashpay).

### 10. Where can I get further information or assistance about NETS FlashPay?

You can contact NETS Sales & Customer Service hotline at 6274 1212 or visit the website at [www.nets.com.sg](http://www.nets.com.sg).

### 11. If my debit card is retained at the ATM machine, what should I do?

Please contact our 24-hour Customer Service Hotline at 1800 227 8889 for further assistance.