FAQs for Redemption of School Meal Subsidies through School Smartcard During Extended Circuit Breaker Period

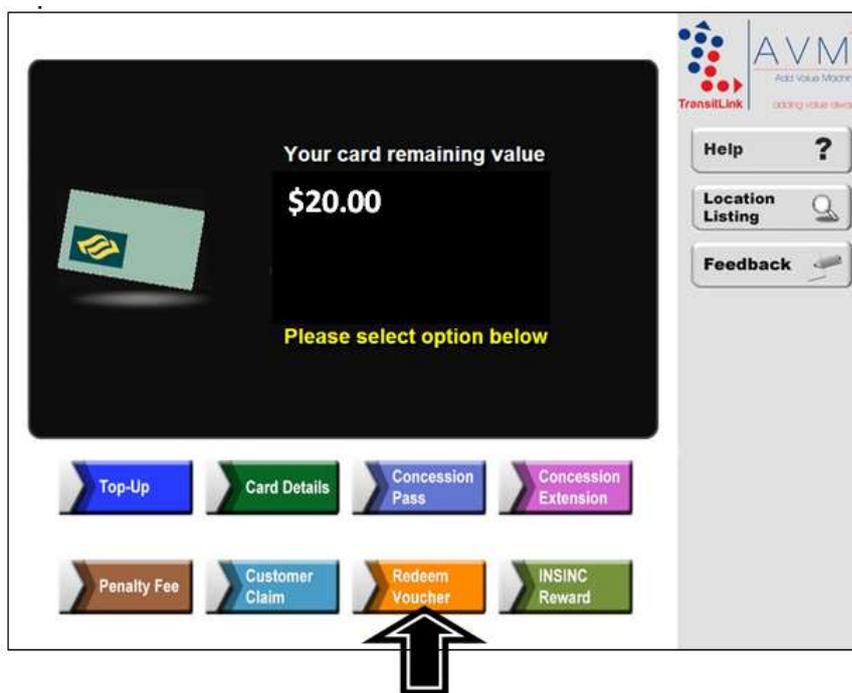| No.	
1.	**How will the students receive the top-up through their School Smartcard?** Students can redeem the eVouchers at any TransitLink Add Value Machines (AVM). (Parents can do this on their behalf.) MOE FAS students can redeem the first top up from 5 May to 10 June 2020, while non-MOE FAS students can redeem the first top up from 7 May to 10 June 2020. All students – MOE FAS and non-MOE FAS – can redeem the second top-up from 18 May to 10 June 2020. Please refer to the below link for the locations of the AVM: AVM - https://www.transitlink.com.sg/PSdetail.aspx?ty=art&Id=29 Please refer to **Annex A** for the step by step guide on the redemption of eVouchers through TransitLink Add Value Machines.
2.	**Why can't the students redeem the meal provision through the TransitLink Ticket Office similar to the process for the monthly Transport voucher redemption?** 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 until further notice. Students that need help with the redemption of the subsidy may approach one of the Concession Card Replacement Offices (CCROs) for assistance. Please refer to the below link for the location and operating hours of the CCROs: https://www.transitlink.com.sg/PSdetail.aspx?ty=art&Id=111
3.	**When must the students redeem the meal provision?** The meal provision must be redeemed by 10 June 2020. There will be no extension of redemption period.
4.	**Where can the students use the meal provision in the School Smartcard for the purchase of meals?** 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. Purchases can also be made using the School Smartcard at certain convenience stores and supermarkets. Please see list of selected merchants (see separate document) extracted from the EZ Link website that schools are encouraged to share with students and parents. 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).

5.	**Will the unutilised balance, of the money credited for the meal provision for May school holidays to the School Smartcard, be forfeited after 10 June 2020?** No, the money will remain in the students' School Smartcard.
6.	**Can the student receive the money for meal provision in cash, if he/she has lost the School Smartcard?** No, the money can only be credited to the School Smartcard in the form of eVouchers. The student is advised to call TransitLink at 1800-2255663 immediately to report loss of the School Smartcard to prevent misuse of the card. The student can apply for a replacement School Smartcard online via https://www.transitlink.com.sg/eservice/econcession/app_form1.php?app_type=2 to benefit from the School Meal Programme. Please refer to https://www.transitlink.com.sg/PSdetail.aspx?ty=art&Id=49 for more details on loss reporting and application for replacement of School Smartcard.

**Step-By-Step Guide on the Redemption Process for eVouchers through
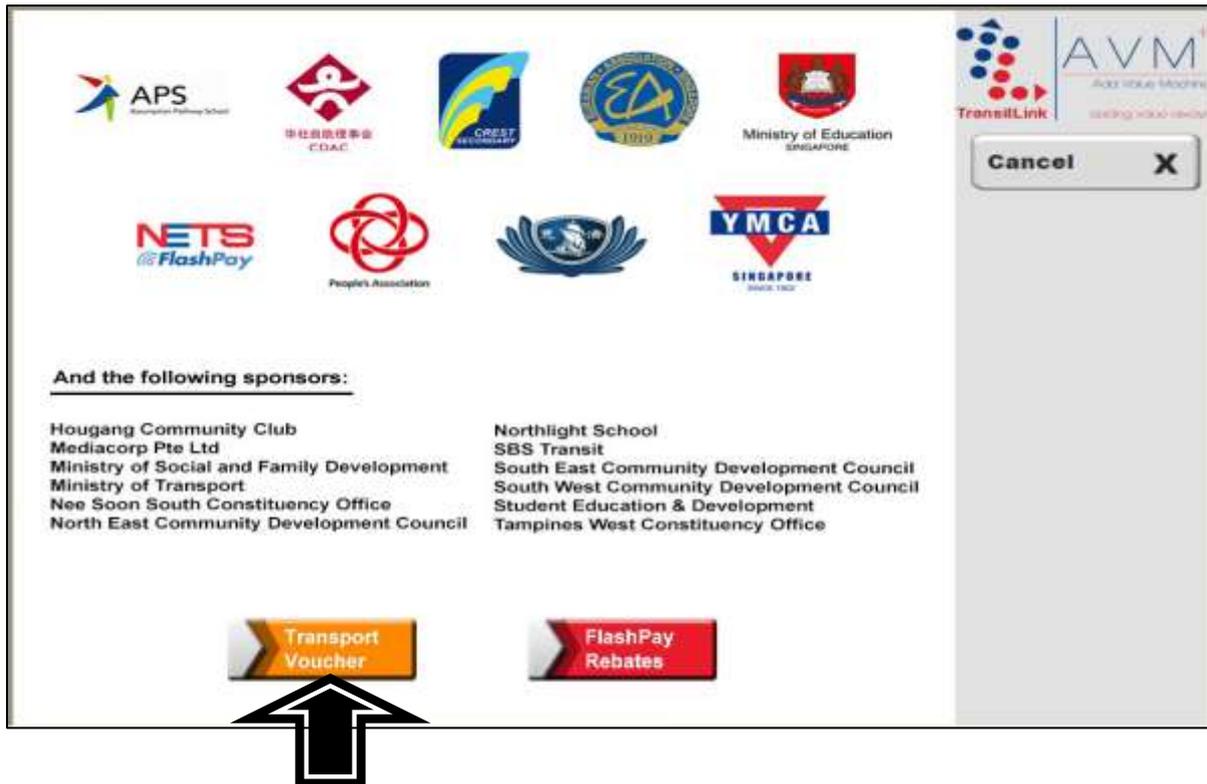TransitLink's Add Value Machines (AVM)**

Step 1:   Place the card on the reader
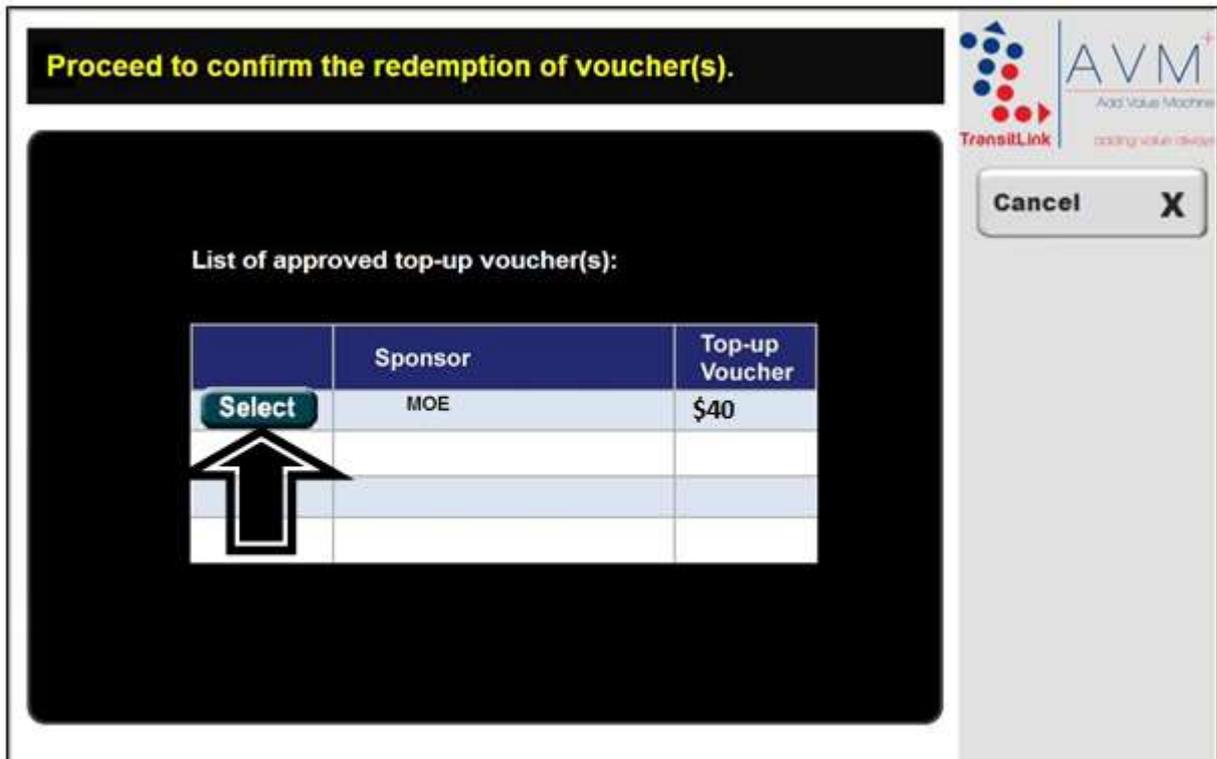

Step 2:   Choose the "Redeem Voucher" button

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.