

Frequently Asked Questions (FAQs)

Replacement of Expiring PAssion Silver Concession (PASC) Cards

1. How do I check the expiry date of my PASC Card?

You can check the expiry date of your PASC Card on the card face where the “CARD VALID TILL” date is printed.

Normal PASC Concession Card



SimplyGo PASC Concession Card



2. When will I receive my replacement PASC Card?

You will receive your replacement card approximately 1.5 months before your current PASC Card expires.

3. Is the replacement PASC Card a SimplyGo Concession card or a non-SimplyGo Concession card?

If you did not upgrade your existing PASC Card to SimplyGo, the replacement PASC Card will be a non-SimplyGo concession card.

If you are currently holding an upgraded SimplyGo PASC Card, you will be issued with a replacement SimplyGo PASC Card. A SimplyGo PASC Card will have the word “SimplyGo” printed at the bottom right of the card.

Non-SimplyGo PASC Concession Card



SimplyGo PASC Concession Card



4. What should I do when I receive the new PASC Card?

To use your new PASC Card, please activate it at any Ticketing Service Centre / Ticket Office and bring along:

- Your original NRIC
- Your expiring concession card
- \$10 to top up your card

5. What will happen to the remaining value and monthly concession pass in my existing PASC Card?

Our Customer Service Officer will assist to transfer the remaining value and monthly concession pass in your existing PASC Card to your new concession card when you activate the card at any Ticketing Service Centre / Ticket Office.

If the transfer cannot be done, you may continue to use the monthly concession pass in your existing card till it expires. We will process a deferred refund for the remaining value in the card when you next present it at the Ticketing Service Centre / Ticket Office.

6. My existing PASC Card is on Auto Top-Up (ATU). Will the replacement PASC Card be on ATU automatically?

Any ATU arrangement on your existing PASC Card will be cancelled and you will need to reapply for this facility on your new replacement card.

7. What will happen to my yuu Points after I activated my new replacement PASC Card?

If you have not previously linked your existing PASC Card on yuu App, you may link your new replacement card after 3 to 5 working days when you receive it. No further action is required if you have already linked your existing PASC Card on yuu App as your new replacement card will be auto updated backend for the yuu Rewards Programme.

However, if you are using the physical card to earn/redeem yuu Points at participating Dairy Farm International (DFI) stores, please note that it may take up to 3 to 5 working days for the card to be activated for usage.

Alternatively, you may scan your yuu ID (QR code) in yuu App to earn yuu Points for your purchases.

8. I have activated my replacement PASC Card. Why am I not able to accumulate yuu Points on my new card?

It may take up to 3 to 5 working days to be able to start using your replacement PASC Card to earn yuu Points at participating DFI stores.

Alternatively, if you have already downloaded the yuu App and linked your existing PASC Card, you can also use the yuu App to accumulate yuu Points. If you have yet to download the yuu App, you may do so and create your yuu Account to start earning yuu Points. Upon receiving your replacement card, you can link the new card to your yuu Account after 5 working days.

9. I am still using my existing PASC Card and have yet to activate my replacement PASC Card. Why am I not able to accumulate yuu Points on my existing PASC Card?

Upon receipt of the replacement PASC Card, you will be able to start using the new card in 3 to 5 working days to accumulate yuu Points and enjoy PAssion membership privileges. You will **no longer** be able to use your existing PASC Card for the accumulation of yuu Points and to enjoy PAssion membership privileges.

Alternatively, if you have downloaded the yuu App and linked your existing PASC Card, you can also use the yuu App to accumulate yuu Points. If you have yet to download the yuu App, you may do so and create your yuu account, and link your new card to start earning yuu Points.