

Autopass Additional Terms

1. Definitions and Interpretation

- 1.1. In these Additional Terms, the following definitions shall apply unless the context requires otherwise:

“**Additional Terms**” refers to this Autopass Additional Terms.

“**Autopass Card**” refers to a “vehicle entry card” as defined in the Road Traffic (International Circulation) Rules (Cap. 276, R7).

“**Card Cost**” means the monetary value paid to acquire the Autopass Card, not inclusive of the Stored Value.

“**ERP**” is the abbreviation for Electronic Road Pricing.

“**LTA**” refers to the Land Transport Authority of Singapore, a statutory board established under the Land Transport Authority of Singapore Act 1995 or its successors.

“**NETS**” refers to the Network for Electronic Transfers (Singapore) Pte Ltd, a company incorporated in the Republic of Singapore and having its registered office at 351 Braddell Road, #01-03, Singapore 579713.

“**Relevant Vehicle**” means the vehicle in respect of which the Autopass Card is issued.

“**Stored Value**” means the monetary value paid in advance and credited in respect of a specific Autopass Card.

“**Uncollected Autopass Card**” refers to any Autopass Card that has been made available for collection and that is not collected by the end of the collection period indicated in LTA’s email notifying the applicant of LTA’s approval of his / her Autopass Card Application i.e. LTA’s approval email.

“**We**”, “**us**” and “**our**” refers to LTA, and the words “**you**” and “**your**” refers to the applicant of the Autopass Card.

2. Use of the Autopass Card

- 2.1. You shall comply with all notices, orders, guidelines, rules and instructions pertaining to the use of the Autopass Card that may be issued by LTA from time to time and published on LTA’s OneMotoring website, and all applicable laws and regulations relating to the Autopass Card.

- 2.2. You acknowledge that the Autopass Card is also a NETS CashCard and NETS FlashPay, and your use of the NETS CashCard or NETS FlashPay facilities (as the case may be) is subject to applicable terms and conditions which are set out on the NETS's website.

3. Non-transferability of the Autopass Card

- 3.1. The Autopass Card is applied for and issued only in respect of the vehicle that is the subject of the application (as identified by its registration number) and is strictly non-transferrable.

4. Obligation to maintain sufficient Stored Value in the Autopass Card

- 4.1. You must ensure that there is sufficient Stored Value in respect of the issued Autopass Card to make payment for all applicable vehicle entry fees, reciprocal road charge, toll charges and ERP fees incurred in respect of the keeping and use of the Relevant Vehicle.

5. Refund of Stored Value in the Autopass Card

- 5.1. Subject to Clause 5.3, an application for a refund of the Stored Value in respect of the Autopass Card shall be made in accordance with prevailing procedures set by LTA, and the LTA reserves the right to decline processing any refund application that does not comply with the prevailing procedures.

- 5.2. Any refund of the Stored Value shall be limited to the residual value stored in the card after deducting: (a) any outstanding fees and charges owed to LTA; and (b) any other deductible amount relating to or arising from the applicable terms relating to NETS CashCard and NETS FlashPay facilities. For the avoidance of doubt, the Stored Value does not comprise of any costs relating to the application for the Autopass Card, which is strictly non-refundable.

- 5.3. LTA will not refund the Stored Value of:

- (a) any Uncollected Autopass Card;
- (b) any Autopass Card where the online application for the said Autopass Card is withdrawn more than 48 hours after the application is submitted;
- or
- (c) any Autopass Card deactivated in accordance with Clause 9.3.

6. Refund of Card Cost

- 6.1. LTA will not refund the Card Cost of:

- (a) any Uncollected Autopass Card; or

- (b) any Autopass Card where the initial online application for the said Autopass Card was withdrawn more than 48 hours after LTA received that initial application.

7. Replacement of Autopass Card

- 7.1. LTA shall not be liable for replacing a defective Autopass Card after the first successful transaction or payment has been made on the card.

8. Verification of particulars of Autopass Card Holder

- 8.1. As and when requested by LTA or its authorised officers, you may be required to and shall submit to LTA your vehicle's certificate of insurance, vehicle registration certificate and such other documents and information that LTA may require for verification purposes, through such means and in such format as may be specified by LTA.

9. Loss of Autopass Card

- 9.1. In the event the Autopass Card is lost, you must make a police report in the country you have lost the card and provide a copy of the police report and an English translation of the police report (if the police report is not in English) to LTA as soon as possible.
- 9.2. You must ensure that the vehicle registration number of the Relevant Vehicle and/or the 16-digit Autopass CAN number is/are reflected in the police report.
- 9.3. Upon receiving your notification under Clause 9.1, LTA will proceed to deactivate the lost card, and the lost card can no longer be used to pay any vehicle entry fees, reciprocal road charges, toll charges and ERP fees (as the case may be) incurred by the Relevant Vehicle, even if the card is subsequently found. You must apply for a replacement Autopass Card if your vehicle is still in Singapore, or if you intend to bring your vehicle into Singapore.
- 9.4. You shall remain liable to LTA for any outstanding fees and charges that have been incurred prior to you reporting the loss of the Autopass Card to LTA.

10. Exclusion of Liability

- 10.1. LTA shall not be liable whether or not arising out of the negligence of its respective officers, employees or agents, for any losses, damages, expenses, claims, liability and costs that you may incur or suffer in connection with:
 - (a) the issuance and use of the Autopass Card;
 - (b) any period when any equipment, software or system is unavailable for processing any refund of the Stored Value of the Autopass Card; or

- (c) any period where any equipment, software or system is unavailable for processing any refund of the fee paid in respect of the application for the Autopass Card when the said application is rejected.