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Waive charges for ez-link top-ups

I AM disappointed with EZ-Link's new service charges for users of its new Cepas-compliant cards.

In addition to a one-time application fee of \$1.50, users of its Cepas-compliant cards will now be charged a convenience fee of 25 cents on each Giro top-up.

Furthermore, application is now a manual process that takes 21 working days to process and requires the completion of a paper form.

On older non-Cepas-compliant cards, we used to be able to sign up for Giro through the ticketing machines at no extra cost and enjoyed top-ups at no charge.

Would EZ-Link please consider waiving application charges and fees on Giro top-ups on a permanent basis?

Announcement of the Giro auto top-up facility cannot be branded as a new convenience feature and made chargeable when it has been available to the public for years.

In fact, its customers have been inconvenienced in many other ways by the transition to the new cards when it was removed as a mode of payment at many locations.

The company should be aware that its customers are technology-agnostic of the way its cards work; we should not be made to pay more for a failure to design an open payment application (Cepas) in the first place.

Users could have held on to existing ez-link cards if there was no call for a mandatory mass replacement.

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