Hi,

I just arrived Singapore in 20 Jan 2016, and bought two EZ-link Cards at Changi air port MRT station in AM 11:46, also put S$ 10 into each card additionally.

I paid total S$44 (12x2 + 10x2 = 44) to the ticket seller, then she gave me one card with S$ 10 additionally, but the other card without any money additionally.

She gave me same two receipts for the no add money card.

I didn’t think she was careless, as I received two same receipts, and she was is so impatient at that time.

The following information for your reference:

SOFTWARE VER: P.A.19.01.02

OPERATOR ID: GTM/PSM LOGON-OGON-OPERATP.A.1P.A.19.01.02

RECEIPT ID: P02/1453261597/0271

CARD ID: 1000150018462711/00/34/0

CARD EXPIRY DATE: 16 Nov 2021

Please advice how to complain this ticket seller.

Thank,

TAWEI JAO