

GIRO is a convenient, cashless mode of payment. To help you better understand the GIRO payment method. Here are some answers to the most frequently raised questions on GIRO:

How do I get started?

Complete this GIRO application form, with your customer/account/bill number and pass the form with your signature duly signed during school bus registration.

Note: For account operated via thumbprint, please bring your NRIC/passport to your bank for the print to be taken and witnessed.

How long do I need to wait before my GIRO arrangement is effective?

Continue paying by cheque or I banking for all your bills until your GIRO arrangement is effected, which takes at most 21 working days. Your GIRO application is only effective when the statement "Amount will be deducted from your account on dd/mm/yy" appears on your bill.

Can I arrange for another party to effect the GIRO arrangement through his/her bank account or pay for another party?

Yes, you can by stating his/her name and address, and the customer/account/bill number on the GIRO form.

Please obtain the signature/thumbprint of the person on the form if he/she is paying for you.

When will the GIRO deduction be made?

A deduction will only be made from your bank account by the 28th day of the previous month .The amount deducted will be reflected in your bank statement and monthly bills.

What happens if there are insufficient funds in my bank account?

We will inform you that the GIRO deduction was unsuccessful and to deposit sufficient funds for the next deduction. We will terminate your GIRO if we are unable to make GIRO deductions after 2 consecutive attempts. Please note that we will impose a \$1 service fee for each unsuccessful deduction as our bank charges a service fee for unsuccessful GIRO deduction due to insufficient funds.

Can I stop GIRO payment on a particular bill?

Yes, you can by calling us at 67525385 but you will need to give us at least 20 working days before the next deduction date. You should also inform your bank to stop GIRO payment if applicable. This is only applicable when the student is withdrawing from school bus transportation.

What happens to my GIRO arrangements that are no longer used?

You should review all your GIRO arrangement periodically and terminate those arrangements that are no longer required with your bank.

Please approach your bank and complete the necessary termination forms.