Media Release

COMFORTDELGRO

"CARDLESS" PAYMENT NOW ACCEPTED ON COMFORTDELGRO TAXIS

9 October 2015 – First cashless. Now cardless!

Starting today, passengers, who book a ComfortDelGro taxi can do away with presenting the actual credit or debit card when they choose to pay the taxi fare using MasterPass™, a digital payment service from MasterCard®. This means they can just hop into a cab, disembark when they arrive at their destination without having to whip out their wallets at all – saving both themselves and cabbies a lot of time.

This is how it works: Passengers will have to first register their payment cards via the MasterPass website (https://masterpass.com/). Once a MasterPass wallet is successfully created, they can go to the ComfortDelGro Taxi Booking App, where they select "Connect with MasterPass" to pair up their MasterPass account with the taxi booking app for payment of taxi bookings. Passengers who choose to pay by MasterPass will not need to present the actual debit or credit card to the cabby.

With this, ComfortDelGro has become the first taxi company in Singapore to accept MasterPass on board its entire fleet of 17,000 taxis.

Mr Nicholas See Tong, a bank analyst who travels frequently on ComfortDelGro Taxis, said: "My MasterPass wallet is easy to use and the cab payments are processed quickly, making my journey seamless. I am also a lot more comfortable knowing that my card details are safe and secure."

ComfortDelGro cabby Tan Kay Meng is also looking forward to the new payment system: "When we have to dip cards for payment, it may take longer time and obstruct traffic. With the MasterPass payment method, we do not need to dip the card, which in turn will shorten the process and make it more convenient for us."

Said Mr Yang Ban Seng, CEO (Taxi Business), ComfortDelGro, about the new cashless payment option: “This mobile wallet payment is another service initiative to provide our customers with a seamless and hassle free ride in our taxis. They just need to book our taxis using MasterPass, hop into our cab and get off at their destination without any fare transaction. Our drivers will also like it because there’s no fiddling of notes and coins and no dipping of cards.”

Added Ms Deborah Heng, group head and general manager, Singapore, MasterCard: “Singapore is a relatively evolved market for digital payments because consumers here understand the convenience that it brings. With this launch, consumers will enjoy even greater convenience when making payment for their ComfortDelGro taxi rides using MasterPass – no need to worry about having sufficient cash or small notes, or fumbling with change at the end of the journey. Instead, passengers' payment information is securely stored by MasterPass and used to pay for the transaction seamlessly when the journey is completed – eliminating the wait when they get to their destination. For the cabbies, it saves time at the end of the ride, enabling them to move to the next passenger faster.”

From today until 8 November 2015, the current taxi booking fee for a regular taxi ($2.30 and $3.30) will be waived for the first 10,000 MasterPass users who enter “MPASS” into the promotion code in the ComfortDelGro Taxi Booking App[1]. Each user is given one redemption and successful redemptions will be confirmed via the in-application notification. The taxi booking fee will be waived from the final metered fare at the end of the taxi ride.

Background

ComfortDelGro is one of the world’s largest land transport company with a total fleet size of more than 46,500 buses, taxis and rental vehicles. Headquartered in Singapore, the Group also has operations in China, the United Kingdom, Ireland, Australia, Vietnam and Malaysia. ComfortDelGro operates 17,000 taxis in Singapore.

[1] *Terms & Conditions apply*