



Great Charge EV Charging Stations - FAQs

1. How do I use Great Charge EV charging service?

Refer to our User Guide for detailed instructions on how to use our EV Charging Services

<https://bit.ly/GCUserGuide>

2. Is there a charging mobile application?

Customers can use our **GREAT REWARDS** Mobile App to use EV charging.

However, if you do not wish to download the **GREAT REWARDS** App, you can continue to charge using our On-site Payment Terminal.

3. How is the charging fee calculated?

Charging fees will be calculated by multiplying the applicable charging rate, measured in Singapore Dollar per kilowatt-hour (S\$/kWh) and the amount of electricity supplied during a charging session, measured in kWh.

Applicable rates are displayed clearly at our charging stations. Rate includes GST.

4. What is the temporary hold or pre-authorisation amount? How will it be treated?

Each time before commencing a charging session, there will be a temporary hold made to the user's card. The temporary hold amount per charging session is S\$50. This is the pre-authorisation process to verify the user's card or NFC used to start a charging session. Once charging is completed, this temporary hold amount will be automatically released and users will only be charged the actual usage.

Great Charge as the merchant releases the temporary hold amount immediately upon charging completion. However, for the release to be reflected on the user's bank account such as cash returned back into the card owner account (debit card) or credit limit (credit card), the processing time depends on the card issuing banks, which could take up to several working days.

5. How do I view my bill after charging?

If you are using the **GREAT REWARDS** App, the charging bill can be accessed through your charging history in the "EV Charging" function.



If you are using the on-site payment terminal, please use your mobile phone to scan the QR code that appears on the payment terminal screen after you start or stop charging to receive your charging bill via email.

6. Can I redeem Great Rewards Loyalty points (GR Points) for my charging bill?

Yes. If you use the **GREAT REWARDS** Mobile Application to charge, your EV Charging bill will be automatically submitted for GR points rewards.

If you charge using the on-site payment terminal, take a photo of the receipt and upload it to the **GREAT REWARDS** App for points rewards.

Points rewards only applicable for charging sessions carried out at Pasir Ris Mall, and Great World with the total bill amount of at least \$20.

7. Why does my charging session fail to start?

There could be a few reasons why a charging session fails to start

- Charging connector is not properly plugged into your car. Unplug and try again, or try a different charging station.
- Charging connector plugged-in to the car does not match the charging connector selected on the payment terminal or App. Please choose the correct charging connector.
- Some cars have charging limit set to prevent charging to start if the car battery is at or above a certain percentage. Once this limit is removed, charging can start.
- The Credit card used for pre-authorisation cannot be verified. You can check with your card issuing bank or use a different card for pre-authorisation.
- If you still experience problems, please contact our 24/7 hotline at 8028 8665 via either call or WhatsApp for further assistance.

8. What are possible reasons that my charging session does not stop even though I follow the user guide?

- Wrong 4 Digit-Pin was entered. Please contact our 24/7 hotline at 8028 8665 via either call or WhatsApp for further assistance.
- If you started a session using the **GREAT REWARDS** App, you must end the session with the App. Vice versa, if you started a session using the on-site Payment terminal, you must end the session using the payment terminal.
- If you still experience problems, please contact our 24/7 hotline at 8028 8665 via either call or WhatsApp for further assistance.

9. Why does charging automatically stop before my battery is full?



Some EVs are designed to automatically stop or slow down charging after their batteries have reached a certain state. Please refer to your EV's manufacturer manual for more details.

10. Why was my charging session terminated? How can I restart it?

There are various potential reasons, including below common causes

- Disruption in power supply.
- Accidental disruption to the charging system including charger casing, charging cable, charging station management system, POS device.
- Other technical faults with the EV or charger.

To restart your charging session, repeat the steps to start a charging session.

11. I cannot remove the charging connector from my car.

For safety issues, the charging connector cannot be removed from the car when there is electric current transferring from the charger to the car during the charging session. Additionally, some EVs maybe be designed with a mechanical lock system to secure the charging gun to the EV. Please check if the mechanical lock has been disabled before removing the charging connector. Please refer to your EV's manufacturer manual for more details.

12. Can I remain parked in the EV Charging Lot after my charging session has completed?

We strongly encourage drivers to be considerate and move their EV after the charging session has completed. We and our affiliates reserve the right to implement a penalty policy for staying without charging.

13. What are Flexi Lots? How do I tell if a parking lot is a Flexi Lot? (For Great World only)

A Flexi Lot is a parking lot that has an EV charger installed. A Flexi Lot is available for both EV and non-EV to park. There are signages installed on the pillars and wall near the Flexi Lots for identification. Besides, a Flexi Lot will be painted with specific colour code and clear marking so that users could easily identify the lot.

Flexi Lots are only currently available at Great World.

14. Who can I contact for help?

- For charging related enquiries, please call or WhatsApp Great Charge's hotline at 8028 8665.



- For emergencies and report unauthorised activities, please call the premise FCC or Management Office directly.
 - o For Pasir Ris Mall, please call 6022 0740.
 - o For Pasir Ris 8 Condominium, please call 6022 0516.
 - o For Great World, please call 6735 9875.
- For other feedbacks and enquiries, please email us at greatchargecs@allgreen.com.sg