

TAXI DRIVER'S HANDBOOK

德士司机手册



A joint publication by



SINGAPORE
ROAD SAFETY
COUNCIL

Supported by



Land Transport



Authority



National Taxi Association

Sponsored by



GENERAL
INSURANCE
ASSOCIATION



CALTEX

Calendar

MAY 2013						
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JANUARY 2014						
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2013

Labour Day 1 May • Vesak Day 24 May • Hari Raya Puasa 8 Aug • National Day 9 Aug
Hari Raya Haji 15 Oct • Deepavali 2 Nov • Christmas Day 25 Dec

□ School Holiday: 1 Jun-30 Jun • 7-15 Sep • 16 Nov-31 Dec

2014

New Year's Day 1 Jan • Chinese New Year 31 Jan & 1 Feb • Good Friday 18 Apr

PERSONAL PARTICULARS 个人资料

Name 姓名: _____

NRIC No. 身份证号码: _____

Address 地址: _____

Telephone 电话: _____

Date of Birth 出生日期: _____ Blood Group 血型: _____

Family Doctor 家庭医生: _____ Tel. 电话: _____

OFFICE 办公室

Company Name 公司名: _____

Address 地址: _____

Telephone 电话: _____ Fax 传真: _____

TAXI 德士

Driving License No. 驾驶执照号码: _____

Vocational License No. 德士执照号码: _____

Taxi Registration No. 德士注册号码: _____

Make 款式: _____ Colour 颜色: _____

Insurance Co. 保险公司: _____

Policy No. 保险号码: _____

EMERGENCY NOTIFICATION 紧急事故联络人

(1) Name 姓名: _____

Relations 关系: _____

Address 地址: _____

Telephone 电话: _____

(2) Name 姓名: _____

Relations 关系: _____

Address 地址: _____

Telephone 电话: _____

Foreword	1
前言	
Crime Prevention Tips	2
罪案防范贴士	
Directory Of Police Service Points And Phone Numbers	14
警察服务处及其电话指南	
Safe Driving Tips	16
安全驾驶贴士	
Vocational Licence Points System (VLPS)	31
职业执照记分制度	
Taxi Fare Evader Advisories	37
德士车费欺骗公告	
Others	
其余	
• GIA Advisory and Motor Claim Framework	39
• Caltex Petrol with Techron	43

Dear Drivers,

Thousands of taxi drivers, including yourself, cruise the streets twenty-four hours a day and seven days a week. As a key public service provider, you are bounded by your professional ethics where choosing your passengers is not an option.

Such conditions expose you to a higher chance of encountering crimes, emergencies and related risks.

To heighten your awareness towards your personal safety and security, this handbook provides you with a quick guide on crime prevention and road safety.

Let this handbook serve as your travelling companion and guide towards a safer and better drive on the roads.

各位司机：

每天有成千上万的德士司机，包括你自己在内，在路上行驶。在为公众服务时，你无法选择你的乘客。基于此，你所面对的风险也跟着提高了。

这本手册将指导你如何加强个人的安全：

- 防范抢劫偷窃案。
- 在可疑的环境中所应采取的行动。
- 在交通意外事故中所应采取的行动。

让这本手册伴你过着更安全与美好的旅途。

CRIME PREVENTION TIPS 罪案防范贴士

Minimise Your Risk Against Robbery

- Be cautious of passengers requesting to go to secluded places.
- Avoid exposing expensive jewellery, watches or handphones.
- Ensure that the GPS, CCTV system and distress button, where applicable, are in good working condition and switched on at all times so that you can be located in times of emergency.
- Keep only a sufficient amount of cash as change.

如何防止被抢劫

- 乘客要求去偏僻的地方时，请提高警惕。
- 避免佩戴贵重的首饰、手表或手机。
- 确保车上的全球定位系统，闭路电视监控系统和声波防盗器都正常操作，这能确保德士公司在紧急时刻能掌握你的行踪。
- 只携带适量的现款以作为零钱使用。



CRIME PREVENTION TIPS 罪案防范贴士

If You Encounter a Robber

- Remain calm and do not put up any resistance.
- Pay attention to the suspect's physical appearance and distinctive features (see page 13 for the checklist).
- Activate the distress alarm, where possible.
- Note the suspect's direction of escape.
- Call the Police as soon as it is safe to do so.
- To facilitate Police investigations, do not touch anything at the scene or in the vehicle.
- Provide Police with the IMEI number of the stolen handphone(s). The handphone IMEI number can be obtained by keying in *#06# on your handphone keypad.

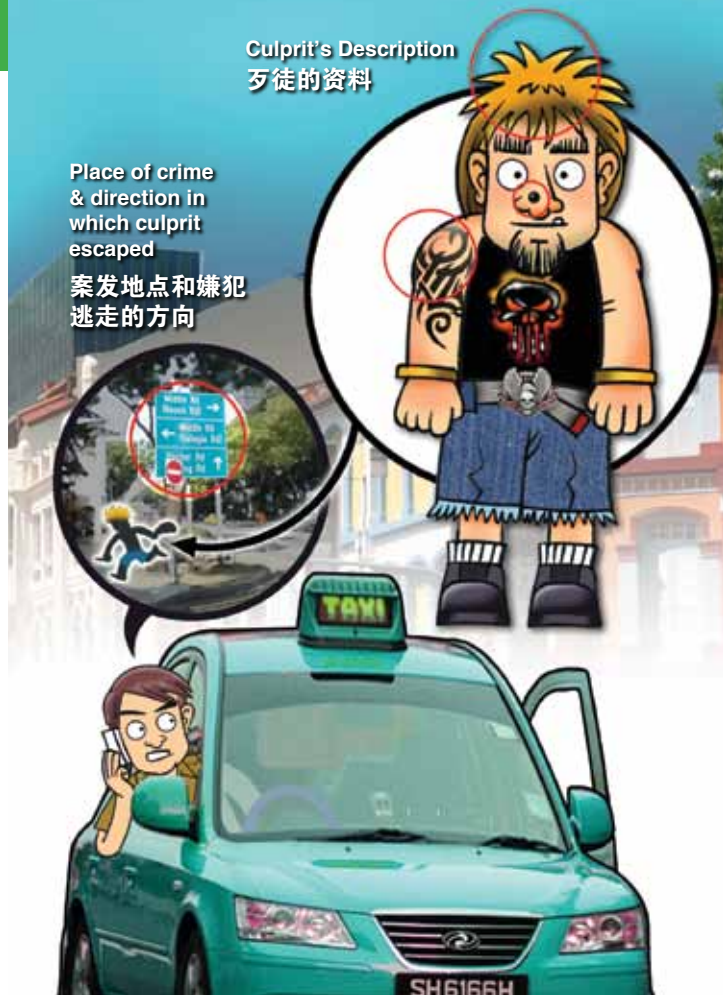
如果遇上劫匪如何应对

- 应保持冷静，不要反抗。
- 留意歹徒的外貌和特征(请参阅第13页歹徒的资料表)。
- 在安全的情况下才启动防盗器。
- 应记下歹徒逃走的方向。
- 在安全的情况下，即刻联络警方。
- 为了方便警方的查案工作，不要触摸车内或案发现场的任何东西。
- 向警方提供遭窃手机的IMEI号码。你只需将*#06#输入你的手机，即可获得该手机的IMEI号码。

Culprit's Description
歹徒的资料

Place of crime
& direction
in which culprit
escaped

案发地点和嫌犯
逃走的方向



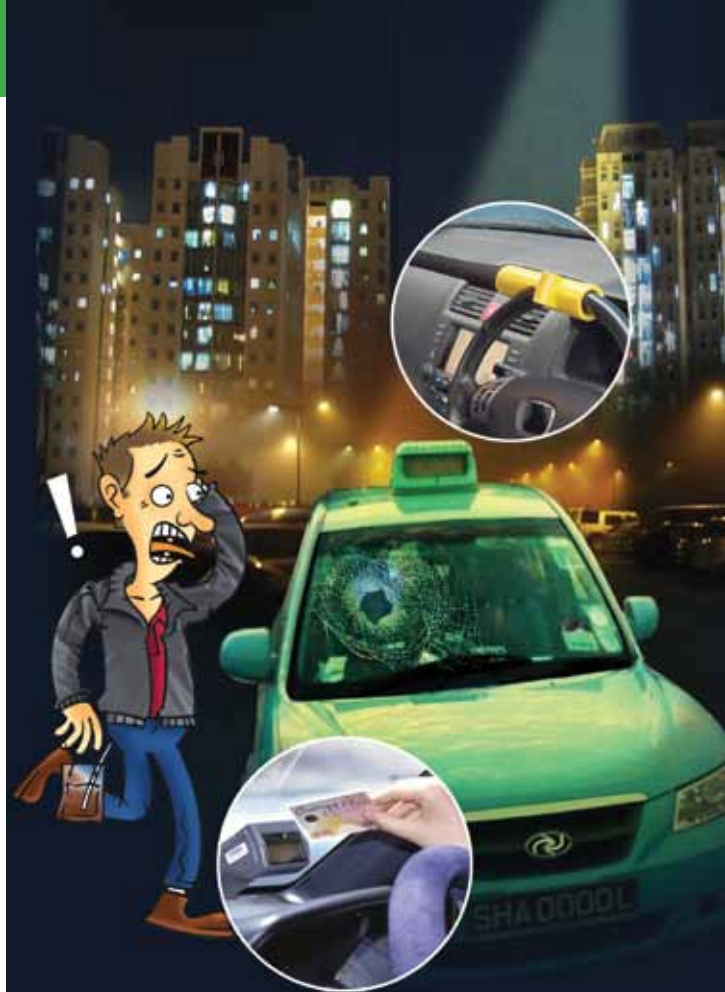
CRIME PREVENTION TIPS 罪案防范贴士

Minimise Your Risk Against Theft of Vehicle and Valuables

- Park in well-lit areas.
- Install an anti-theft alarm system, in-vehicle cameras, etc.
- Remove valuables such as cashcard and electronic gadgets before leaving your vehicle, even if it is for a short while.
- Wind up all windows, remove key from the ignition, close and lock all doors of your vehicle, even if it is left unattended for a short while.
- Do not place or expose your personal valuables at areas which are easily accessible to passengers.
- Refrain from lending your personal mobile phone to passengers unless absolutely necessary and if so, remain vigilant.

如何防止车内物品和车辆被偷窃

- 将车子停放在光线充足的地方。
- 安装防盗系统，汽车摄像头等。
- 即使只是走开一会儿，请勿将贵重物品例如现金卡或电子器材，留在车上。
- 即使车子无人看管的时间会很短，也请务必将车匙从启动引擎的插孔移走，及将所有车窗关好并锁上所有车门。
- 别在靠近乘客的地方放置或显露个人财物。
- 除非有必要，避免把手机借给乘客。若借出手机，请保持警惕。



Use of Counterfeit Notes

If you suspect that you have received a counterfeit currency note, please adopt the following measures:

- Do not return the suspected note to the presenter.
- Delay the presenter, if possible, and call the Police at “999” immediately.
- Pay attention to the suspect’s physical appearance and distinctive features (see page 13 for the checklist).
- Limit the handling of the suspected note and place it in a protective covering, such as an envelope, to prevent any tampering and hand it over to the Police immediately.
- For more information on distinguishing counterfeit currency notes, you may refer to the Monetary Authority of Singapore website: **www.mas.gov.sg**

The unique security features of genuine currency notes are appended below:

以下为真钞的独特防伪特点:



Offset Microprint
胶版 / 平版缩微印刷



Intaglio Microprint
凹版缩微印刷

使用伪钞

若你怀疑收到伪钞，请采取以下防范措施：

- 别将钞票还给使用伪钞者。
- 如有可能，尽量拖延时间不让对方离开，并立即拨 ‘999’ 报警。
- 留意歹徒的外貌和特征 (请参阅第13页歹徒的资料表)。
- 尽量避免触碰钞票，将其放入保护性封套如信封以免证物受损，然后立即交给警方。
- 欲知更多分辨伪钞的资讯，请浏览新加坡金融管理局的网页：
www.mas.gov.sg



Security Thread
安全线



Portrait watermark
肖像水印



Reverse Intaglio Microprint
反向凹版缩微印刷

CRIME PREVENTION TIPS 罪案防范贴士

You Can Help

Your timely assistance will always help to save another person and prevent another crime.

- Be attentive to your surroundings and be extra vigilant when you are at secluded locations.
- Help look out for fellow taxi drivers in distress. Use pre-arranged codes or signals to enquire if he is alright.
- When passengers are alighting, remind them to check for valuables which may have been left behind.
- Call the Police if you come across any suspicious character or situations. Provide information of your sighting and description of the suspicious characters to the Police (see page 12 and 13 for the checklists)

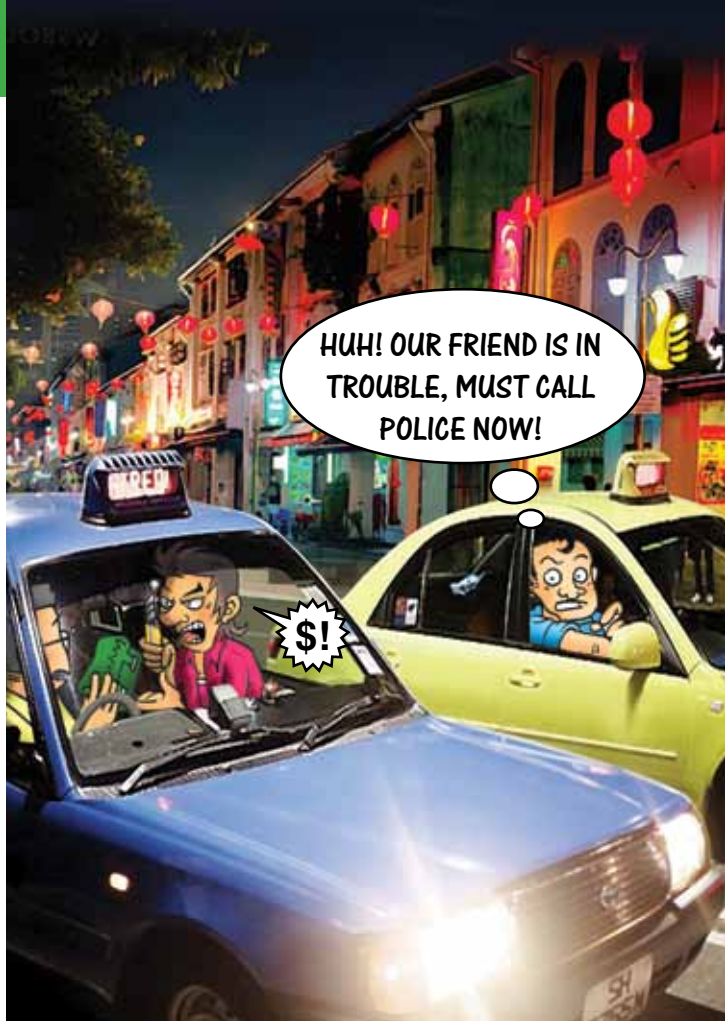
你可以协助

及时提供援助可协助他人，避免另一起案件的发生。

- 身处僻静地点时，请留意四周环境并格外警惕。
- 留意是否有遇到困难的同行。利用预先安排的代码或暗号，问他是否有事。
- 在乘客下车前，提醒他们将东西带齐，不要将贵重物品落在车上。
- 若你遇到任何可疑人物或情形，请报警与将你所知道资料告诉警方(请参阅第12与13页资料核查表与歹徒的资料表)。

**Together
we can prevent crime**

同心协力防范罪案



CRIME PREVENTION TIPS 罪案防范贴士

Identification Checklist

Use the checklist to help you recall important information.

These details will help the Police investigations.

利用资料核查表来回想一些重要资料。

这些资料有助于警方的查案工作。

ABOUT THE CRIME 关于罪案

Date & time of crime 案发日期和时间: _____

Place of crime 案发地点: _____

Direction in which culprit escaped

嫌犯逃走的方向: _____

Number of culprits 劫匪的人数: _____

Weapon used 所使用的武器: _____

Getaway Vehicle Reg. No. 逃跑用的车辆号码: _____

Colour 颜色: _____

Make 牌子: _____

Model 款式: _____

Damage (if any) on the vehicle

车辆的损坏情况 (如有): _____

Description of property stolen

失窃财务的详情: _____

CULPRIT'S DESCRIPTION 歹徒的资料

Sex 性别: _____ Age 年龄: _____

Race 种族: _____ Height 身高: _____

Build 体型: ☐ Thin 瘦 ☐ Fat 胖 ☐ Medium 中等

Hair 头发: ☐ Long 长 ☐ Short 短

☐ Curly 曲 ☐ Balding 秃头

Hair Colour 头发颜色: _____

Complexion 肤色: _____

Language Spoken 所使用的语言: _____

Shirt 上衣

Colour 颜色: _____ Type 款式: _____

Stripes / Plain 有条纹 / 无条纹

Pants 裤子

Colour 颜色: _____ Type 款式: _____

Shoes 鞋子

Colour 颜色: _____ Type 款式: _____

Distinctive Features 特征

Moustache 胡子: _____ Scar 疤痕: _____

Tattoo 纹身: _____

Others 其他: _____

Directory Of Police Service Points And Phone Numbers 警察服务处及其电话指南

Police Emergency Line	999
Criminal Investigation Department	1800 435 0000
Traffic Police Department	6547 0000
Airport Police Division	1800-546 0000
Police Coast Guard	1800-375 0000

Police Divisions / Neighbourhood Police Centres

'A' Division

Central Police Divisional HQ	1800-224 0000
Bukit Merah East NPC	1800-236 9999
Rochor NPC	1800-294 9999
Marina Bay NPC	1800-222 9999

'D' Division

Clementi Police Divisional HQ	1800-774 0000
Bukit Merah West NPC	1800-377 9999
Clementi NPC	1800-872 9999
Jurong East NPC	1800-899 9999
Queenstown NPC	1800-471 9999

'E' Division

Tanglin Police Divisional HQ	1800-391 0000
Bishan NPC	1800-552 9999
Bukit Timah NPC	1800-462 9999
Kampong Java NPC	1800-295 9999
Orchard NPC	1800-735 9999
Toa Payoh NPC	1800-251 9999

'F' Division

Ang Mo Kio Police Divisional HQ	1800-218 0000
Ang Mo Kio North NPC	1800-484 9999
Ang Mo Kio South NPC	1800-451 9999
Hougang NPC	1800-489 0999
Sembawang NPC	1800-554 9999
Serangoon NPC	1800-488 0999
Yishun North NPC	1800-852 9999
Yishun South NPC	1800-852 2999
Punggol NPC	1800-604 9999

'G' Division

Bedok Police Divisional HQ	1800-244 0000
Bedok North NPC	1800-244 9999
Bedok South NPC	1800-244 8999
Changi NPC	1800-587 2999
Geylang NPC	1800-848 6999
Marine Parade NPC	1800-442 8999
Pasir Ris NPC	1800-585 2999
Tampines NPC	1800-587 1999

'J' Division

Jurong Police Divisional HQ	1800-791 0000
Bukit Batok NPC	1800-665 9999
Bukit Panjang NPC	1800-892 9999
Choa Chu Kang NPC	1800-765 9999
Jurong West NPC	1800-268 9999
Nanyang NPC	1800-792 9999
Woodlands East NPC	1800-767 9999
Woodlands West NPC	1800-363 9999

At the scene of an accident

What you should do if you are involved in an accident

Stop immediately after the accident and check if anyone has died or is seriously injured.

If someone died or is seriously injured:

1. Contact the Police (999) and Ambulance Service (995) immediately.
2. Do not remove your vehicle without the approval of a police officer unless:
 - A seriously injured person has to be sent to a hospital and there is no other vehicle to do so except the one involved in the accident.
 - It is necessary to extricate a trapped person, prevent a fire or reduce serious traffic hazard posed by the vehicle as a result of the accident.
3. You are required to render assistance as and when required by a police officer; or in the absence of a police officer, for e.g. helping the injured parties out of the vehicle.
4. Remain at the scene until the arrival of Police.

在交通意外现场

如果你涉及一起车祸...

你应当立即把车子停在现场，下车查看是否有人在车祸中受伤或死亡。

如果有人在车祸中死亡或受伤...

1. 立即通知警方（999）并召来救护车（995）。
2. 不要在没有警方人员的指示下，擅自移动肇祸车子，除非是：
 - 受重伤的伤者需要紧急送往医院救治，而现场只有肇祸车辆可以使用。
 - 有必要去解救受困者，防止火患的发生或消除肇祸车辆可能带来的祸害。
3. 在造祸现场，应当依据警务人员的指示给予协助，即使警务人员还未到达也要解救受困者。
4. 留在车祸现场，等待警务人员的到来。

Treasure Life Ride For Life
珍爱生命 一生畅行

If no one was injured or the injury is superficial (i.e. minor cuts or bruises)

1. Switch on your hazard lights and move the vehicle to the road shoulder or to the left side of the road.
 - Do not hold up traffic by arguing or trying to settle the matter or exchanging particulars in the middle of the road. This may cause a second accident.
2. Exchange particulars with the other party:
 - a. Name of driver.
 - b. Driving licence details.
 - c. NRIC No. and address.
 - d. Name of insurance Co.
 - e. Registration No. of vehicle.
 - f. Name and address of vehicle owner.
(if the driver is not the vehicle owner)
3. If you have a camera, take photograph of the damages, but do so safely.
4. If someone has sustained superficial injuries, he may be brought to a private doctor. It is not necessary to summon the police or ambulance.

5. You must lodge a Traffic Accident Report report if it involves:
 - a. A government vehicle;
 - b. Damage to government property;
 - c. A foreign vehicle;
 - d. A pedestrian or cyclist;
 - e. A hit-and-run case;
 - f. An injury where:
 - At least one person involved in the accident was taken to hospital from the accident scene by an ambulance; or
 - The injured was conveyed to hospital using other transport but is subsequently hospitalised or given outpatient medical leave of 3 days or more; or
 - No one was conveyed from accident scene to a hospital, but one or more persons involved subsequently required hospitalisation or outpatient medical leave of 3 days or more.



如果没有人在车祸中受伤或伤者只有轻微的淤伤或轻伤。

1. 开亮警示灯，并把肇祸车子移到路肩或靠左的公路车道。
 - 不要在公路上和对方起争执或交换资料，以免造成另一起车祸。
2. 和对方交换以下的资料。
 - a. 司机的姓名
 - b. 驾照详情
 - c. 身份证号码和住址
 - d. 保险公司名称
 - e. 肇祸车辆的车牌号码
 - f. 车主的姓名和地址（若肇祸者并非车主）
3. 如果你有携带照相机或设有摄像功能的手机，应当在安全的情况下将车子损坏的部份拍摄下来。
4. 如果伤者的伤势不严重，就不必通知警方或召来救护车，你可以直接带他到私人诊所。
5. 在下列的情况下，你必须向警方报案：
 - a. 车祸涉及政府车辆
 - b. 车祸造成政府的财物受损
 - c. 车祸涉及外国注册的车辆
 - d. 车祸涉及行人或脚踏车骑士
 - e. 肇祸司机在车祸发生后逃离现场

f. 有人在车祸中受伤，如何处理：

- 在意外现场，最少一人涉及交通意外并由救伤车送往医院
- 在意外现场，伤者由其他车辆协助送往医院留医或诊疗所就医3天或以上
- 1人或多人涉及交通意外，伤者自行到医院或诊疗所就医而并非从意外现场直接送往就医3天或以上

If there is no injury to anyone at the time of accident, you do not have to lodge a police report with the exception of non-injury cases in 5 (a)-(e).

6. Inform your insurance company and lodge a Non-Injury Accident Report in the prescribed form available from your insurance company. Your insurance company will process your claim and inform you of the outcome.

除了 5 (a)-(e) 的情况以外，如果没有人在车祸中受伤，你无须向警方报案。

6. 通知你的保险公司，并呈交一份车辆交通意外报告。
保险公司会处理你的索偿申请并通知你有关调查的结果。

Driver's Do's

1. When your vehicle breaks down, move it to the road shoulder or extreme left side of the road. Switch on the hazard lights to forewarn all the motorists. Place a triangular warning sign 20m away from your vehicle to warn others of your presence.
2. Signal before changing lanes.
3. Beware of changing traffic conditions, even familiar roads can be dangerous.

Watch out for:

- Oily patches
- Road works
- Wet surfaces
- Children and pedestrians
- Gravel or sand
- Cyclists

4. Be alert at all times.
5. On the expressway:
 - a. To enter, accelerate slowly to reach the speed of travelling vehicles.
 - b. To leave, keep on the lane leading to exit in advance.
 - c. Be on the look-out for vehicles joining the expressway.
 - d. Plan the route to your destination in advance.

司机应该做的事项

1. 在车辆发生故障时，立即将它移到路肩或是最靠左的公路车道。开亮警示灯，并在距离车辆20米外放置三角形警示牌警戒其他公路使用者。
2. 在更换车道时，应及早发出讯号。
3. 密切留意公路上的突变状况，因为即使是你所离悉的公路也可能暗藏着危险。

要时刻留意：

- 路面油渍
- 道路工程
- 潮湿路面
- 儿童及公路行人
- 沙石混物
- 脚踏车骑士

4. 时刻保持警惕。
5. 在高速公路上行驶时：
 - a. 当进入高速公路后，调整车速以配合其他行驶中的车辆。
 - b. 当要驶离高速公路，应先驶入分流车道。
 - c. 注意刚驶入高速公路的车辆。
 - d. 预先策划所要行驶的路线。

Driver's Dont's

1. Do not stop, pick up or alight passengers along the expressway.
2. Do not straddle lanes or overtake recklessly.
3. Do not drive after consuming alcoholic drinks.

司机不应该做的事项

1. 不要在高速公路上停车或让乘客上下车。
2. 不要跨越两条车道或鲁莽超车。
3. 不要酒后驾车。



All road users have a responsibility to keep our roads safe, whether as a car driver, lorry driver, motorcyclist, cyclist or pedestrian. Every road user must exercise patience, must always stay alert and be careful on the road. Road users must always follow traffic rules, signs, and signals and they must be considerate to other road users. Following simple safety reminders will greatly enhance road safety for motorists.

Defensive Driving Skills

It's always to all road users' advantage for drivers to adopt a defensive driving attitude. Defensive driving requires drivers to:

- Always keep in mind the existence of road hazards.
- Be prepared to make evasive action, as road users may not obey the traffic rules at all times.
- Be on the lookout for cyclists and pedestrians who may dash out of the road hazards.
- Minimize the chances of an accident from mechanical failure of your vehicle by habitually perform proper vehicle control and vehicle maintenance.

所有公路使用者，无论是汽车、卡车、货车、重型车辆、电单车司机、脚踏车使用者或行人，都有责任确保公路安全。

每一名公路使用者都应懂得忍让并时刻保持警觉，注意路况。公路使用者须无时无刻遵守交通规则、标志和信号，并顾及其他公路使用者。谨记简单的安全提醒可大大提高驾驶者在路上的安全。

防守性驾驶技巧

驾驶者采取防守性驾驶心态，对所有公路使用者都有利。防守性驾驶技巧要求驾驶者：

- 时刻牢记公路危险的存在。
- 做好闪避的准备，因为随时都有可能出现违反交通规则的公路使用者。
- 留意交通标志以及可能会造成交通危险的行人的风险。
- 养成良好的车辆控制和保养习惯，以减低因机械故障而造成交通事故的几率。

Adapt To Road Conditions

Motorists must be able to quickly adapt to road conditions while maintaining proper control of their vehicles. Motorists need to be alert at all times and anticipate road hazards. They must be able to respond safely to the following hazardous or difficult road conditions:

- Road works
- Accident scenes
- Oil patches
- Sandy stretches
- Debris scattered on the road
- Pot holes
- Bad weather

If necessary, motorists should signal, slow down, or stop when faced with these situations. They must never speed up, change lanes, or swerve and squeeze their way through traffic.

Drivers must take extra caution and care when:

- Entering a school zone
- Passing a bus stop or a taxi stand
- Approaching a pedestrian crossing
- Passing vehicles parked along roadsides

适应路况

驾驶者必须能够在妥当地控制车辆的同时，迅速地对接路随机应变。他们在任何时候都需要保持警觉性，并预计可能出现的道路危险。对于下列危险或具挑战性的路况，他们必须能安全应对：

- 道路工程
- 意外现场
- 油污
- 多沙路段
- 碎片散落在路上
- 坑洞
- 恶劣天气

面对这些路况时，驾驶者应在必要时发出信号、放慢速度或停车。在任何情况下，他们都不应加速、改道或突然转向并试图挤入车辆和车辆之间。

驾驶者应在下列时候特别谨慎和小心：

- 驶进学校园区时
- 经过巴士车站或拥挤的德士车道时
- 驶近行人过道时
- 经过停在路边的车辆时

Safe Driving Tips

- Get familiar with the controls and manoeuvrability of your vehicle.
- Drive at a safe speed; going at a high speed means a longer braking distance before the vehicle comes to a stop when you apply the brakes.
- Signal in advance when turning or changing lanes.
- Follow traffic rules and regulations at all times.
- Be on the lookout for children and the senior citizens, who may dash across the road.
- Give way to emergency vehicles such as ambulances and police vehicles.
- Observe lane discipline and keep watch for traffic hazards ahead, such as traffic congestion due to road works and accidents.
- Do not speed.
- Do not tailgate.
- Do not overtake unless the road is clear, and never do so at bends or corners.
- Do not drive when you are very tired or sleepy.
- Never drive when under the influence of alcohol or when you have taken medication that causes drowsiness.
- Always be alert even when you are travelling on familiar roads.

安全驾驶技巧

- 熟悉你的车辆的控制和操作性能。
- 保持安全的驾驶速度。速度越快，车子在你刹车后，需要更远的距离停止车辆。
- 如欲转弯或改换车道，请提早出示信号。
- 在任何时候都遵守交通规则。
- 留意路上是否有小孩或老人，以防他们突然冲过马路。
- 让路给紧急车辆，如救护车和警察车。
- 遵守道路纪律，留意前面是否有交通隐患，例如道路工程或交通事故所引发的交通拥堵情况。
- 切勿超速驾驶。
- 切勿紧随前面的车辆行驶。
- 除非路况通畅，否则切勿超车，而且切勿在道路转弯处或拐角处超车。
- 切勿在十分疲劳或昏昏欲睡的情况下开车。
- 切勿在饮酒或是服用会引起睡意的药物后开车。
- 随时随地保持警觉性，即使在你熟悉的道路上行驶时。

Road Safety
is our Responsibility

公路安全，人人有责

The Vocational Licence Points System (VLPS) is the framework for investigation of complaints and discipline of taxi drivers who breach the rules of conduct.

The VLPS makes the process of investigation and imposition of discipline more transparent to both commuters and taxi drivers. Under the VLPS, taxi companies play a greater role in the discipline of their drivers, to educate and encourage their drivers to provide good customer service.

Under the VLPS, the penalty for a scheduled offence is a fine plus demerit points.

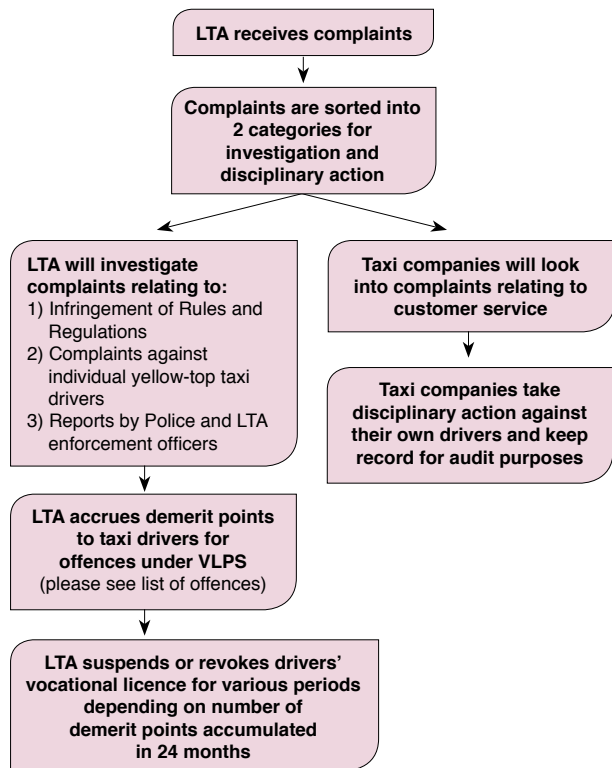
A taxi driver, who accumulates between 6 and 20 demerit points over a 24-month period, is liable to have his taxi driver's vocational licence suspended.

To encourage taxi drivers to improve, past demerit points will be cleared from their records if they maintain a clean record for 24 months from the date of the last offence.

The VLPS was implemented in June 2003.

What Taxi Drivers should know about VLPS

How Are Complaints Handled?



Scheduled Offences Under VLPS

3 Demerit Points, Fine : \$100

- Failing to surrender taxi vocational licence upon suspension or cancellation of licence.
- Hindering or obstructing other taxi drivers from picking up passengers.
- Failing, without reasonable cause, to proceed to destination named by a passenger by shortest and most direct route.
- Setting taximeter in motion before hiring.
- Failing to stop taximeter at end of hiring.
- Resetting taximeter during hiring.
- Attempting to overcharge.
- Verbally insulting, intimidating or harassing a passenger (other than in a sexual manner).
- Taking up or setting down passenger at unauthorised place.
- Failing to drive into public stand from rear and into foremost adjacent vacant space thereat until reaching front of public stand.
- Wilfully obstructing, impeding or preventing other taxi drivers from stopping, parking or stationing their taxis at the public stand.
- Stopping, parking or stationing taxi at public stand when unable to let out taxi for hire.
- Obstructing Registrar or authorised officer in the exercise of his power and duty to examine taxi.

VOCATIONAL LICENCE POINTS SYSTEM (VLPS)

职业执照记分制度

Scheduled Offences Under VLPS

5 Demerit Points, Fine : \$300

- Driving taxi with expired taxi vocational license.
- Using, wearing or having in his possession the vocational license of another person.
- Causing hurt to passenger in taxi through carelessness or wilful misbehaviour.
- Covering or obscuring face of taximeter.
- Terminating hiring of taxi or requiring passenger to leave taxi, without reasonable excuse, before passenger is conveyed to destination.
- Verbally insulting, intimidating or harassing a passenger in a sexual manner.
- Retaining possession of passenger's property left behind in taxi for more than 24 hours but less than 7 days.

Scheduled Offences Under VLPS

6 Demerit Points, Fine : \$300

- Refusing, without reasonable excuse, to hire out taxi or to convey passenger.

Scheduled Offences Under VLPS

12 Demerit Points, Fine : \$500

- Soliciting for passengers.
- Overcharging (by less than \$20).

Scheduled Offences Under VLPS

21 Demerit Points, Fine : \$500

Vocational Licence will be revoked

- Driving taxi whilst taxi vocational licence is suspended.
- Permitting any other person to use, or have in that other person's possession, his taxi vocational licence.
- Overcharging (by \$20 or more).
- Retaining possession of passenger's property left behind in taxi for 7 days or more.
- Tampering with, adjusting, altering or modifying taximeter or any part thereof, or causing or permitting any tampering with, adjusting, altering or modifying of taximeter or any part thereof.

Court Action

Vocational Licence will be revoked

- Permitting taxi to be driven by driver whose taxi vocational licence is under suspension or by unlicensed driver.

When Can A Vocational Licence Be Suspended Or Revoked?

A taxi driver's vocational licence will be suspended when he accumulates 6 or more demerit points. The period of suspension ranges from 2 to 8 weeks as follows:

Demerit Points	Suspension Period
6 to 10	2 weeks
11 to 15	4 weeks
16 to 20	8 weeks

Under the VLPS, a taxi driver will have his licence suspended in increasing duration before his licence is revoked. These suspensions should serve as warnings for him to improve his conduct before the licence is revoked. However, if a taxi driver commits the most serious offences, his licence will be revoked immediately.

A taxi driver's vocational licence will be revoked if he accumulates 21 or more demerit points within a period of 24 months.

Can Past Demerit Points Be Cleared From The Record?

A taxi driver, who maintains a clean record for 24 months from the date of his last offence, will have his past demerit points cleared from his record.

- Under Section 24D of the Public Transport Council (PTC) Act, it is an offence for a passenger to evade taxi fare. Taxi fare evaders are liable, on conviction, to a fine not exceeding S\$1,000. In the case of a second or subsequent offence, fare evaders face a fine not exceeding S\$2,000 or imprisonment for a term not exceeding six months, or both.
- If a taxi driver encounters a passenger who has made use of a taxi service and refuses to pay the taxi fare as indicated on the taximeter, he may send the passenger to the nearest Neighbourhood Police Centre/Police Post to lodge a Police report if the passenger is unwilling to provide his particulars and contact details. The taxi driver may call the Police for assistance if the passenger exhibits violence and he is unable to bring the passenger to a Neighbourhood Police Centre/Police Post. The taxi driver should note the date/time (boarding and alighting time) of the incident, location (pick-up and alighting location), description of the passenger (gender, age, hair style, etc) and print the fare receipt as evidence.

Taxi Fare Evader Advisories

德士车费欺瞒公告

- The taxi driver should then lodge a non-payment of taxi fare report with his taxi company by providing the supporting documents, which include the Police report, fare receipt, particulars of the passenger.
- For any case that the taxi company was unable to recover the unpaid fare, the company can refer it to PTC/LTA by furnishing the passenger's particulars (such as the passenger's name, NRIC number, address and contact number) and incident details. If PTC/LTA's investigation concludes that the passenger has indeed breached the PTC Act on non-payment of taxi fare and that the taxi driver agrees to testify in Court, PTC/LTA will take legal action against the passenger.

GENERAL INSURANCE ASSOCIATION OF SINGAPORE



A NOTE OF CAUTION FOR TAXI DRIVERS

DO NOT BE A PARTICIPANT IN FRAUDULENT MOTOR ACCIDENTS SCAMS AND DO NOT AID IN MAKING INFLATED CLAIMS AGAINST MOTOR INSURERS.

- Insurance fraud is a crime.
- Abetting such criminal actions could result in severe consequences.
- Be on your guard for touts proffering assistance after a motor accident.
- Report all touts offering 'assistance and services' to your taxi company.

ALWAYS FOLLOW THE SIMPLE AND CLEAR GUIDELINES IN THE MOTOR CLAIMS FRAMEWORK AND YOU WILL HELP YOURSELF AND YOUR TAXI COMPANY.

KEY POINTS OF THE MOTOR CLAIMS FRAMEWORK (MCF)

**IN CASE OF ACCIDENT, YOU SHOULD...
AVOID ALL UNAUTHORISED TOW-TRUCK
OPERATIONS OR REPAIR WORKSHOPS.**

1

Exchange particulars of involved parties including

- Name,
- NRIC / FIN,
- Telephone Number,
- Address and
- Insurer.

Take note of the vehicle numbers.



Take pictures at the accident scene and submit all pictures at your authorised accident reporting centre during your reporting.



WHAT TO PHOTOGRAPH:

SCENE

Take pictures of the accident scene capturing the accident vehicles and surrounding areas.



OWN VEHICLE

Take pictures of the damages to your own vehicle capturing your license plate.



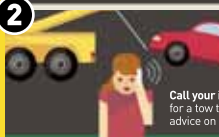
OTHER DAMAGED VEHICLE(S)

Take pictures of the damages to all other vehicles involved in the accident capturing licence plates. For multiple vehicle collision, take pictures of those with direct contact, e.g. immediate front and immediate rear vehicles.



2

Call your insurer's hotline for a tow truck or for further advice on the accident.



3

Report and bring your accident vehicle (whether damaged or not) to the approved reporting centre / authorised workshop within **24 hours** or by the **next working day**.



THE BENEFITS OF REPORTING...

By reporting the accident within the stipulated time, you not only enjoy hassle-free and quality-certified repair services as provided under the MCF, you will also avoid potentially higher costs from exaggerated claims.

REMEMBER: All accidents must be reported to your insurer within 24 hours or by the next working day with your accident vehicle, no matter how trivial or even if there is no visible damage, and irrespective of whether you are claiming from any insurers or third parties.

SHOULD YOU FAIL TO REPORT THE ACCIDENT...

You may find yourself in a position of having your claims prejudiced or declined later by insurers. There will be a breach of policy terms and conditions, where you may find that your claim prejudiced or affected.

Any non-compliance of this Policy Condition will result in a loss of your No Claims Discount upon renewal of your policy.

The Motor Claims Framework (MCF) spells out clear and common procedures for the reporting of motor accidents. Fully supported by all insurers in Singapore, the MCF provides motorists with an enhanced claims experience and helps contain claims costs for insurers.

With effect from 1 May 2011, under the subordinate courts protocol, any motorist making a third party claim shall allow the other party to conduct a pre-repair inspection before commencing any repair work on the damaged vehicle.

FREQUENTLY ASKED QUESTIONS

1 WHAT IS THE MOTOR CLAIMS FRAMEWORK?

The Motor Claims Framework (MCF) is a best practice undertaken by all motor insurers in Singapore, which provides clear and common procedures on what to do in an event of a motor accident. The MCF provides motorists with an enhanced claims experience and at the same time, helps contain claims costs for insurers.

2 HOW WILL MOTORISTS BENEFIT FROM THE MCF?

Under the MCF, insurers will assist policyholders in handling repairs to the damaged vehicle, including assisting policyholders to file claims against a Third Party, if the policyholder is not primarily liable.

Insurers will provide a comprehensive service (via their approved reporting centres or workshops) to encourage you to report your accident with your accident vehicle as well as have the repairs carried out at the approved workshops.

All motorists are required to do is to report to their insurers within 24 hours or the next working day and to bring their accident vehicle to the insurers' approved reporting centres or workshops.

3 WILL THE MCF APPLY TO ALL MOTOR POLICIES?

Yes, the MCF applies to all policies.

It will be a policy condition which all motor insurers will enforce.

4 DO I HAVE TO INFORM MY INSURER EVEN THOUGH THERE IS NO DAMAGE TO MY VEHICLE?

Yes, always report all accidents to your insurer no matter how minor the accident may be, even if there is no visible damage or even if you have made a private settlement with the other driver. This is because you cannot be fully certain that the other party will not file a claim against you later.

You may find yourself in a position of having your claim prejudiced or declined later by insurers.

5 WHAT HAPPENS IF I CHOOSE NOT TO REPORT THE ACCIDENT TO MY INSURER?

Failure to do so will affect your No Claims Discount upon renewal of your motor insurance and will prejudice your claim.

6 WILL THE NEW MEASURES THAT INSURERS ARE PROMISING ADD TO COSTS? WILL THIS TRANSLATE INTO HIGHER PREMIUMS?

The driving force behind the MCF is the enhancement of customer experience with a comprehensive service.

At the same time, it will help contain cost of claims for insurers.

Generally, premiums will not rise if the cost of claims are contained.

7 WHAT ABOUT PEOPLE WHO WANT TO SEND THEIR CARS BACK TO THEIR DEALERSHIP OR FAVOURITE MECHANIC?

Each insurance company offers different types of motor insurance policies.

Certain types of policies allow policyholders to use any workshop. Please check your motor insurance policy or with your insurance company.

8 WILL EACH INSURER HAVE A 24-HOUR HOTLINE TO PROVIDE ADVICE AND ASSISTANCE IN VIEW OF THE NEW MCF?

Yes, all insurers will have a 24-hour hotline so that you can seek proper advice even at the scene of accident.

9 IF I AM LEAVING FOR THE AIRPORT TO CATCH A FLIGHT OR OTHERWISE ENGAGED, CAN SOMEONE ELSE REPORT THE ACCIDENT ON MY BEHALF?

Under special circumstances, this would be permitted with supporting justification.

Please contact your insurer for advice and instructions.

10 IF I BRING MY ACCIDENT VEHICLE TO THE AUTHORISED REPORTING CENTRE OR WORKSHOP, HOW MUCH DO I HAVE TO PAY FOR THE INSPECTION, SURVEY AND ACCIDENT E-FILEING PROCESS?

There are no fees or charges involved in the reporting process.

11 ARE ALL MOTOR INSURERS IN SINGAPORE PART OF THE MCF?

The MCF is an industry initiative and all motor insurers in Singapore support the MCF.

新加坡普通保险协会: 车祸理赔架构



⚠️ 警戒德士司机留意事项

千万别参与 车祸理赔骗局 或协助夸大 索赔金额。

- 保险欺诈属于犯罪行为。
- 协助罪行, 后果严重。
- 事故发生后, 警惕他人诱使欺诈。
- 向德士公司报告任何诱使
欺诈行为或提供服务的人士。

始终遵守车祸理赔架构及其简明的原则,
千万别损害自身及所属的德士公司的利益。

How is Caltex petrol with Techron® different from other petrol?

All grades of Caltex petrol contain Techron®, our exclusive & patented fuel system cleaning ingredient. Techron® is based on a unique, oxygen containing compound called polyetheramine or PEA for short. PEA does a great job of cleaning your car's fuel system and because of its unique design, it does not significantly contribute to deposits in the combustion chamber. Excessive combustion chamber deposits can cause an engine to need a higher octane gasoline to avoid knock or loss in performance.



ALL CALTEX PETROL GRADES CONTAIN OUR TECHNOLOGICALLY ADVANCED, SPECIALLY FORMULATED AND PATENTED FUEL SYSTEM CLEANING INGREDIENT, TECHRON®.

Techron® serves as a detergent, similar to the cleaning process behind washing your clothes. It works molecule by molecule removing dirt and grime whilst preventing the formation of performance reducing deposits in the future.

It is proven to effectively clean vital engine parts in your car's fuel system so you and your car can perform at the maximum level.

Engines are designed to work at their best when they are clean. Modern engines, including hybrid and direct injection spark ignition technologies, are designed to work with finer tolerances and at higher temperatures. Even microscopic amounts of engine deposits can adversely affect performance.

"Techron® is based on a unique compound containing oxygen called a polyetheramine."

Dr. Richard Cherpeck, PhD
Molecular Mechanisms & Design Chemist



With inferior fuel

THE 5 BENEFITS OF CALTEX WITH TECHRON®

1 Maximum Power

In order to perform at maximum power, your engine requires unrestricted air and fuel delivery. But this can't happen when deposits have clogged your valves and port fuel injectors. They rob your engine of power through missed time combustion, fuel absorption at intake valves, and imperfect atomisation at the fuel injector.

Techron®'s unique chemistry is proven to remove and protect your engine from deposits in these critical areas.

2 Restores Fuel Economy

A clean engine ensures that your fuel to air ratio is optimised, allowing your vehicle to take advantage of the energy in your fuel. This means you go further, whilst your engine burns more efficiently.

3 Reduces Exhaust Emission

Engines are designed to run their very best when parts are kept clean. Our unique formulation minimises any contribution to harmful deposits which can cause increased emissions of hydrocarbons and carbon monoxide to our environment.

4 Delivers smooth performance

A vehicle with an efficient clean fuel system is more responsive than a car that is choked up with deposits. This gives you a smoother ride and enhanced drivability.

5 Enhances reliability

A cleaner engine means you can trust your car to perform reliably every day by ensuring optimum combustion and enhancing drivability.



With Techron®

PROVEN SCIENCE – TECHRON®

Techron® is an additive technology that works to get the most out of your engine. Our patented fuel additive technology is trusted by motorists, mechanics and auto manufacturers the world over.

With over 30 years of robust research and development, our formulation is special because of its polyetheramine component which has been scientifically proven to prevent grimy deposits. This additive is designed to surround and lift off deposits, and then stick to the clean surfaces to ensure no more deposits can form.

The result is a cleaner engine, higher performance, restored fuel economy and lower emissions - proof that Techron® works effectively at keeping both modern and older engines clean.

Here's how Caltex Diesel with Techron® D can enhance the performance of your diesel engine in four proven ways.



CLEAN TEST

(Diesel Engine Injector Nozzle Coking Test - CEC F-23-01)

Test CEC F-23-01 is a laboratory protocol designed to measure the effectiveness of a fuel at preventing deposits from forming in fuel injectors.

To demonstrate the cleaning power of Techron D, a quantity of diesel fuel is split into two samples. One sample is dosed with the required quantity of Techron D. Both samples are tested using clean fuel injectors at the start of the test.

After 10 hours of cyclical operation, the injectors are removed from the engine and flow tested to measure how effective the fuel has been at preventing injector fouling.

Tests conducted at an ISO9001 accredited laboratory in 2008 showed that the injectors running on diesel with Techron D were 68% cleaner than those running on diesel without Techron D. Deposits can upset the injector spray pattern and hinder the fuel-air mixing process. This can result in decreased fuel economy and increased emissions.



Cleaner Injectors = **BETTER FUEL ECONOMY**



POWER TEST

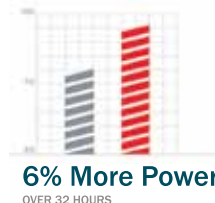
(DW10 Diesel Fuel Injector Fouling Test - CEC F-98-08)

Diesel fuel injectors have always been prone to injector choking. However, the potential for negative impact on engine performance, emissions and fuel consumption is increasing as injector designs become progressively more sophisticated. The latest Euro 5 type injectors fitted to the Peugeot DW10 2.0 litre common-rail engine have 6 injector holes that are 110 microns in size, about the width of two human hairs.

Test CEC F-98-08 is a laboratory protocol designed to test how well an additive can keep fuel injectors free of performance robbing deposits. The level of injector deposit build-up is measured indirectly through engine power loss. The CEC F-98-08 test sequence is very rigorous and includes 32 hours of high load engine operation.

To demonstrate the cleaning power of Techron D, a quantity of diesel fuel is split into two samples. One sample is dosed with the required quantity of Techron D. Both samples are tested using new fuel injectors at the start of the test. During the course of the test, injector deposits build-up and the power generated by the engine is reduced.

Tests conducted at an ISO9001 accredited laboratory in 2008 showed that Techron D was able to protect against injector deposits which rob engines of power. At the end of the CEC F-98-08 test sequence, diesel with Techron D produced 6% more power than diesel containing no Techron D.



Cleaner Injectors = **MORE POWER**

Tests were conducted in an ISO9001 accredited laboratory.

Legend

■ Diesel

■ Diesel with Techron D



CORROSION TEST

(Corrosion Test ASTM D665)

Test ASTM D665 is a standard laboratory test that can demonstrate how well an additive protects metal surfaces from corrosion.

To create accelerated conditions for corrosion, 30ml of water is added to 300ml of diesel and heated to 60°C and continually stirred for 4 hours. The test is run in duplicate with the same diesel in each replicate, except one containing the required amount of Techron D.

When the rods were removed for inspection, the sample in the diesel without Techron D had visible rust spots and the rod that was in the diesel with Techron D remained rust free. Techron D contains powerful corrosion inhibitors that protect the metal surfaces by forming a protective barrier from corrosive agents.



Zero Rust

Less Corrosion = **MORE RELIABILITY**



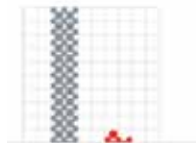
FOAM TEST

(Foam Test NF-N07-075)

NF-N07-075 is a laboratory test designed to measure diesel foaming, including the maximum foam height and how quickly the foam collapses.

The same diesel is measured into two containers and Techron D is added to one. 100ml of diesel is injected into a 250ml measuring cylinder under a constant pressure of 400mbar. The maximum foam height is recorded, as well as the time taken for the foam to collapse.

The diesel with Techron D produced 95% less foam and a faster collapse time than the diesel that did not contain Techron D. This results in a cleaner, faster filling experience for our customers.



95% Less Foam

Less Foam = **CLEANER FASTER FILL**

Join **Cabbie 21** and stack up more savings

Welcome to Cabbie 21, Caltex's exclusive programme of benefits for cab drivers. With Cabbie 21 loyalty programme, it makes topping up your engine more rewarding and affordable.

欢迎加入成为 Cabbie 21 会员，这是献给德士司机朋友的独家优惠计划。Cabbie 21 忠诚计划让您每次添油感觉更具价值和实惠。

- Enjoy 17% discount on diesel or 11% discount on petrol (Payment by cash or NETS only).
享有 17% 的柴油折扣或 11% 的汽油折扣 (只限现金或 NETS 付款)。
- Enjoy 3% CPF Medisave contribution with a minimum \$350 nett fuel spend per month.
享有 3% 的公积金保健储蓄加额存款 (每月最低燃油净额须为 \$350)。
- Earn Thanks! points on your fuel purchases so you can collect points faster for gifts and rewards in the Caltex Thanks! loyalty programme (for Thanks! members).
添购燃油时可赚取 Thanks! 积分，并在 Caltex Thanks! 忠诚计划中更快累计积分以换取礼品。
- Exclusive Cabbie 21 promotions and offers.
Cabbie 21 独家促销及优惠。

So fill in the application form today for **free membership** and start saving more!
今天就填妥申请表格，免费成为会员，让您节省更多。

For more information, call the Caltex Customer Hotline at 1-800 333 0222 (Mon-Fri 9am-5pm, excluding Public Holidays).

The promotion mechanics and these conditions may be amended or supplemented by Caltex from time to time and such changes shall take effect without prior notification or be subject to the consent of the customer. Cabbie 21 terms and conditions apply. For details, please visit www.caltex.com.sg.

Caltex 有权不时更改或弥补促销商品及条款而不预先通知，且即刻生效而无需经过客户同意。Caltex Cabbie 21 卡的相关条款及细则于此适用。欲知详情，请上 www.caltex.com.sg。

Free thermal flask for Cabbie 21 members

From 1 March to 30 June 2013,
in addition to the fuel discount,
every \$35 fuel purchase earns you a
stamp. Simply accumulate 30 stamps
to redeem a 750ml thermal flask!



Cabbie 21

ENJOY THE JOURNEY  CALTEX

Terms and conditions

• Caltex Cabbie 21's Spend and Redeem Promotion ("Promotion") is offered by Chevron Singapore Pte. Ltd. ("Chevron") to all Cabbie 21 program members ("Members"). • To be eligible for the Promotion, Members will have to collect 30 stamps on their receipts (1 stamp for minimum \$35 gross spend on fuel) between 1 March to 30 June ("Promotion Period") to redeem one free 750ml Stainless Steel Thermal Flask ("Gift"). • Only receipts showing fuel transactions made during the Promotion Period with Cabbie 21 fuel discount are eligible to make redemptions ("Eligible Receipts"). • To make redemption at any Caltex service station in Singapore from 15 April to 15 July 2013, the Member needs to present a valid Cabbie 21 card and the Eligible Receipts. • Multiple redemptions of Gift per Member is allowed. No combination of receipts amongst different Members allowed. • The Gift is available on a while stocks last basis at each Caltex service station. There will be no transfer of Gifts between stations and no request for reservation will be entertained. • These terms and conditions are subject to change in Chevron's sole discretion. Chevron reserves the right to change the Gift, the promotion mechanics or cancel the Promotion entirely at any time without any liability or prior notice. • By participating in the Promotion, the Member irrevocably and unconditionally grant to Chevron all consents and waivers necessary for his/her name, likeness and particulars to be used for publicity, marketing and advertising purposes worldwide without limitation in any manner whatsoever and in any part of the world as Chevron shall in its sole discretion deem fit.

ENJOY THE JOURNEY  CALTEX

Caltex Service Stations in Singapore



List of service stations correct at time of printing

- Station with Old Chang Kee outlet
- Station with 5-star Refreshrooms
- Station with manual car wash services

1. **Caltex Alexandra**
360 Alexandra Road
Singapore 159951
Tel: 6475 3380

2. **Caltex Aljunied**
66 Aljunied Road
Singapore 389821
Tel: 6844 0509

3. **Caltex Ang Mo Kio Ave 3**
3551 Ang Mo Kio Ave 3
Singapore 569927
Tel: 6481 4333

4. **Caltex Balestier**
542 Balestier Road
Singapore 329864
Tel: 6255 2873

5. **Caltex Beach Road**
4870 Beach Road
Singapore 199586
Tel: 6392 5609

6. **Caltex Binjai Park**
836 Dunearn Road
Singapore 589457
Tel: 6466 2407

7. **Caltex 319 Braddell**
319 Braddell Road
Singapore 579707
Tel: 6353 8419

8. **Caltex Bukit Batok**
50 Bukit Batok East Ave 3
Singapore 659879
Tel: 6560 5356

9. **Caltex Changi**
78 Changi Road
Singapore 419714
Tel: 6344 6595

10. **Caltex Clementi**
126 Clementi Ave 2
Singapore 129930
Tel: 6776 7178

11. **Caltex Dunearn**
130 Dunearn Road
Singapore 309436
Tel: 6256 9525

12. **Caltex East Coast**
355 East Coast Road
Singapore 428972
Tel: 6342 2378

13. **Caltex Frankel Ave**
71 Frankel Avenue
Singapore 458200
Tel: 6245 0807

14. **Caltex Holland**
297 Holland Road
Singapore 278629
Tel: 6465 2091

15. **Caltex Jalan Ahmad Ibrahim**
400 Jalan Ahmad Ibrahim
Singapore 629153
Tel: 6265 1200

16. **Caltex Jalan Bukit Merah**
3781 Jalan Bukit Merah
Singapore 159463
Tel: 6276 1800

17. **Caltex Jalan Buroh**
210 Jalan Buroh
Singapore 609831
Tel: 6318 5488

18. **Caltex Jurong West**
21 Jurong West Street 93
Singapore 648964
Tel: 6793 0880

19. **Caltex Lorong Chuan**
277 Lorong Chuan Road
Singapore 556771
Tel: 6285 7672

20. **Caltex 68 MacPherson**
68 MacPherson Road
Singapore 348473
Tel: 6742 0091

21. **Caltex 465 MacPherson**
465 MacPherson Road
Singapore 368183
Tel: 6289 8161

22. **Caltex Paya Lebar**
128 Paya Lebar Road
Singapore 409013
Tel: 6749 8969

23. **Caltex Sembawang**
62 Sembawang Road
Singapore 779089
Tel: 6452 1511

24. **Caltex Serangoon Ave**
559 Upper Serangoon Road
Singapore 534561
Tel: 6487 6113

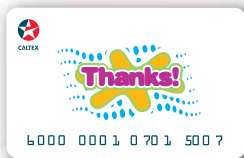
25. **Caltex Tampines**
1 Tampines Ave 8
Singapore 529707
Tel: 6260 1780

26. **Caltex Tanjong Katong**
265 Tanjong Katong Road
Singapore 437052
Tel: 6345 8260

27. **Caltex Upper Serangoon**
818 Upper Serangoon Road
Singapore 534677
Tel: 6288 2284

28. **Caltex Upper Thomson**
555 Upper Thomson Road
Singapore 574417
Tel: 6455 1786

29. **Caltex Whitley**
236 Whitley Road
Singapore 297826
Tel: 6252 2568



**Join the Thanks! programme
and earn Thanks! points when you
pump at Caltex service stations**



**\$1 off Star Mart
purchases**
40PTS



**\$1 off
Caltex fuel**
40PTS



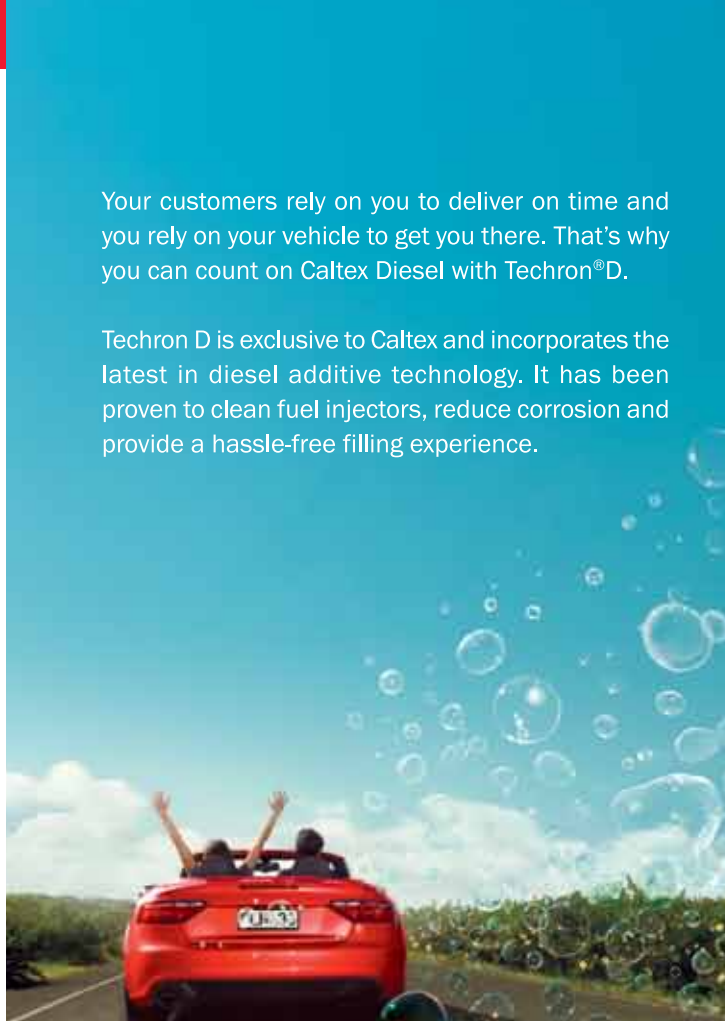
**Caltex Car Wash
voucher**
220PTS

- Every 1 litre of Caltex fuel purchased earns you 1 Thanks! point
- Reduce your motoring costs by redeeming Caltex fuel, Car Wash and Star Mart products
- Start redeeming with as low as 40 Thanks! points with no cap on points accumulated
- Redeem your favourite Thanks! reward instantly at service stations
- Get more value with exciting Star Mart offers every month
- Check accumulated points and their applicable 3-year validity period easily on your Thanks! receipt

Caltex Thanks! Cardholders' terms and conditions apply.
For more details, please visit www.caltex.com.sg.

Your customers rely on you to deliver on time and you rely on your vehicle to get you there. That's why you can count on Caltex Diesel with Techron®D.

TECHRON D is exclusive to Caltex and incorporates the latest in diesel additive technology. It has been proven to clean fuel injectors, reduce corrosion and provide a hassle-free filling experience.



Safer Roads Singapore

Every Life Matters

