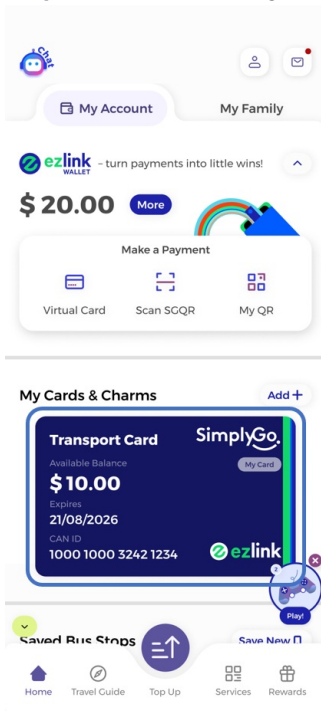


SimplyGo App User Guide

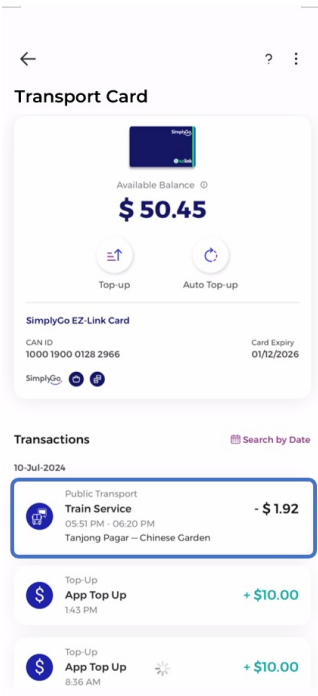
Submitting a transit claim

30/07/2024 3:49 pm +08

Step 1: Select the card you wish to submit a claim for

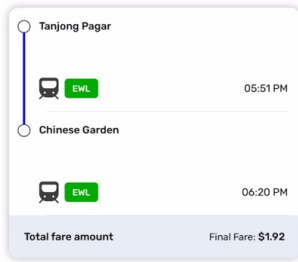


Step 2: Tap the affected transaction



Step 3: Tap "File a claim for overcharged fare"

10 Jul 2024



Were you charged wrongly?

File a claim for overcharged fare

Step 4: Enter your transit details

Transit Fare Related Claim

Incident Time

5:51 PM

Mode of Transport

Bus Train

Boarding Station

Tanjong Pagar (EW15)

Alighting Station

Chinese Garden (EW25)

Other details (Optional /199 characters)

Is there anything else you'd like to tell us about the trip?

Testing.

Submit

Step 5: Enter your contact details

Your Details

Please confirm your details below before proceeding.

Name

Contact Number

Email

Next

Step 6: Tap "Submit"

Mode of refund

Refund to Card

Refund, if any, will be processed and credited into your SimplyGo EZ-Link Card account after 10 working days.

Submit

And you're done!

We've received your claim!

Date:
09-Jul-2024

Ref:
777046401146



SimplyGo reserves the right to approve claim requests based on the veracity of the information provided and card usage behaviour.

Back to Services