SimplyGo App User Guide

Submitting a transit claim

29/08/2025 9:54 am +08

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



Step 2: Tap the affected transaction

\leftarrow			?:
Trans	sport Card	I	
	Availat \$!	900025 9=666 01e Balance © 50.45	
	E↑ Top-up	C) Auto Top-	up
Simply CAN ID 1000 19 SimplyGe	Co EZ-Link Card 100 0128 2966 2 😰 😭		Card Expiry 01/12/2026
Transac	tions		View all
6	Public Transport Train Service 05:51 PM - 06:20 P Tanjong Pagar — C	M hinese Garden	- \$ 1.92
\$	Тор-Uр Арр Тор Uр 1:43 РМ		+ \$10.00
\$	Top-Up App Top Up 8:36 AM	$\hat{\boldsymbol{z}}_{i}^{l_{i_{i_{i_{i_{i_{i_{i_{i_{i_{i_{i_{i_{i_$	+ \$10.00

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

(You can now also submit claims for "Pending" transactions)

) Tanjong Pagar	
	05:51 PM
Chinese Garden	
	06:20 PM
Total fare amount	Final Fare: \$1.92
Were you charg	jed wrongly?
File a claim for ov	ercharged fare

Step 4: Enter your transit details

5:51 PM	٢
Mode of Transport	
🔵 Bus 🔘 Train	
Boarding Station	
Tanjong Pagar (EW15)	~
Alighting Station	
Chinese Garden (EW25)	~
Other details (Optional /199 charac Is there anything else you'd like to tell u	ters) us about the trip?
Testing.	

Step 5: Check your contact details

Your Details

Please confirm your details below before proce	eding.
Name	
Contact Number	
Email	
Next	

Step 6: Tap "Submit"

Mo	ode of refund	
۲	Refund to Card	
	Any refund will be processed and credited to your SimplyGo EZ-Link Card account after 5 working days once fares are finalised.	
	Transport Card (1234)	
	Submit)

And you're done!

