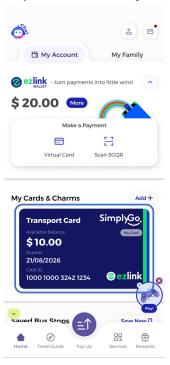
SimplyGo App User Guide

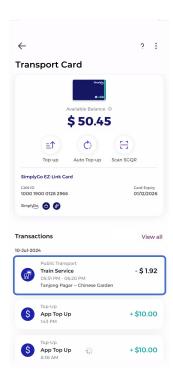
Submitting a transit claim

27/10/2025 10:42 am +08

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



Step 2: Tap the affected transaction

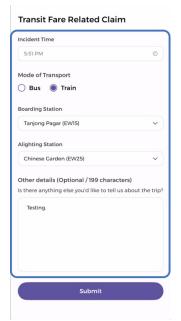


Step 3: Tap "File a claim for overcharged fare"

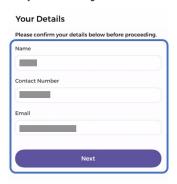
(You can now also submit claims for "Pending" transactions)



Step 4: Enter your transit details



Step 5: Check your contact details



Step 6: Tap "Submit"



And you're done!

