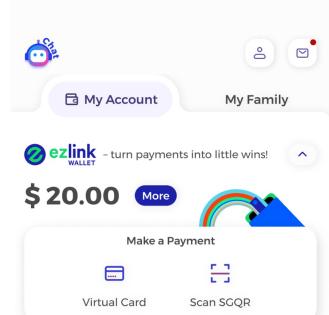


SimplyGo App User Guide

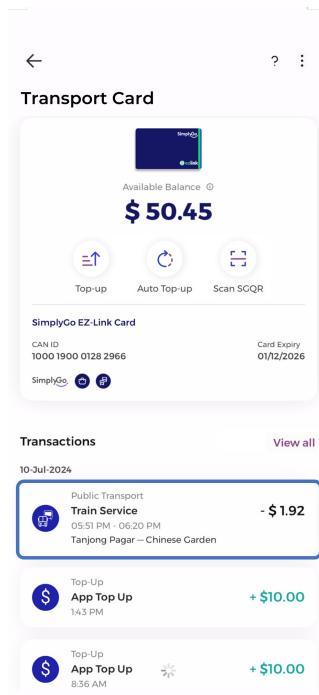
Submitting a transit claim

10/02/2026 8:11 am +08

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



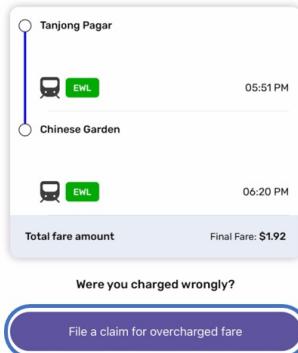
Step 2: Tap the affected transaction



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

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

10 Jul 2024



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: Check your contact details

Your Details

Please confirm your details below before proceeding.

Name	<input type="text"/>
Contact Number	<input type="text"/>
Email	<input type="text"/>

Next

Step 6: Tap "Submit"

Mode of refund

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!



Claim Filed!

CLAIM SUBMITTED ON REF
28-Oct-2024 888057505834

SimplyGo reserves the right to approve claims based on the truthfulness of the information provided and card usage.

Back to Services