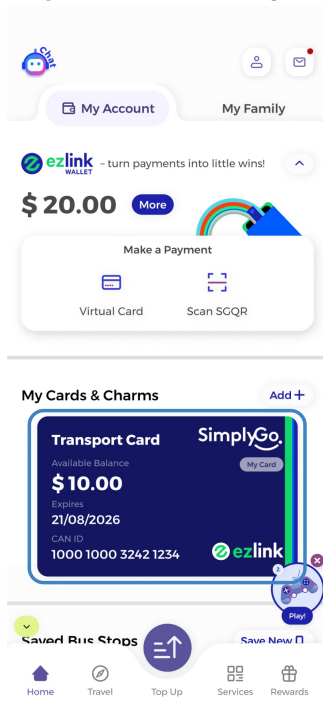


# SimplyGo App User Guide

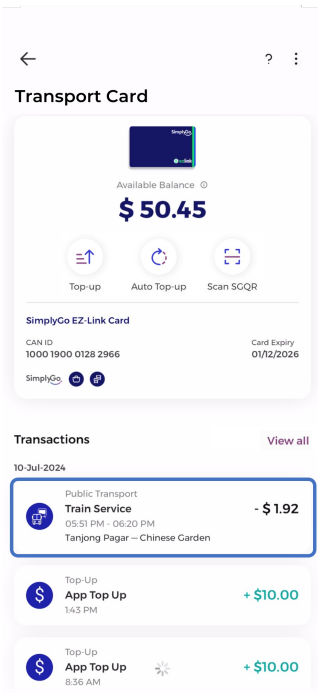
## Submitting a transit claim

10/02/2026 8:11 am +08

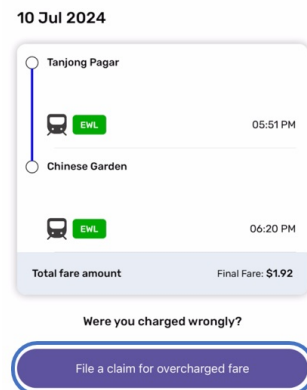
### Step 1: Select the card you wish to submit a claim for



### Step 2: Tap the affected transaction



**Step 3: Tap "File a claim for overcharged fare"**  
(You can now also submit claims for "Pending" transactions)



**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

Contact Number

Email

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