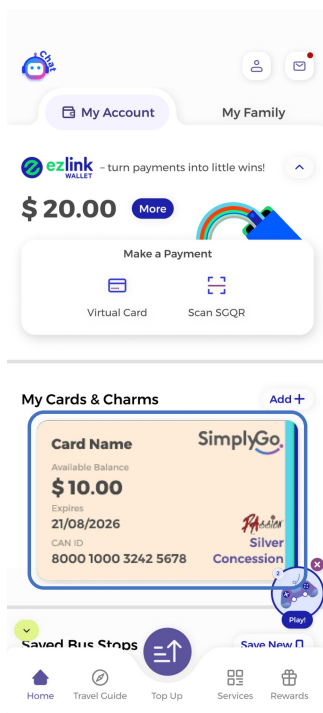


SimplyGo App User Guide

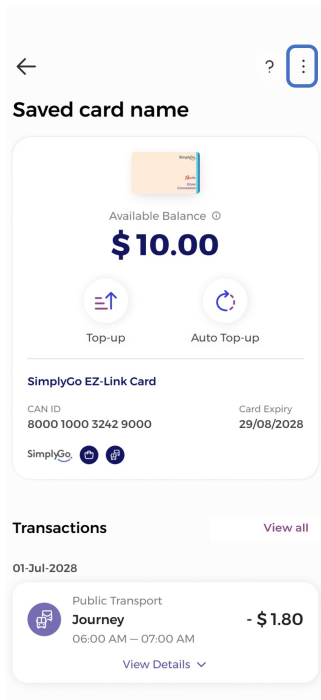
Blocking your card

06/05/2025 4:32 pm +08

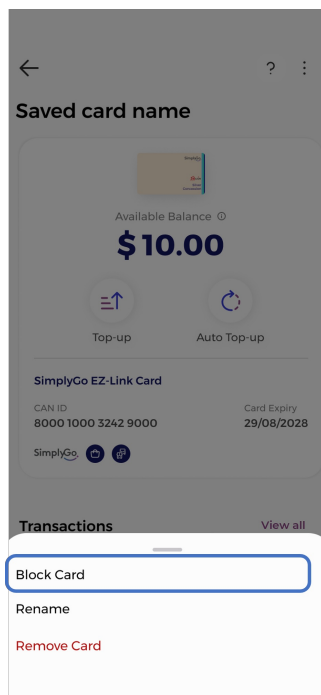
Step 1: Select the card you wish to block



Step 2: Tap the three dots at the top right



Step 3: Tap "Block Card"



Step 4: Select the card you wish to refund the remaining balance of your block card to or nominate a bank account





Card Blocking

The chosen card with CAN ID 8000 1000 3242 9000 will be blocked. You can choose to refund the remaining balance to a nominated bank account or another account-based card.

Please nominate an account-based card or bank account to receive your refund.

Your refund will include your card balance and pro-rated monthly concession pass value (if any).

 SimplyGo EZ-Link Card
1000 0000 0000 1234 

Nominate Bank Account

Confirm

And you're done!



Processing your Card Block & Refund

You have successfully blocked your card with CAN ID 8000 1000 3242 9000. The balance amount will be refunded to your nominated account-based card with CAN ID 1000 0000 0000 1234 in a few days.

You may replace your cards at any Concession Card Replacement Office [here](#).

Done