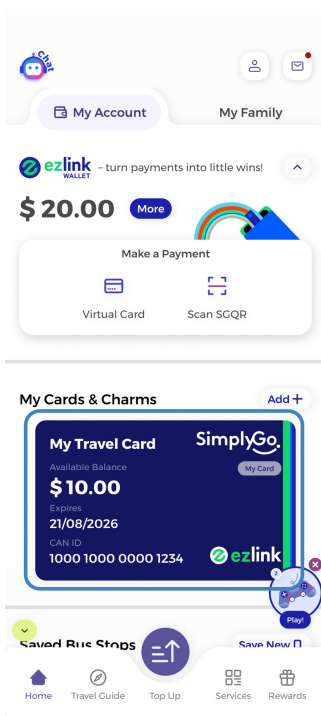


SimplyGo App User Guide

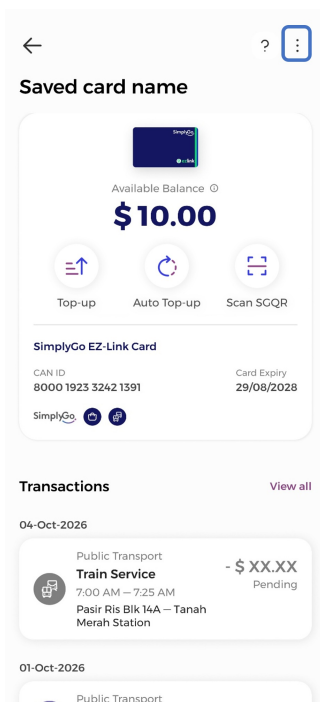
Blocking your card

28/11/2025 7:58 am +08

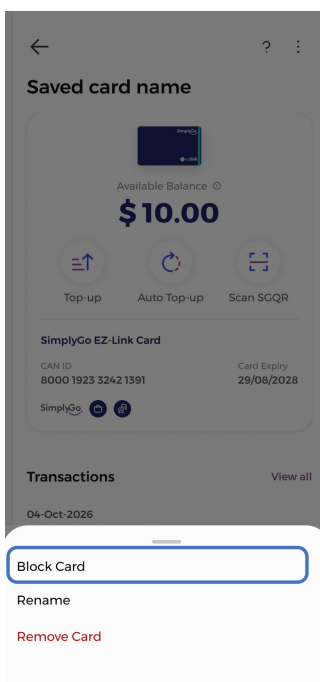
Step 1: Select the card you wish to block



Step 2: Tap the three dots at the top right

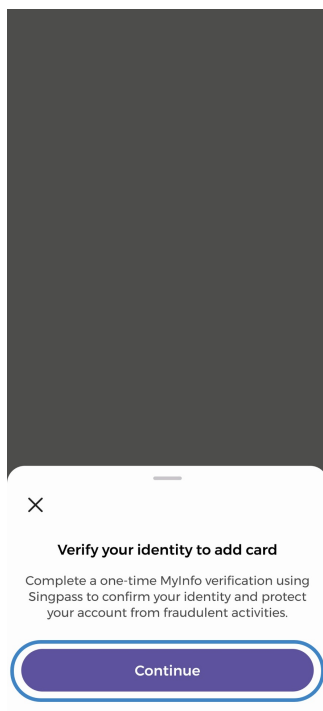


Step 3: Tap "Block Card"

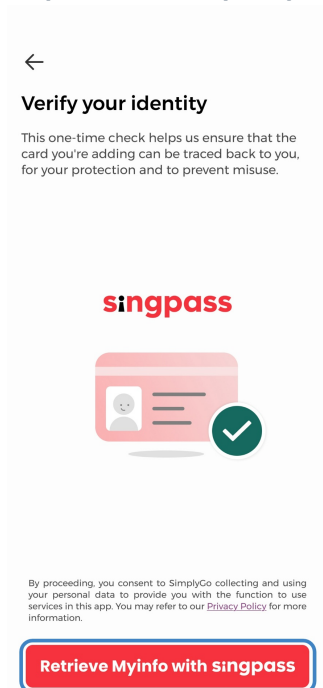


If you have not completed a one-time Singpass MyInfo identity verification on the SimplyGo app, you will need to do so at this stage. If you have, please skip to **Step 7**.

Step 4: Tap "Continue" to verify your identity



Step 5: Follow the prompts to verify your identity



Step 6: Tap "Confirm" to proceed

←

?

Data retrieved from Myinfo

NAME (AS IN NRIC)
Andy Lau

NRIC/FIN
S9012345A

DATE OF BIRTH
1990-01-10

NATIONALITY
Singaporean

SEX/GENDER
Male

ADDRESS
APT BLK 123, MY STREET ADDRESS,
#10-10, SINGAPORE 100100

Confirm

Step 7: Select the option you wish to refund the remaining balance to

←

Card Blocking & Refund

You have selected to block this card

CAN ID
1000 0000 0000 1234

CARD NAME
My Travel Card

Your Refund Details

Select Refund to

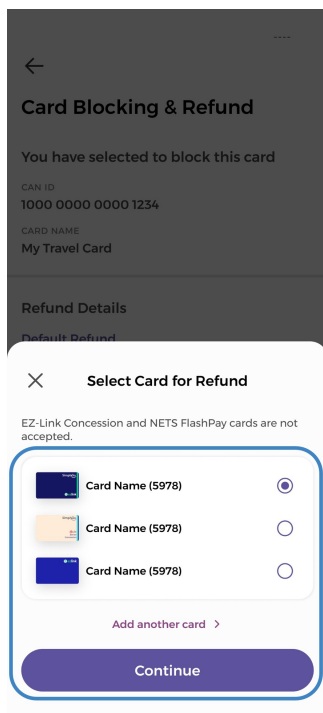
Please select refund option

Other Bank Account

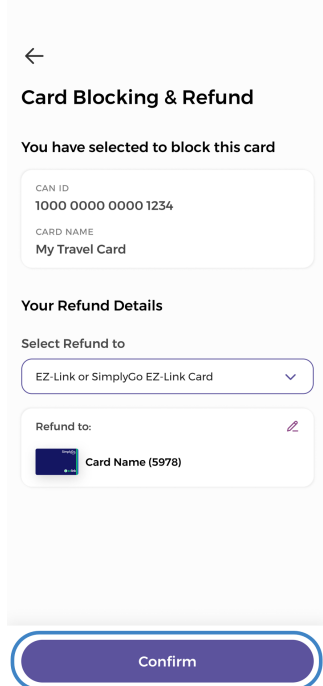
EZ-Link or SimplyGo EZ-Link Card

Confirm

Step 8: If you opted for the remaining balance to be refunded to a card, please select your card for the refund



Step 9: Tap "Confirm" to proceed



Step 10: Tap "Proceed"



Proceed to Block Card?

By proceeding, your card (ending 1234) will be terminated.

If you hold a co-brand bank card or PAssion card, please contact the card issuer (Bank or the People's Association) to request a replacement.

[Card Blocking Terms & Conditions](#)

Proceed

And you're done!



Processing your Card Blocking & Refund Request

CAN ID
1000 0000 0000 1234

This card has been successfully blocked and the refund will take within 6 working days.

Your Refund Details

CAN ID	1000 1111 000 5978
Card Name	My Travel Card

Done