

# **Blocking your card**

23/07/2025 4:12 pm +08

### Step 1: Select the card you wish to block



Step 2: Tap the three dots at the top right

$\leftarrow$	? :	
My Travel Card	0	
Simples Ønstek		
Available Balance (0)		
\$10.00		
≡ <b>1</b>	0	
Top-up Aut	о Тор-ир	
SimplyGo EZ-Link Card		
CAN ID	Card Expiry	
SimplyGo. 😁 🚱		
Transactions	茴 Search by Date	
DD-Mmm-YYYY		
Public Transport Journey HH:MM XM – HH:MM XM View Details ~	- \$ XX.XX	
Transaction Type Merchant Name	- \$ XX.XX	

## Step 3: Tap "Block Card"

$\leftarrow$	? :
My Travel Card	
	inet (S)
Available Ba	lance 0
\$10.00	
≡Ţ	Ó
Тор-ир	Auto Top-up
SimplyGo EZ-Link Card	
CAN ID 1000 0000 0000 1234	Card Expiry <b>21/08/2026</b>
SimplyGo. 😁 🔮	
Transactions	View all
DD-Mmm-YYYY	
Block Card	
Rename	
Remove 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

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Verify your identity to add card	
Complete a one-time MyInfo verification using Singpass to confirm your identity and protect your account from fraudulent activities.	
Continue	

## Step 5: Follow the prompts to verify your identity



Step 6: Tap "Confirm" to proceed



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

$\leftarrow$
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

$\leftarrow$
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
EZ-Link or SimplyGo EZ-Link Card
Refund to:
Card Name (5978)
Confirm

Step 10: Tap "Proceed"

