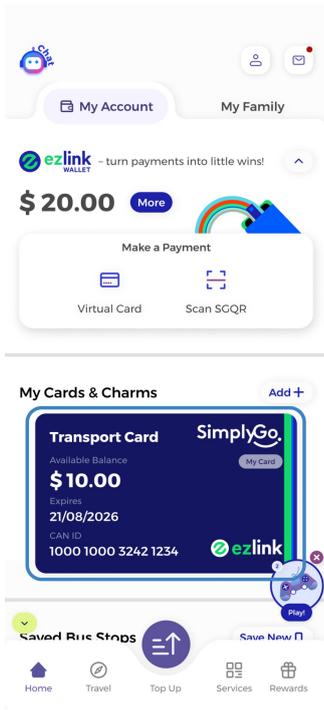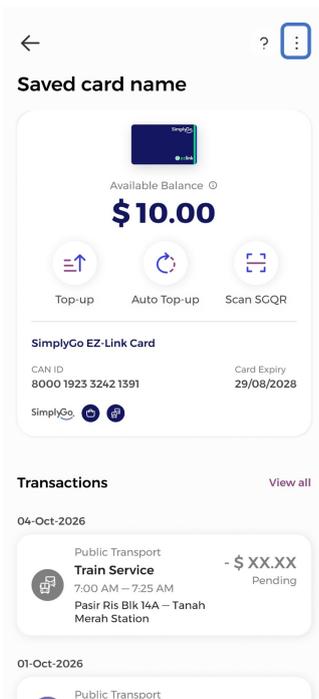# Blocking your card
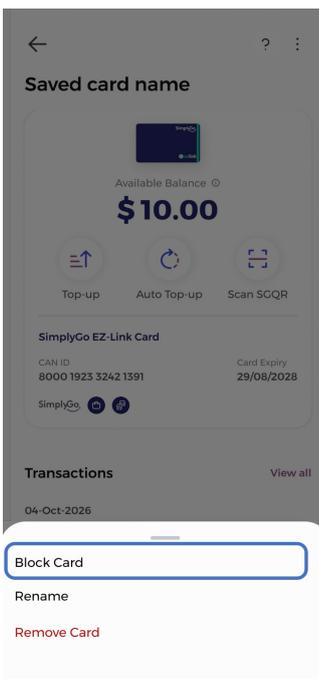
10/02/2026 8:07 am +08

Step 1: Select the card you wish to block

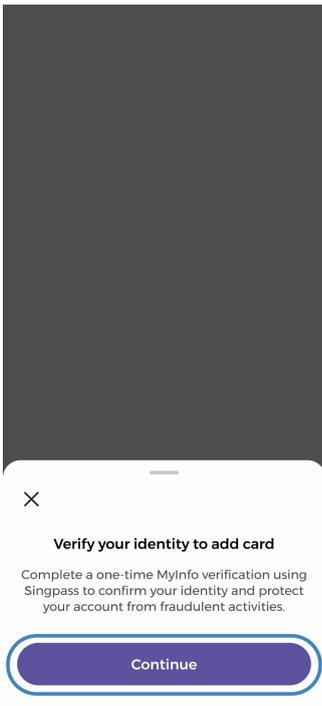
Step 2: Tap the three dots at the top right
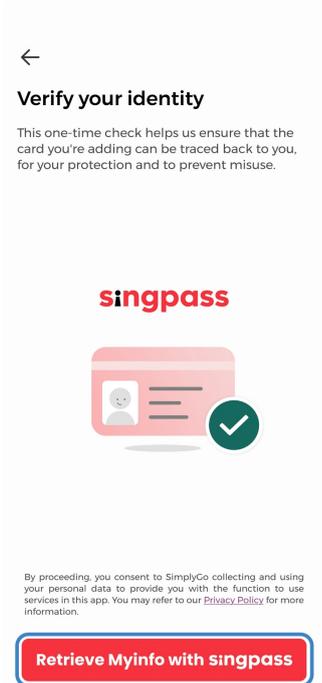
Step 3: Tap "Block Card"

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

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

Verify your identity

This one-time check helps us ensure that the card you're adding can be traced back to you, for your protection and to prevent misuse.

singpass

By proceeding, you consent to SimplyGo collecting and using your personal data to provide you with the function to use services in this app. You may refer to our Privacy Policy for more information.

Retrieve Myinfo with singpass

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

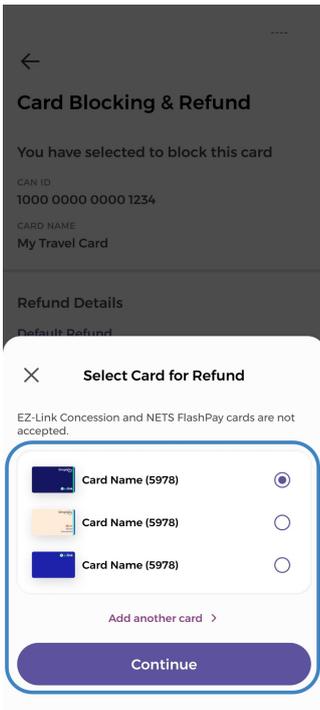**Your Refund Details**

Select Refund to

Please select refund option ⌄
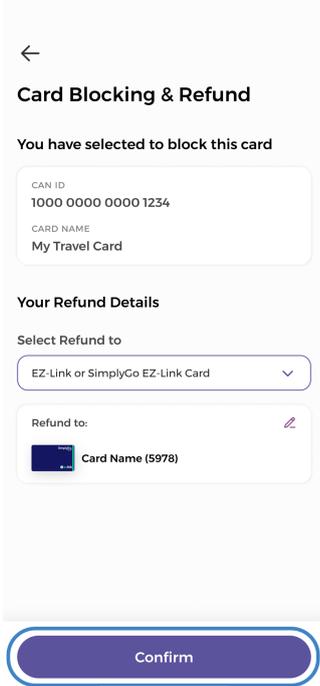
Other Bank Account

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

←

Card Blocking & Refund

You have selected to block this card

CAN ID
1000 0000 0000 1234

CARD NAME
My Travel Card

Refund Details
Default Refund

✕   **Select Card for Refund**

EZ-Link Concession and NETS FlashPay cards are not accepted.

Card Name (5978)   ⦿

Card Name (5978)   ◯

Card Name (5978)   ◯

Add another card ›

Continue

Step 9: Tap "Confirm" to proceed

←

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"

←

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]