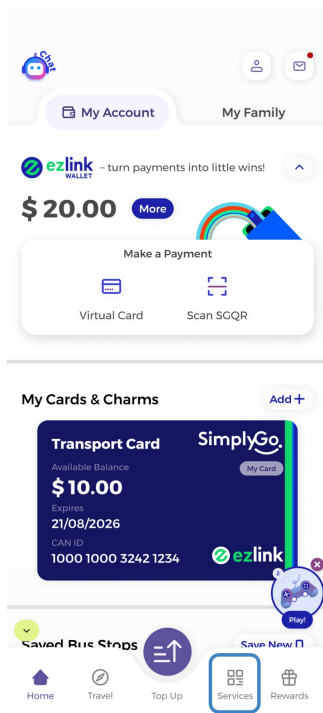


# SimplyGo App User Guide

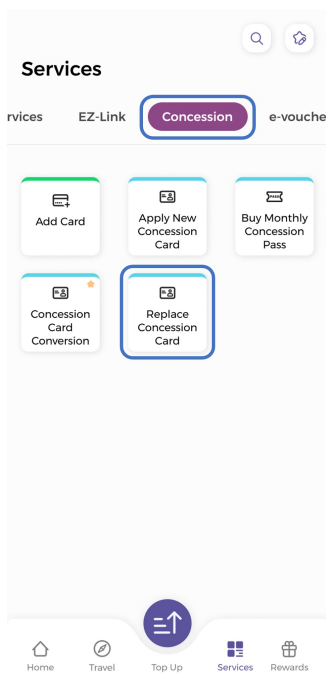
## Concession card replacement

10/02/2026 8:11 am +08

### Step 1: Tap "Services"



### Step 2: Under the "Concession" tab, tap "Replace Concession Card"



**Step 3: Check your details and tap "Continue" to proceed**

A screenshot of a mobile application's 'Replace Lost Concession Card' screen. At the top left is a back arrow. The title is 'Replace Lost Concession Card'. Below it is the label 'Concession Card Type' followed by a text input field containing 'PAssion Silver Concession Card' (highlighted with a blue border). Below this is the label 'NRIC Number' followed by a text input field containing 'S1234567B'. Below that is the label 'Date of Birth' followed by a text input field containing '30-03-2004'. At the bottom is a large blue rounded button labeled 'Continue'.