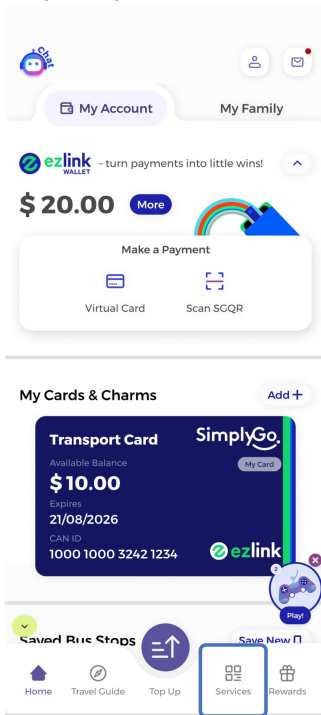


SimplyGo App User Guide

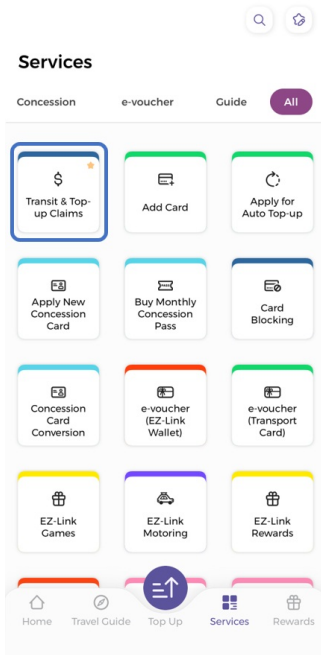
Submitting a top-up claim

23/04/2025 6:55 pm +08

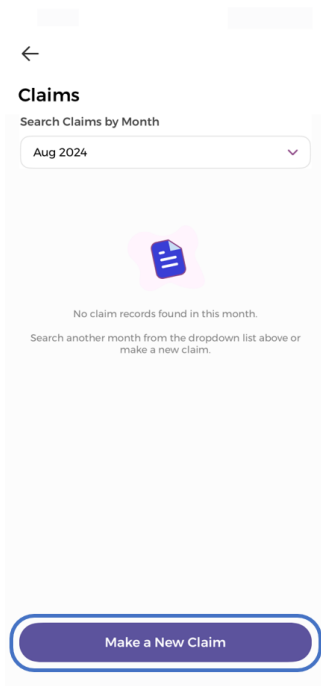
Step 1: Tap "Services"



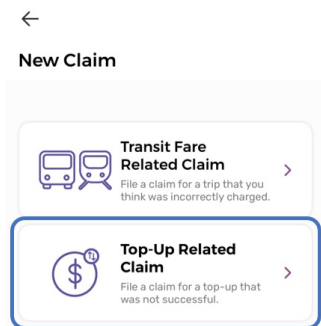
Step 2: Tap "Transit & Top-up Claims" (under "Card Services")



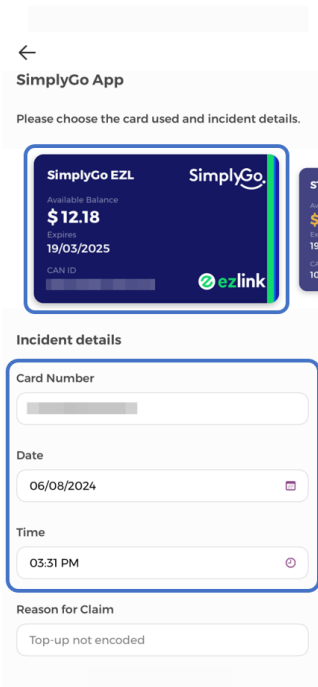
Step 3: Tap "Make a New Claim"



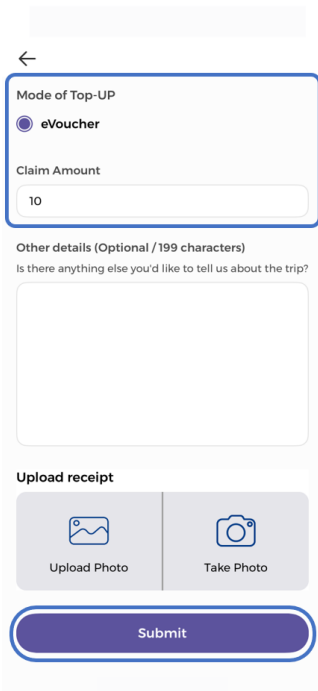
Step 4: Tap "Top-Up Related Claim"



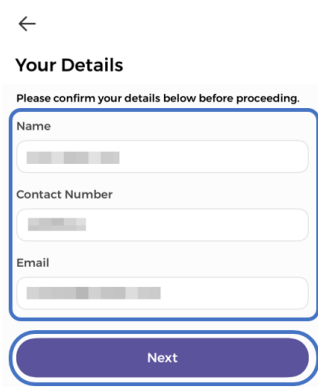
Step 5: Enter/verify your details



Step 6: Select "eVoucher" and tap "Submit"



Step 7: Verify your contact details and tap "Next"



Step 8: Tap "Submit"



Mode of refund

Refund to Card

Refund, if any, will be processed and credited into your SimplyGo EZ-Link Card account after 10 working days.

Submit

And you're done!

We've received your claim!

Date:

06-Aug-2024

Ref:

888049204014



SimplyGo reserves the right to approve claim requests based on the veracity of the information provided and card usage behaviour.

Back to Services