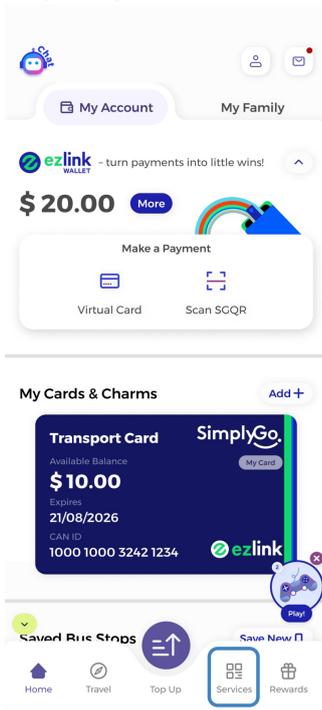


SimplyGo App User Guide

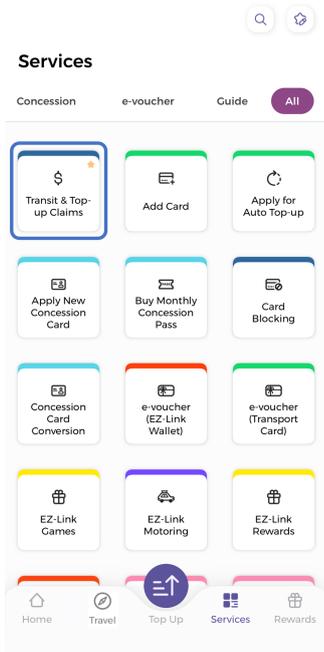
Submitting a top-up claim

10/02/2026 8:11 am +08

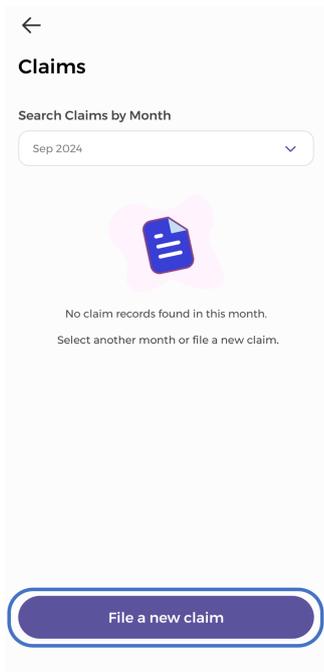
Step 1: Tap "Services"



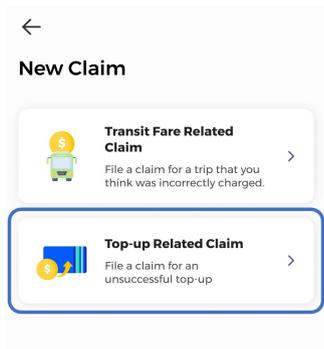
Step 2: Tap "Transit & Top-up Claims" (under "Card Services")



Step 3: Tap "File a new claim"



Step 4: Tap "Top-Up Related Claim"



Step 5: Select either of the options

←

Top-up Related Claim

Select the relevant top-up channel.


E-voucher Top-up from SimplyGo App >


Ticketing Service Kiosk / SimplyGo Ticket Office >

Step 6: Select your card and fill in the respective fields

←

Ticketing Service Kiosk / SimplyGo Ticket Office

Select the travel card used and provide the incident details.

Card Name _____

Card No. **** * 9000 **VISA**

Incident details

Card Number

1000930209489000

Date

dd/mm/yyyy 

Time

--:--:-- 

Reason for Claim

Step 7: Tap "Submit"

Mode of refund

Refund to Card

Any refund will be processed and credited to your SimplyGo EZ-Link Card account after 5 working days once fares are finalised.


Transport Card (1234)

Submit

And you're done!



Claim Filed!

CLAIM SUBMITTED ON	REF
28-Oct-2024	888057505834

SimplyGo reserves the right to approve claims based on the truthfulness of the information provided and card usage.

[Back to Services](#)