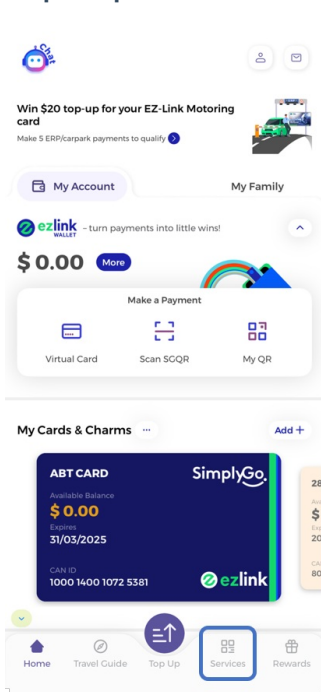


SimplyGo App User Guide

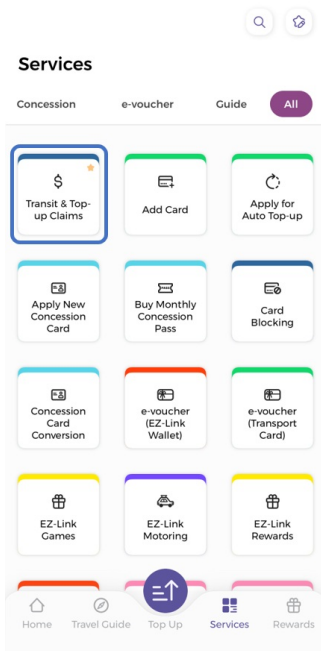
Submitting a top-up claim

07/08/2024 11:00 am +08

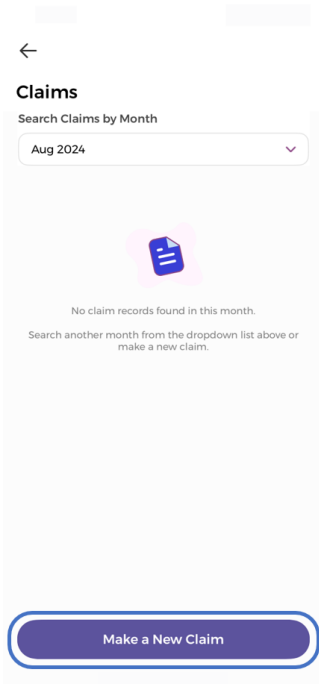
Step 1: Tap "Services"



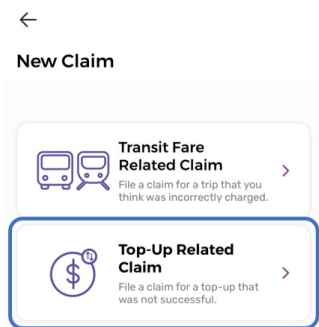
Step 2: Tap "Transit & Top-up Claims" (under "Card Services")



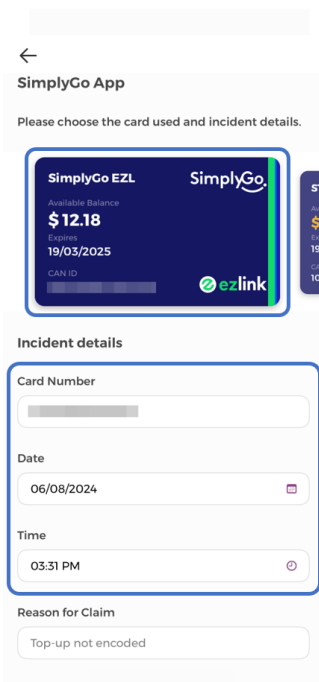
Step 3: Tap "Make a New Claim"



Step 4: Tap "Top-Up Related Claim"



Step 5: Enter/verify your details



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

A screenshot of a mobile application form. At the top left is a back arrow. Below it is a rounded rectangle containing the text "Mode of Top-UP" with a radio button selected next to "eVoucher". Below that is a "Claim Amount" field with the number "10" entered. Underneath is a text area for "Other details (Optional / 199 characters)" with the question "Is there anything else you'd like to tell us about the trip?". Below the text area is an "Upload receipt" section with two buttons: "Upload Photo" (with a photo icon) and "Take Photo" (with a camera icon). At the bottom of the form is a large blue rounded button labeled "Submit".

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

A screenshot of a mobile application form. At the top left is a back arrow. Below it is the title "Your Details" and the instruction "Please confirm your details below before proceeding.". There are three input fields: "Name", "Contact Number", and "Email", each containing a greyed-out placeholder. At the bottom of the form is a large blue rounded button labeled "Next".

Step 8: Tap "Submit"

A screenshot of a mobile application form. At the top left is a back arrow. Below it is the title "Mode of refund" and a radio button selected next to "Refund to Card". Below that is a small text block: "Refund, if any, will be processed and credited into your SimplyGo EZ-Link Card account after 10 working days.". At the bottom of the form is a large blue rounded button labeled "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](#)