SimplyGo App User Guide

Submitting a top-up claim

29/08/2025 9:55 am +08

Step 1: Tap "Services"



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

Services		Q \$3
Card Service	s EZ-Link	Concession
Add Card	Apply for Auto Top-up	でき Apply New Concession Card
Card Blocking	ES Concession Card Conversion	\$ Pay Penalty Fee
Replace Concession Card	Scan Card for Details	\$ Transit & Top-up Claims
H Travel Smart Journeys		
Home Travel Guid	e Top Up Se	ervices Rewards



Step 4: Tap "Top-Up Related Claim"



Step 5: Select either of the options



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

← Ticketing Service Kiosk / SimplyCo Ticket Office		
Card Name Card No. 	A	
Incident details		
Card Number		
1000930209489000		
Date		
dd/mm/yyyy		
Time		
	()	

Reason for Claim

Step 7: Tap "Submit"

Mo	ode of refund
۲	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!

