

Frequently Asked Questions

1. What cards can I use from 1 June onwards for public transport fare payment?

From 1 June, only SimplyGo-compatible cards will be accepted for public transport adult fare payments.

Adult commuters may use the following modes of payment:

- SimplyGo EZ-Link card
- Contactless bank cards (Mastercard, Visa, NETS)
- NETS Prepaid Card
- Credit/debit card added to mobile wallet (Apple Pay, Fitbit Pay, Garmin Pay, Google Pay and Samsung Pay)

There will be no change for commuters using concession cards.

2. Must I register an account for SimplyGo to use my contactless bank cards? Are there extra charges for usage of contactless bank cards?

You do not need to register for SimplyGo. You may use your locally-issued contactless Mastercard, Visa, NETS cards directly for fare payment with no extra charges.

3. Can I upgrade my EZ-Link card after 1 June?

Commuters can still upgrade their EZ-Link Adult cards at any ticketing machines, the SimplyGo Ticket Office or Ticketing Service Centre until 31 August 2024. Commuters are encouraged to upgrade their existing EZ-Link card to SimplyGo at any ticketing machine/ticket office or switch to a credit/debit card early. Alternatively, they can switch to other SimplyGo payment options as listed above and seek a refund on the EZ-Link card.

4. How do I get a refund for the balance on my EZ-Link / NETS FlashPay cards if I switch to a credit/debit card?

For EZ-Link cards, you may approach a SimplyGo Ticket Office or Ticketing Service Centre at MRT stations or bus interchanges.

For NETS FlashPay cards, you may approach a SimplyGo Ticket Office or Ticketing Service Centre at MRT stations or bus interchanges until July 2024. Thereafter, commuters will need to approach the NETS Customer Service Centre.

5. Which cards are not affected by the phasing out of the existing card-based ticketing system for adult commuters on 1 June 2024?

Concession cards are not affected by the phasing out. These include:

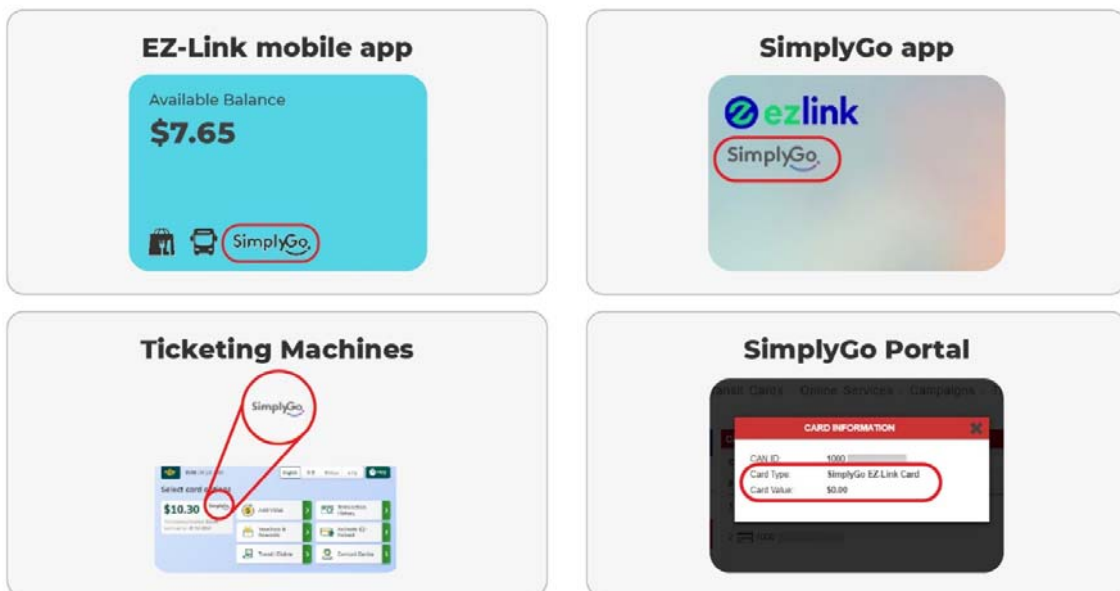
- MOE School Smart Card/Non-MOE School Smart Card
- Institute of Technical Education (ITE) Student Concession Card
- Diploma Student Concession Card
- Private Education Institution (PEI) Student Concession Card
- Undergraduate Concession Card
- Full-Time National Servicemen (NSF)/ PAssion NSF Concession Card
- Workfare Transport Concession Card
- Persons with Disabilities Concession Card
- PAssion Silver Concession Card
- Senior Citizen Concession Card
- Adult Monthly Travel Card
- Child Concession Card

6. How do I check if my card is a SimplyGo EZ-Link card?

When tapping in and out at fare gates and bus readers, “SimplyGo” will appear if your card is a SimplyGo EZ-Link card.

Alternatively, look for the SimplyGo logo/text when you check if your EZ-Link card is on SimplyGo through the following channels:

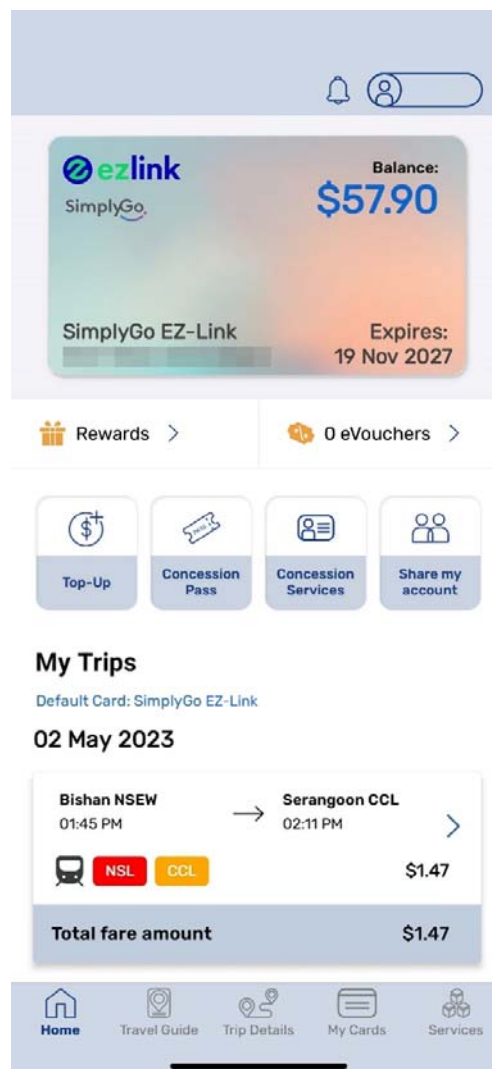
Apps, Ticketing Machines or SimplyGo Portal



7. What are the benefits of SimplyGo?

Paying for public transport fares using credit/debit cards and mobile wallets will save commuters the hassle of carrying a separate travel card. Those who choose to upgrade their EZ-Link cards to SimplyGo can enjoy many benefits with the SimplyGo app including:

- Topping up their travel cards anytime, anywhere, saving them the hassle of queuing to top up at ticketing machines, or having insufficient value on their travel cards with no ticketing machines or convenience stores nearby.
- Topping up their family members' SimplyGo EZ-Link cards.
- Receiving notifications on their fares and when the balances of their cards are low.
- Blocking further transactions if they misplace their cards.



Screenshot of SimplyGo app home page