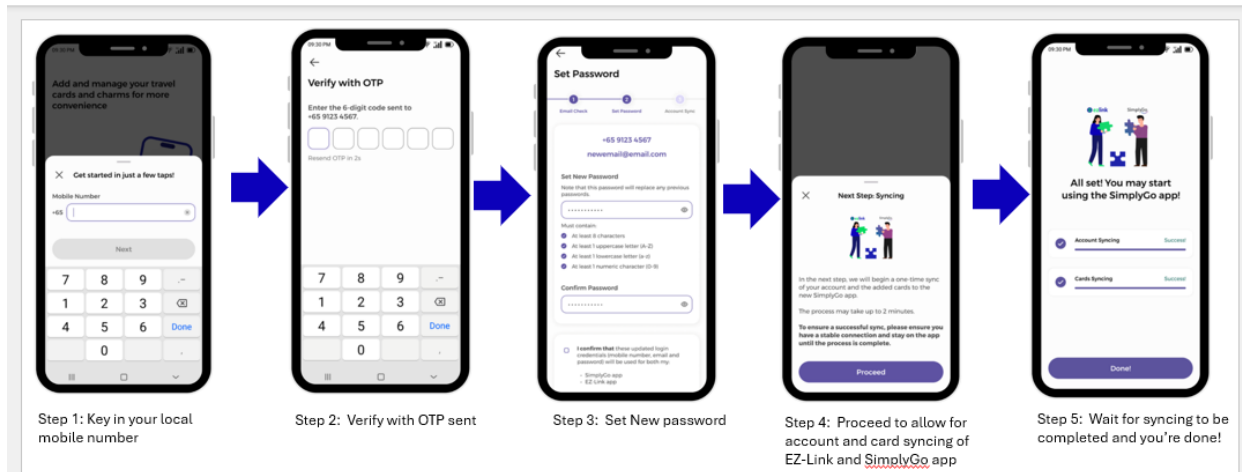


Annex A: Account Syncing for SimplyGo app



Annex B: Overview of app features

The enhanced SimplyGo integrated mobile app provides users with the following key transit ticketing and travel card-related services:

(a) Single Transit App for all travel cards

Users can view all their travel cards in one app, whether bank cards, concession cards, EZ-Link cards (CBT) and SimplyGo EZ-Link cards (ABT). They can also monitor their card details and view transaction history up to 6 months and opt to receive push notifications for their trip fares and card balance if they wish.

(b) Card Management services

Users can now access a comprehensive suite of card management services at their convenience.

- **Top up:** Conveniently top up concession cards, EZ-Link cards (CBT)¹ and SimplyGo EZ-Link cards (ABT)² via the SimplyGo app anytime, without visiting the top-up kiosks at MRT and bus interchanges.
- **Auto Top up Service:** Commuters can travel with peace of mind knowing they will always have sufficient travel balance in their card when they subscribe to the Auto Top-Up (ATU) service. The ATU function allows the commuter to select their preferred top-up amount and payment methods, it will be triggered when the balance on the travel card runs low.

¹ **EZ-Link cards (CBT- Card-based Ticketing)** – require phone with NFC function with card present

² **SimplyGo EZ-Link cards (ABT – Account-based Ticketing)** – can be topped up remotely without the presence of the card

- **Claims, Refunds and Card blocking:**

Claims and Refunds: Commuters can click on the trip if there is a fare discrepancy and submit a claim. The claim will be investigated and if valid, a refund will be processed within five working days.

Card Blocking: With the Card Blocking function, commuters can easily activate the function in the app to block their EZ-Link cards (CBT)³ and SimplyGo EZ-Link cards (ABT)⁴ cards, if they have misplaced or lost their travel cards, to prevent usage of the remaining value and get a refund of the remaining value.

(c) “My Family” Feature

Under the “My Family” feature, parents can create a Family Group and include their dependents’ SimplyGo concession cards (ABT)⁵ in the group. Parents can check the travel balance on their child’s card and top up the cards when needed. Similarly, this would make it easier for children to check their elderly parents’ travel balance and perform top-ups on behalf of their parents if required. The function also allows viewing of travel history of up to six months.

(d) Redemption of Public Transport Vouchers and EZ-Link Rewards

- Eligible recipients of the Public Transport Vouchers (PTVs) holding SimplyGo travel cards can redeem their eVouchers via the app. They can do so by keying in their NRIC and PTV Serial number.
- Rewarding EZ-Link users with EZ-Link Reward points when they make transactions on EZ-Link cards for transit and motoring and EZ-Link Wallet for their e-commerce needs. EZ-Link Reward points allow them to redeem for merchant deals on the rewards catalogue with F&B, lifestyle merchants.

(e) Payment Options beyond Public Transport

- **EZ-Link Motoring Service:** Drivers who prefer fuss-free Electronic Road Pricing (ERP) and carpark experiences can register for the EZ-Link Motoring Service on the SimplyGo app and link their locally issued Mastercard or Visa card for payment. They can then have their ERP and payments at selected carparks charged directly to their bank cards without needing to have a stored value card in their In-vehicle unit (IU).
- **EZ-Link Wallet:** Enabling inclusive digital payment services for Singaporeans, the EZ-Link digital wallet allows users to make contactless and e-commerce payments beyond transit via SGQR and Mastercard accepted merchants.

³ **EZ-Link cards (CBT- Card-based Ticketing)** – will take up to 48 hours for the card to be blocked at transit devices


















⁴ **SimplyGo EZ-Link cards (ABT – Account-based Ticketing)** – can be blocked immediately at transit devices

⁵ **SimplyGo Concession (ABT) cards** – Senior Citizen Concession cards (CBT) can be converted to SimplyGo concession cards at Ticketing machines. This will also apply to MOE Concession cards from 7 September 2024.

(f) Improved Security

- Registration for accounts will only be allowed for local mobile numbers. This is to improve the security of these accounts through customer authentication and provide better service management.
- Tourists who do not have a locally registered mobile number can use the ‘Guest mode’ in the app to access card details such as the card balance, card expiry date, access to travel and fare guide.

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	SimplyGo	SimplyGo	EZ-Link App
Main features	Enhanced SimplyGo App	TransitLink SimplyGo App	EZ-Link App
 View card and transaction details For SimplyGo EZ-Link / Concession cards and EZ-Link cards	✓	✓	✓
For Contactless Bank cards and Concession cards	✓	✓	
 Card blocking  For SimplyGo EZ-Link / Concession cards (ABT)	✓	✓	✓
 For EZ-Link cards (CBT) and EZ-Link Motoring cards	✓		✓
 Top-up  For SimplyGo EZ-Link / Concession cards (ABT)	✓	✓	✓
 For EZ-Link cards (CBT) and EZ-Link Motoring cards	✓		✓
 My Family feature For viewing and topping up family members' SimplyGo travel cards	✓	✓	✓
 Application for Concession services and purchase of Monthly Concession Pass	✓	✓	
 Redemption of eVoucher	✓	✓	
 Submission of Claims and Penalty fees	✓	✓	
 Guest Mode Check card value and expiry date of your EZ-Link / Concession cards and SimplyGo EZ-Link / Concession cards	✓	✓	
 Guide for your commute - Journey Planner, Bus Arrival Info, Fare Calculator	✓	✓	
 Instant application & activation of Auto Top-up For SimplyGo EZ-Link / Concession cards, EZ-Link / Concession cards and EZ-Link Motoring cards	✓		✓
 EZ-Link Rewards Get reward points for EZ-Link cards, SimplyGo EZ-Link cards and EZ-Link Wallet usage	✓		✓
 EZ-Link Wallet For Mastercard®, SGQR and Alipay+	✓		✓
 EZ-Link Motoring Service Application and tracking of transactions	✓		✓