

Frequently Asked Questions (FAQ) for the SimplyGoal Campaign

1. What is the SimplyGoal campaign?

Inspired by SimplyGo, the SimplyGoal campaign features a fun and interactive game hosted on the SimplyGo app, which apart from encouraging commuters to switch to SimplyGo for public transport fare payment, also allows participants to know how much carbon emissions they have reduced via public transport commutes. This is aligned with the national agenda on sustainable development to promote green commutes.

As the name suggests, SimplyGoal brings participants around Singapore through a soccer-themed game, shedding light on SimplyGo and uncovers the fun facts of some iconic landmarks of Singapore. Participants will be awarded points when they answer quiz questions at the respective game stadiums to redeem Travel Rebates to offset their travel expenses. What's more, there's also an exciting Daily Challenge which allows participants to score goals and earn more points.

To top it off, eligible participants will get an additional \$6 Travel Rebate if they make 30 public transport trips* with their bank cards (Mastercard/Visa credit/debit card or NETS contactless ATM card) within the campaign period from 23 October to 26 November 2023.

**One trip refers to one public transport trip. If a participant takes a bus ride followed by an MRT ride, it will be considered two trips.*

2. How long does the SimplyGoal campaign run?

The SimplyGoal campaign will commence on 23 October 2023 and end on 26 November 2023. However, the redemption of travel rebates will be capped at a total value of \$5,000, where each participant can redeem a maximum of \$2 throughout the duration of the campaign, while stocks last.

3. How do I participate in the SimplyGoal campaign?

To be eligible for the SimplyGoal campaign, you will have to perform the following within the campaign period from 23 October to 26 November 2023:

- a. Register for an account via the SimplyGo app
- b. Add a Mastercard/Visa credit/debit card or NETS contactless ATM card to your SimplyGo account.

Eligible users will be able to launch the game by accessing the *Rewards* tab and tapping on the *SimplyGoal* tab in the SimplyGo app after they have logged into their account.

4. I am an existing SimplyGo app user. Can I participate in the SimplyGoal campaign?

Please note that only new users who register for a SimplyGo account via the SimplyGo app and add a Mastercard/Visa credit/debit card or NETS contactless ATM card into their account within

the campaign period from 23 October to 26 November 2023, are eligible to participate in the campaign.

5. Can I play the SimplyGoal game without downloading the SimplyGo app or registering a SimplyGo account?

No, you must be a new SimplyGo account user who have registered for an account via the SimplyGo app within the campaign period from 23 October to 26 November 2023 to participate in the SimplyGoal campaign.

You may download the SimplyGo app at the App Store and Play Store. The SimplyGoal game is available on both Android and iOS devices.

6. How do I earn points in the SimplyGoal game?

You can earn points by playing these 2 mini games:

1. Daily Challenge - Challenge the goalkeeper and score two goals daily!
 - a. Tap on the *Daily Challenge* icon at the bottom bar to access the game.
 - b. Score 2 goals to earn 2 points every day (1 point per goal).
 - c. Swipe the ball towards the goal post to score, avoiding the goalkeeper.

2. Local Challenge – Stadium Quizzes
 - a. Tap on the *Stadium* icon at the bottom bar or individual Stadium directly to access the game.
 - b. There are a total of 8 Stadiums with 2 multiple choice questions in each Stadium. Test your knowledge with mini trivia questions relating to either the selected Stadium's location or SimplyGo.
 - c. Simply tap on the questions in your preferred sequence to start answering them.
 - d. Score 8 points for each question answered correctly, and earn an additional 2 points if you get both questions right for each Stadium.
 - e. You can only attempt each question once, so be very sure before you click on the answer.

7. What rewards can I redeem with the points?

You can redeem Travel Rebates with your earned points, as follows:

- a. 50 points - \$0.50 Travel Rebate
- b. 100 points - \$1.00 Travel Rebate
- c. 200 points - \$2.00 Travel Rebate

Please note that the redemption of Travel Rebates is capped at \$2 per participant throughout the duration of the campaign, and while stocks last. Do redeem your Travel Rebates once you have earned enough points to do so.

8. How do I redeem my points for Travel Rebates? / When can I redeem my points for Travel Rebates?

Once you have accumulated enough points, you can redeem your earned points for Travel Rebates anytime during the campaign period. Do redeem your earned points for Travel Rebates as soon as you can!

Simply tap on the *Rewards* icon at the bottom bar in the game and you will be able to redeem the points for Travel Rebates.

9. How do I know if my Travel Rebate(s) has/have been successfully redeemed and credited to my bank card?

You will be informed of the status of your redemptions via in-game notifications under the *Notifications* icon at the bottom bar.

Your Travel Rebates will be reflected in your card/bank account within 10 working days, depending on the processing time of the bank/card issuer.

10. What will happen if I forget to redeem my points before the campaign ends?

You will not be able to redeem your earned points for Travel Rebates after the campaign ends on 26 November 2023.

11. How does the carbon emission tracker in the SimplyGoal game work?

SimplyGoal encourages commuters to play a part in saving the earth by reducing carbon emissions via public transport commutes. The total travelling distance of each participant during the campaign will be converted into carbon emission savings.

The carbon emission savings displayed in-game is estimated based on the distance travelled via public transport (MRT ride) versus a private car. The amount will be updated periodically over the course of the campaign.

12. How can I qualify for the bonus \$6 Travel Rebate?

You will be eligible for the bonus \$6 Travel Rebate if you make at least 30 public transport trips within the campaign period from 23 October to 26 November 2023, and pay for these trips with your bank card (Mastercard/Visa credit/debit card or NETS contactless ATM card) that is added to your SimplyGo account.

Please use the same card for fare payment throughout the campaign period, and note that the card used to pay for the 30 trips must remain in the SimplyGo account even after the campaign has ended to be eligible for the Travel Rebate.

The bonus \$6 Travel Rebate will be capped at the first 2,500 eligible participants who make 30 public transport trips with any of the above-mentioned bank cards added to their SimplyGo account.

13. I am an existing SimplyGo app user. Can I qualify for the bonus \$6 Travel Rebate?

Please note that only new users who register for a SimplyGo account via the SimplyGo app and add a Mastercard/Visa credit/debit card or NETS contactless ATM card into their account within the campaign period from 23 October to 26 November 2023, are eligible to participate in the campaign and qualify for the Travel Rebate.

14. How do I know if I made enough trips to qualify for the bonus \$6 Travel Rebate?

You may wish to check your transaction history via the SimplyGo app to track the number of trips that you have made during the campaign period.

15. How do I know if the bonus \$6 Travel Rebate has been successfully credited to my bank card?

If you are eligible for the bonus \$6 Travel Rebate, you will be informed of your eligibility via in-game notifications under the *Notifications* icon at the bottom bar from 1 December 2023.

Your Travel Rebate will be reflected in your card/bank account within 10 working days, depending on the processing time of the bank/card issuer.