

## Scheduled Maintenance Notice

Due to scheduled maintenance, the following services will be temporarily unavailable during the periods below.

**1 June 2026 (Monday), 11:00 PM – 2 June 2026 (Tuesday), 4:00 AM**

### Ticket Offices and Ticketing Service Centres

The following EZ-Link and Concession card services will be unavailable:

- Refunds
- Bad Debt Settlement
- Concession Extension for PWD and WTCS cardholders
- Card issuance and replacement
- Conversion of cards to SimplyGo
- Temporary card issuance and refunds
- eVoucher redemption
- Purchase of Monthly Concession Passes
- Transit claims and penalty fee payments

### Ticketing Service Kiosks (SimplyGo Kiosks, Assisted Service Kiosks, and Top-Up Kiosks)

The following EZ-Link and Concession card services will be unavailable:

- Bad Debt Settlement
- Autoload application, activation, and deactivation
- Conversion of cards to SimplyGo
- eVoucher redemption
- Transit claims and penalty fee payments

### SimplyGo App

The following services will be unavailable:

- Concession card replacement
- Transit claim submissions and penalty fee payments for EZ-Link and Concession cards
- eVoucher redemption for EZ-Link and Concession cards

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**2 June 2026 (Tuesday), 10:00 PM – 3 June 2026 (Wednesday), 7:00 AM**

The following services will be unavailable:

- All services at Ticket Offices
- All services at SimplyGo Kiosks, including Concession card printing and issuance
- All services at Singapore Tourist Pass Kiosks

### SimplyGo App

Selected services will be unavailable, including:

- Penalty fee payments



- Concession card applications and replacements
- Claims submissions

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**3 June 2026 (Wednesday), 12:00 AM – 3:00 AM**

SimplyGo App

The following services will be unavailable:

- Top-ups for SimplyGo EZ-Link cards, SimplyGo Concession cards, EZ-Link cards, Concession cards, and EZ-Link Wallet
- Usage of EZ-Link Wallet with Mastercard

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Customers are advised to complete their transactions before the scheduled maintenance periods.

For urgent enquiries, please contact our Hotline at **1800 2255 663** (8:00 AM – 6:00 PM daily, excluding Public Holidays).

We apologise for any inconvenience caused.