

SimplyGo app user guide



How to

Page

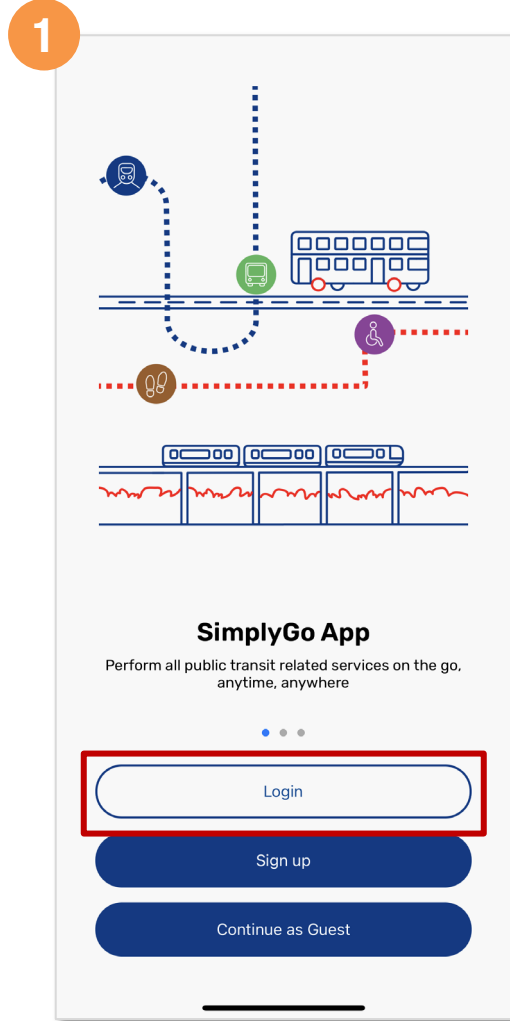
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How To

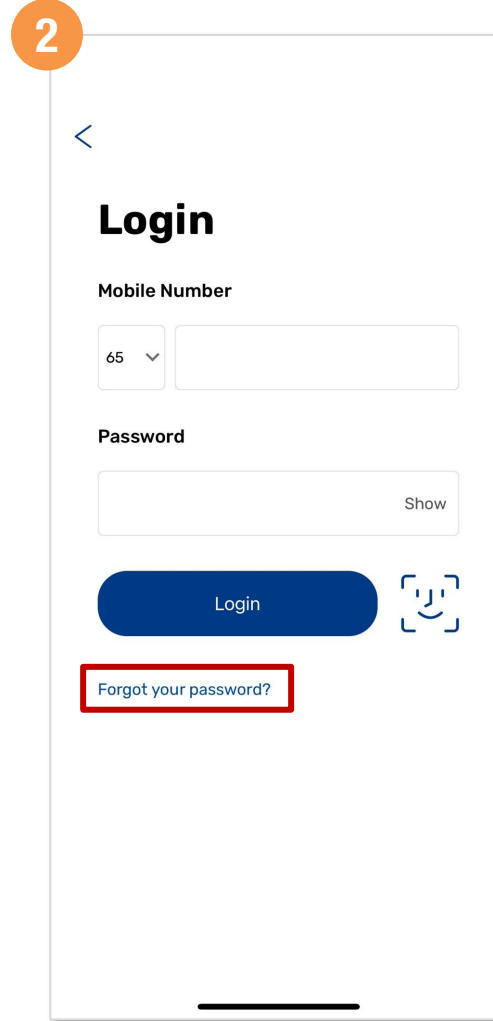


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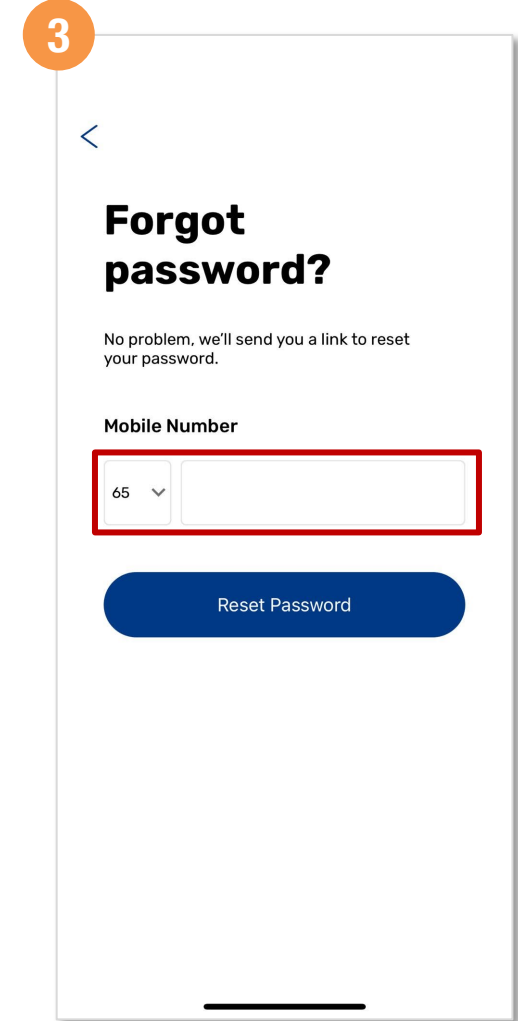
Reset Your Password



Tap 'Login'



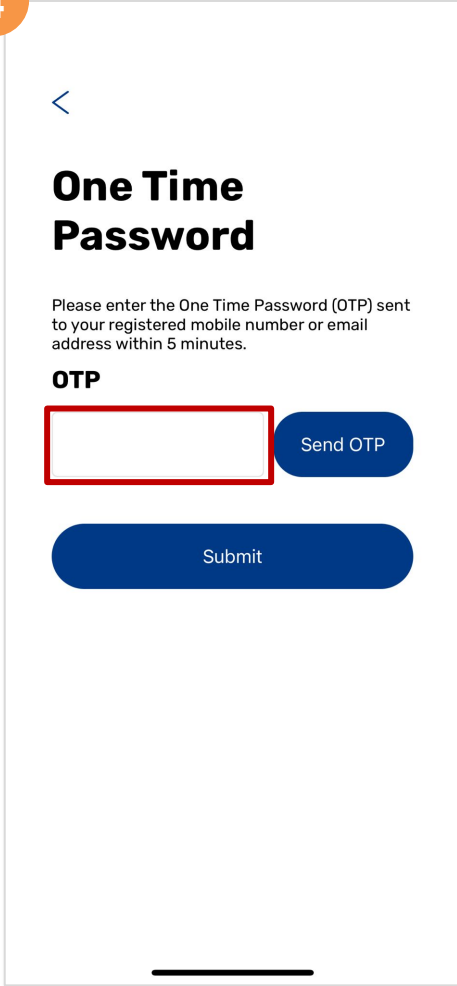
Tap 'Forgot your password?'



Enter your mobile number and tap 'Reset Password?'

Reset Your Password

4



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One Time Password

Please enter the One Time Password (OTP) sent to your registered mobile number or email address within 5 minutes.

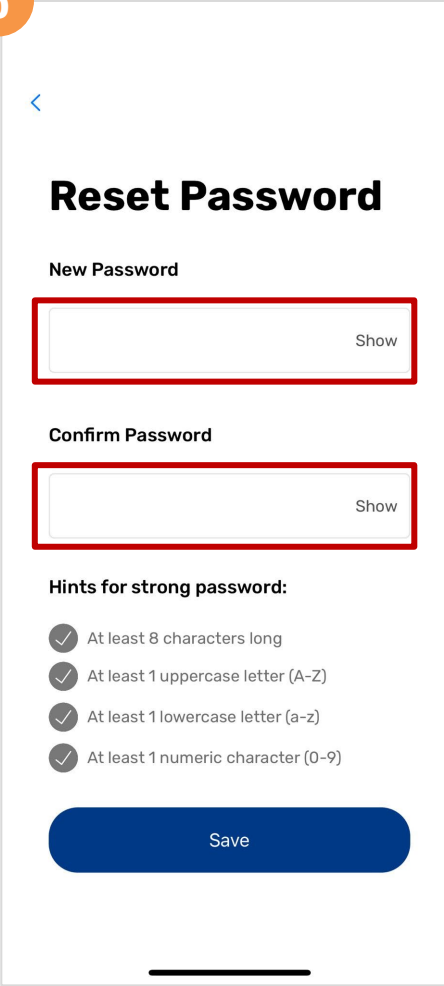
OTP

Send OTP

Submit

Tap 'Send OTP'.
Enter the OTP received and tap 'Submit'

5



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Reset Password

New Password

Show

Confirm Password

Show

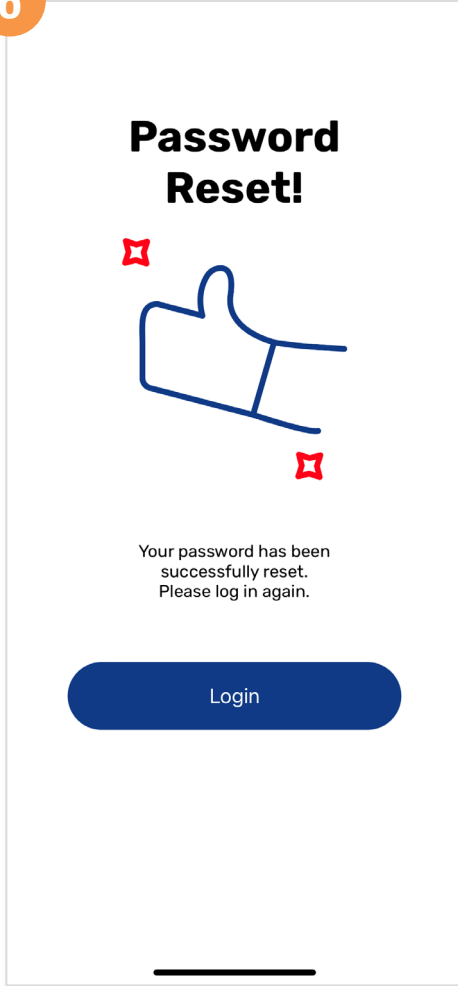
Hints for strong password:

- ✓ At least 8 characters long
- ✓ At least 1 uppercase letter (A-Z)
- ✓ At least 1 lowercase letter (a-z)
- ✓ At least 1 numeric character (0-9)


Save

Enter your new password and tap 'Save'

6



Password Reset!



Your password has been successfully reset. Please log in again.

Login

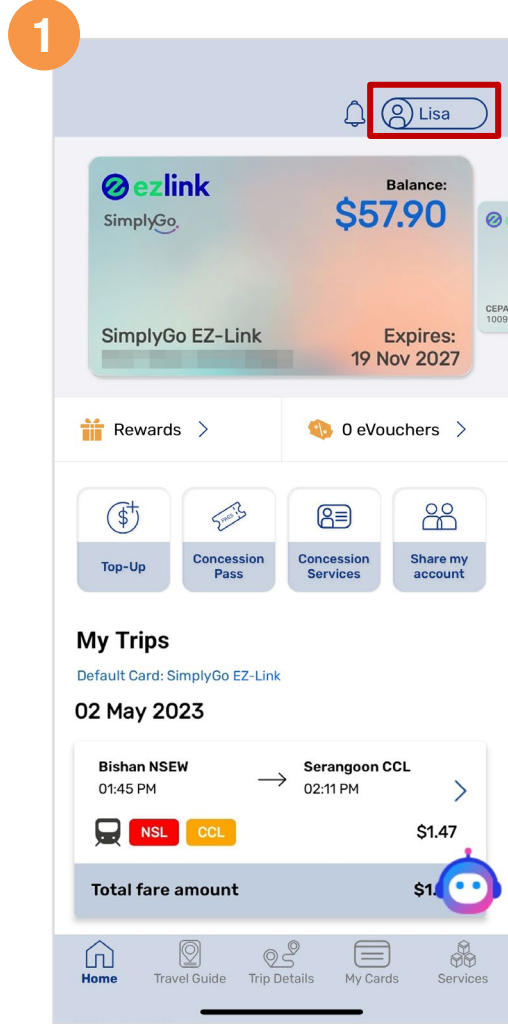
Your password has been reset successfully!

How To

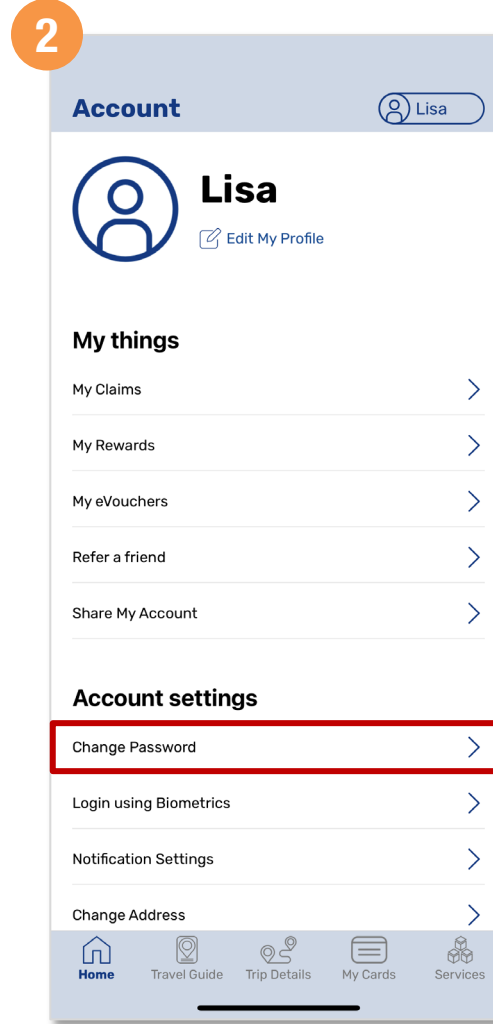


Change Your Password

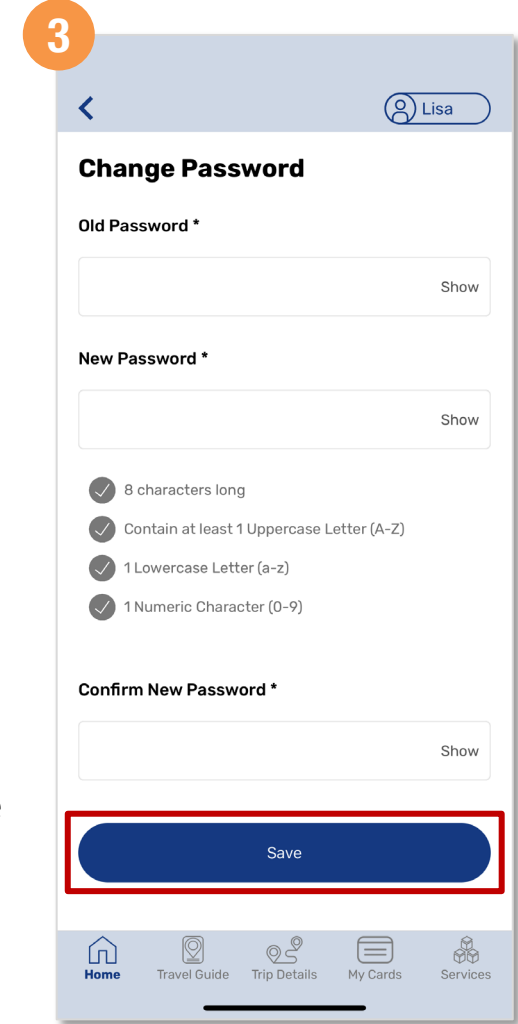
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Tap your 'Profile'



Under 'Account settings', tap 'Change Password'



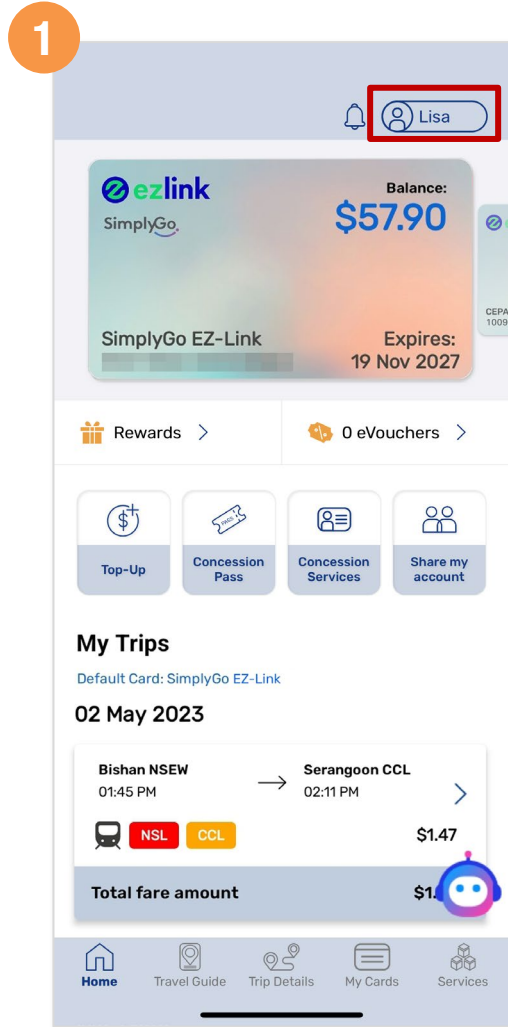
Enter your old and new password, then tap 'Save'

How To

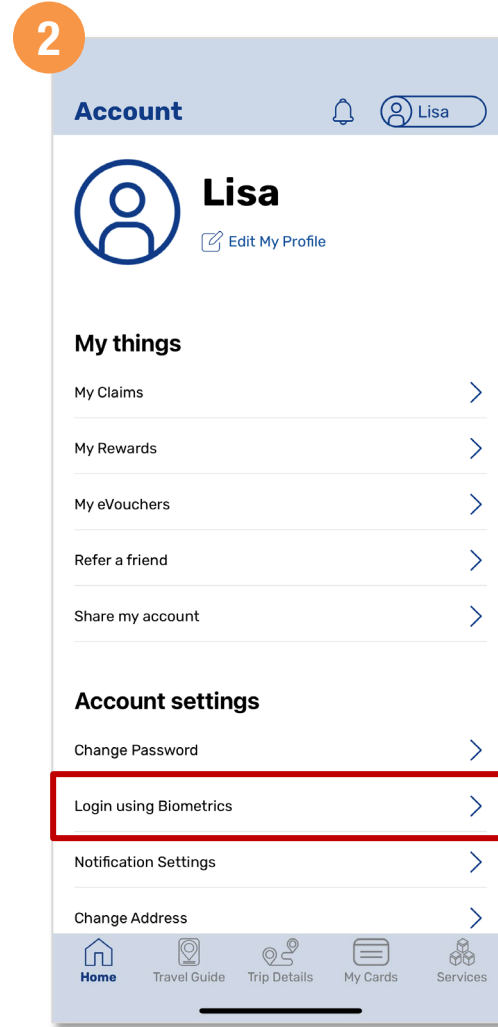


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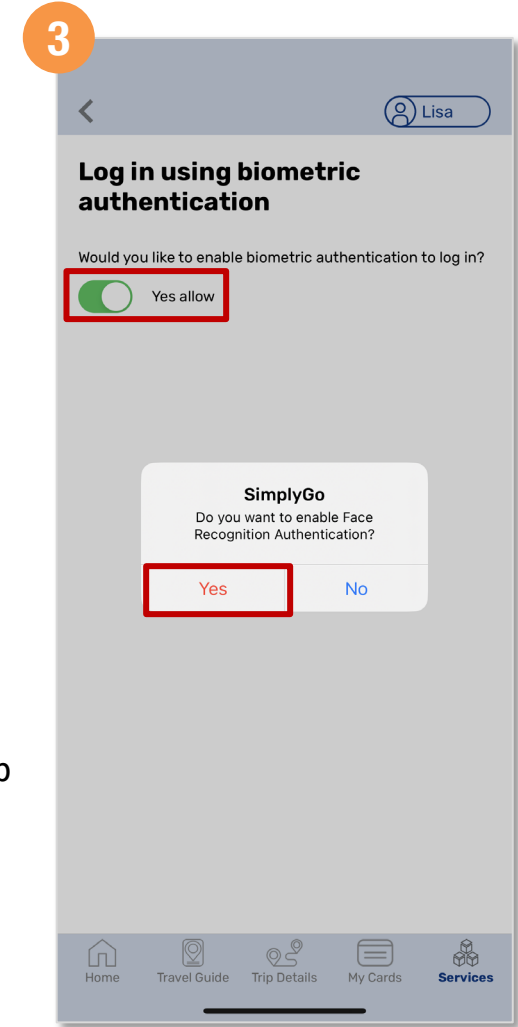
Use Biometrics To Log In



Tap your 'Profile'

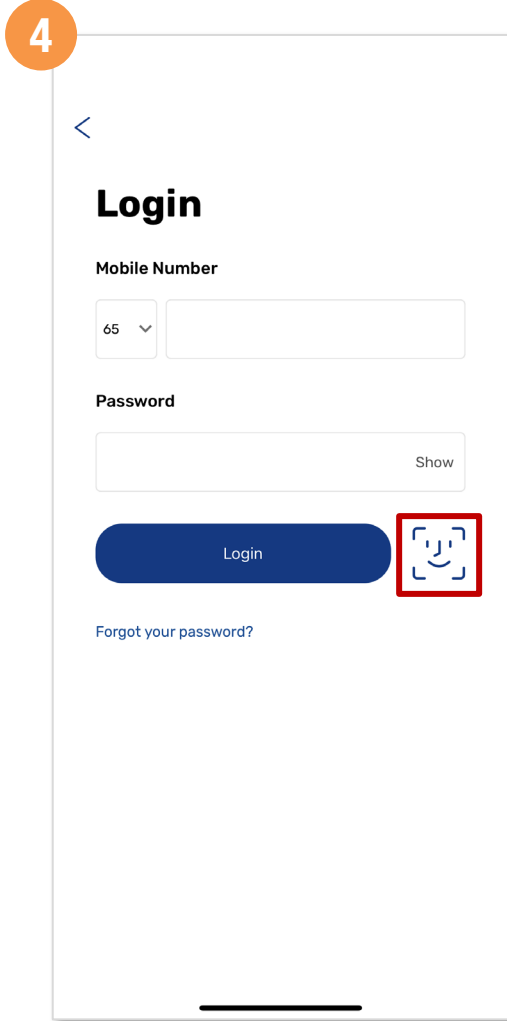


Under 'Account settings', tap 'Login using Biometrics'

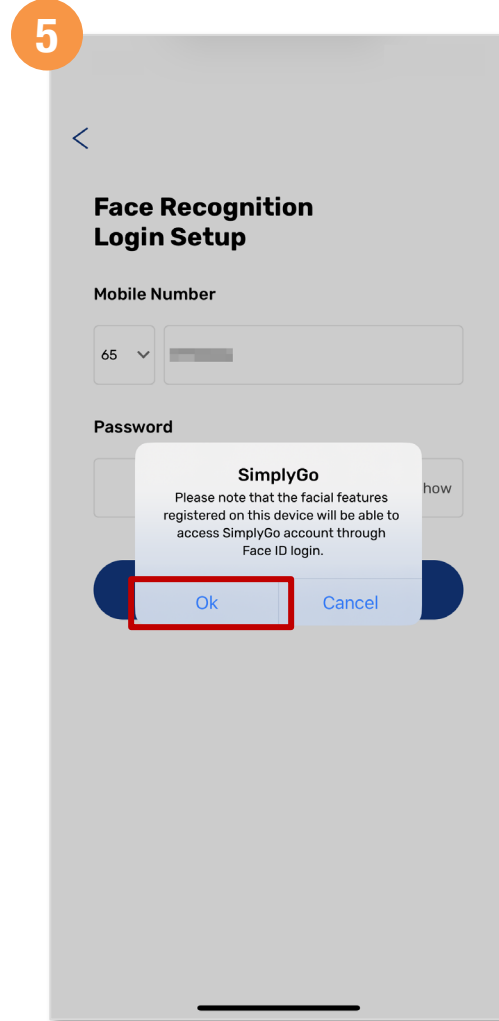


Swipe right to allow authentication and tap 'Yes'

Use Biometrics To Log In



Enter your mobile number and password, then tap the Biometric icon



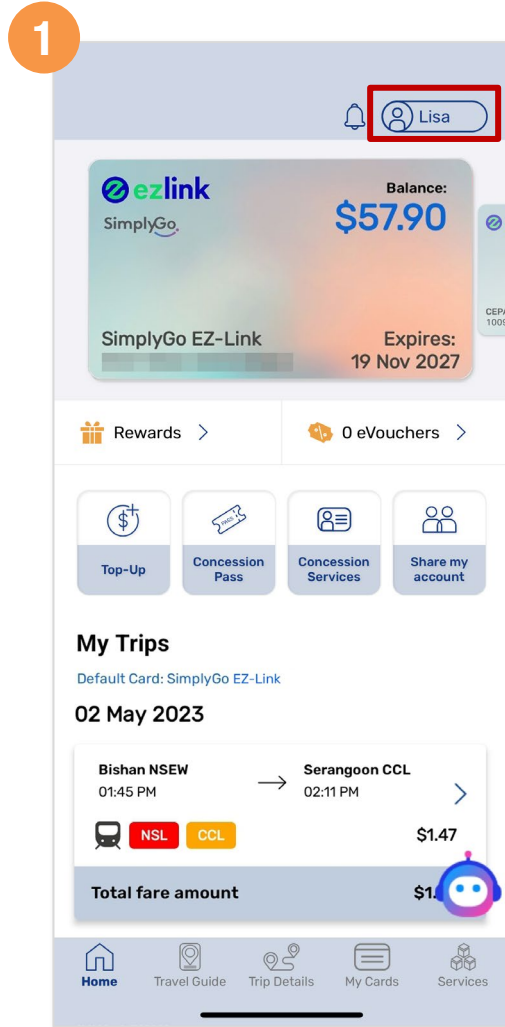
Tap 'Ok' and you will be able to log in using Biometrics

How To

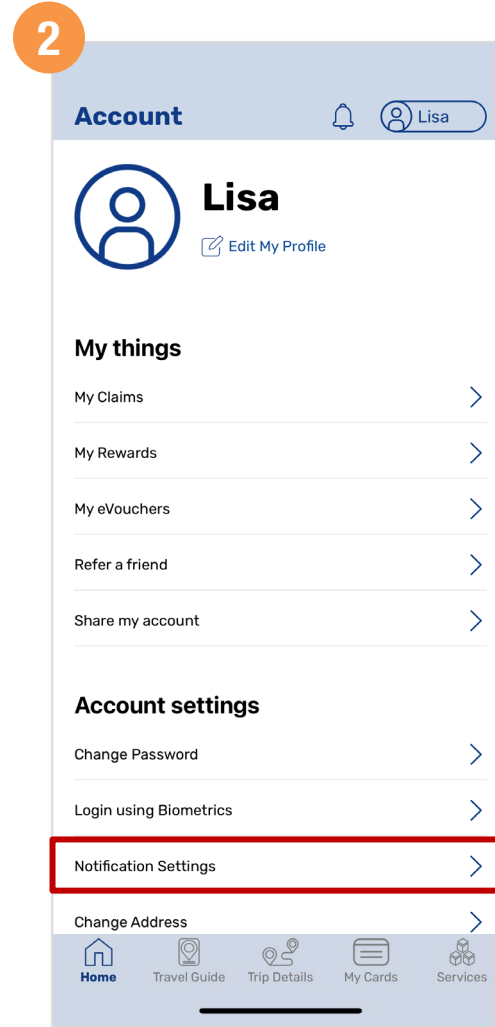


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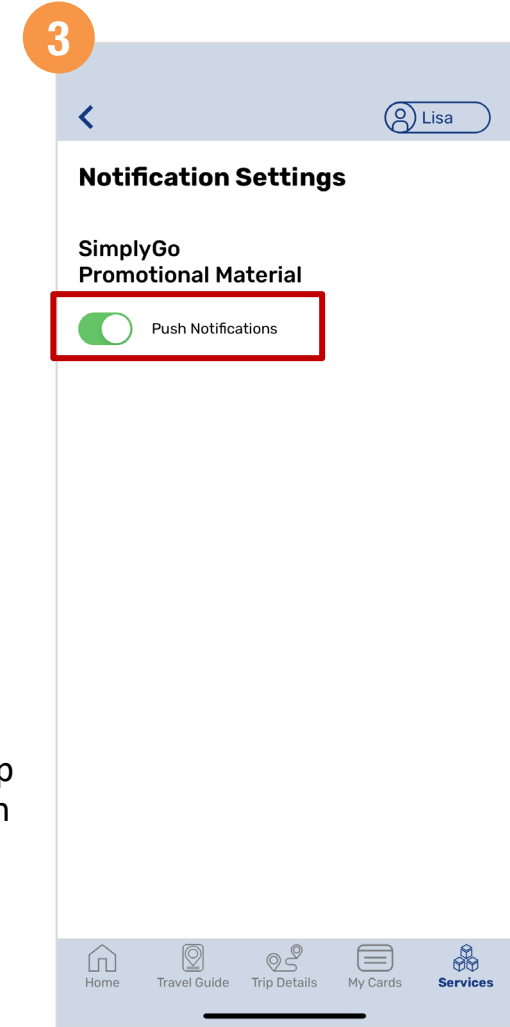
Opt-In To Receive Marketing Promotion-Related Updates



Tap your 'Profile'



Under 'Account settings', tap 'Notification Settings'



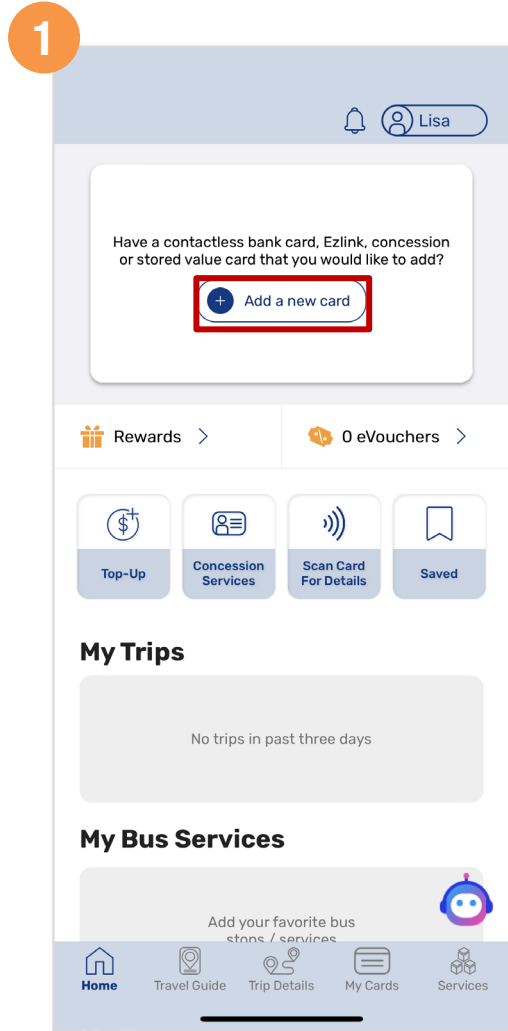
Swipe right to enable 'Push Notifications'

How To

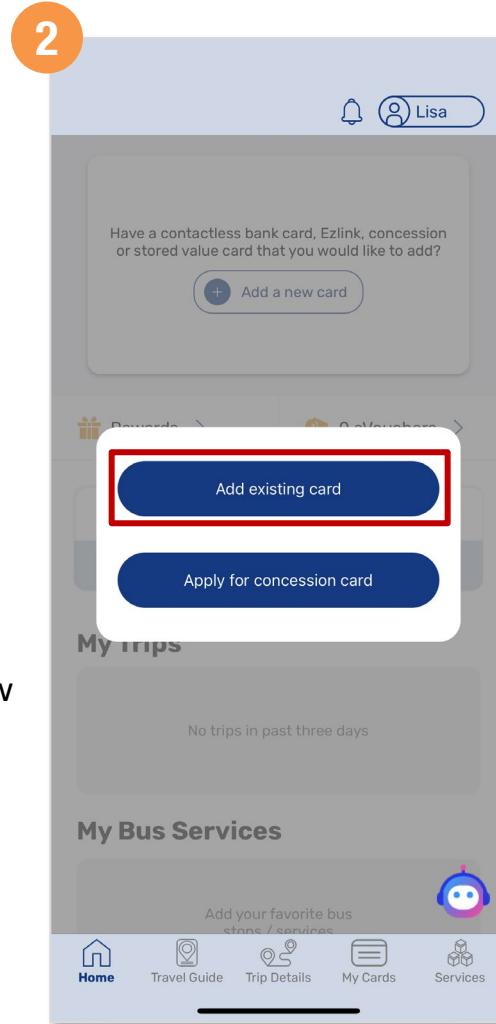


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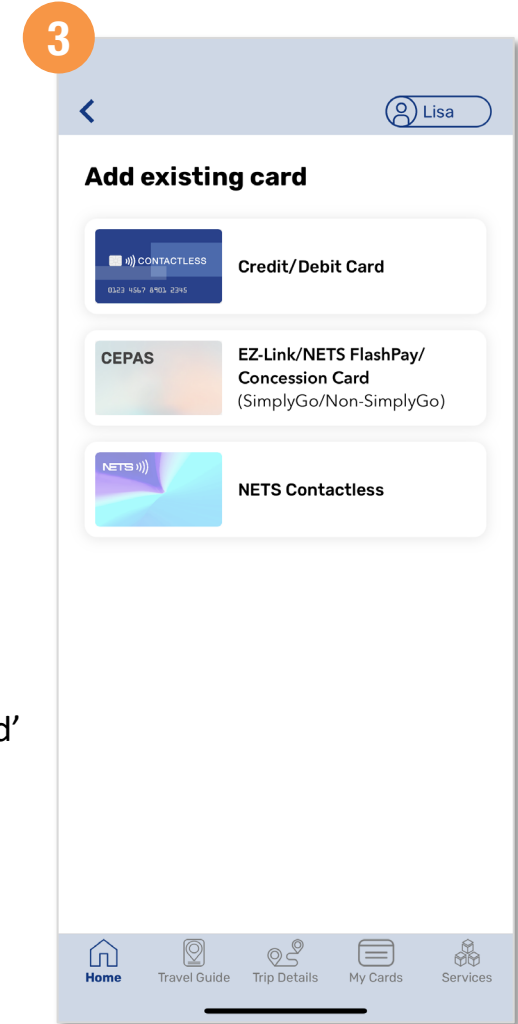
Add A Card To Your Account (for new user)



Tap 'Add new card'



Tap 'Add existing card'



Choose the card type and follow the prompts to add your card

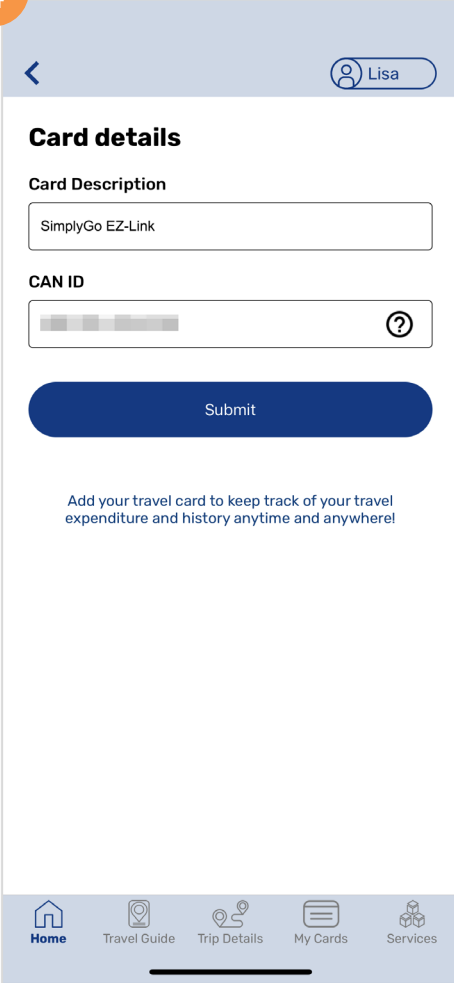
How To



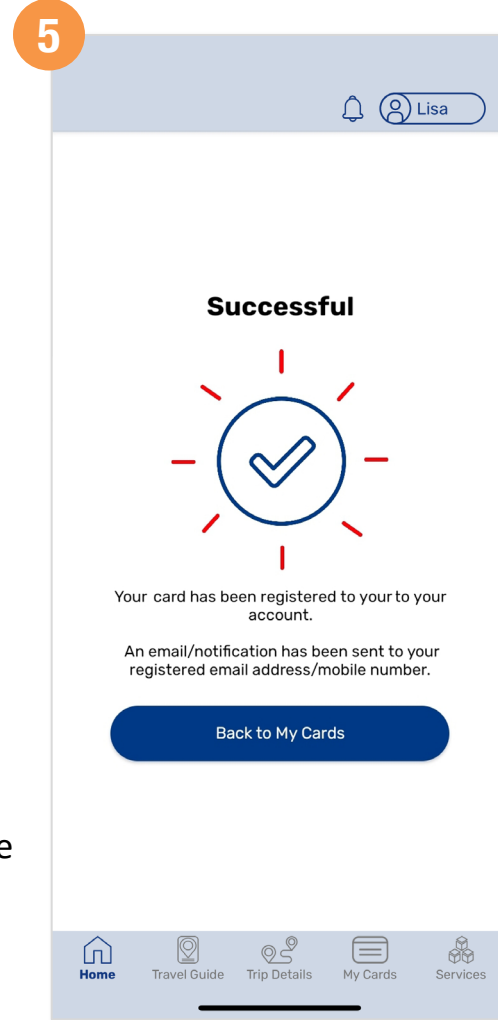
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Add A Card To Your Account (for new user)

4



Fill in a card descriptor that best suits your card, and the details required.



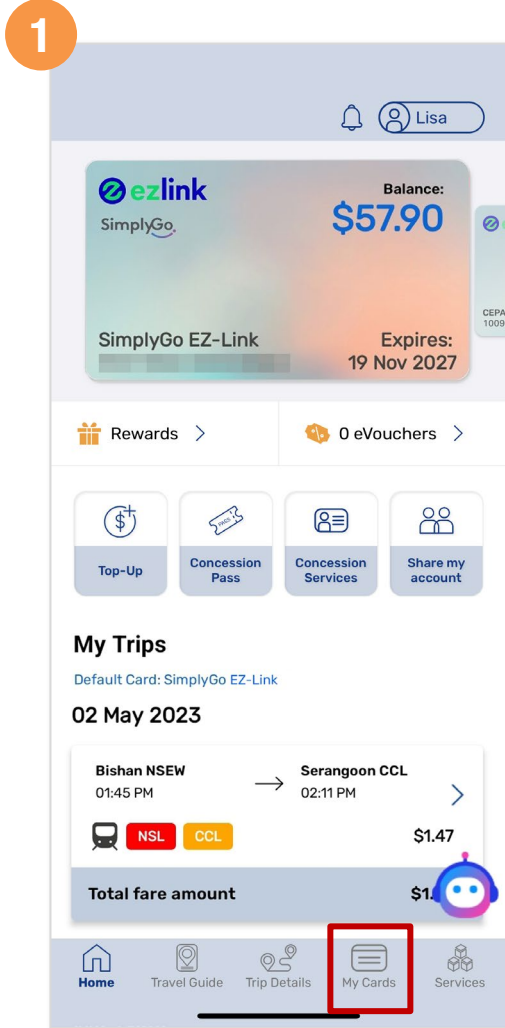
Your card has been successfully added.

How To

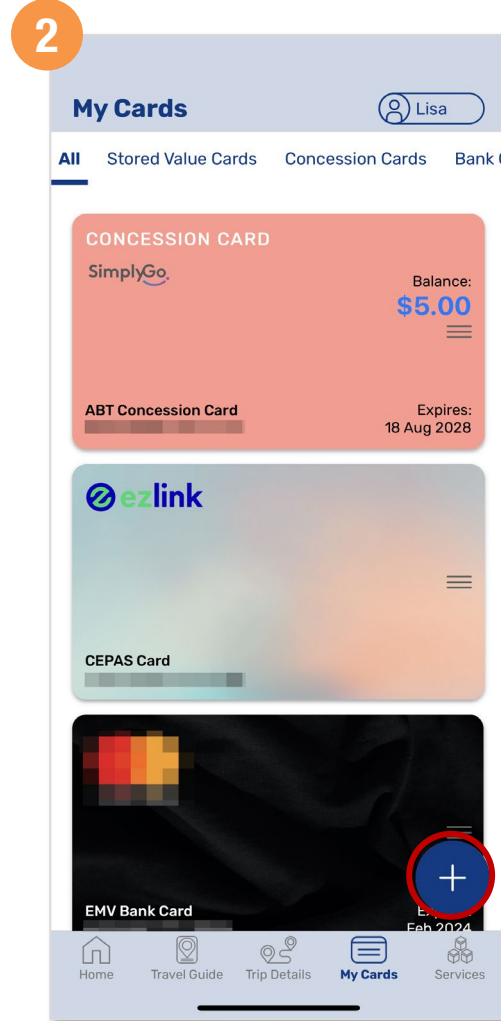


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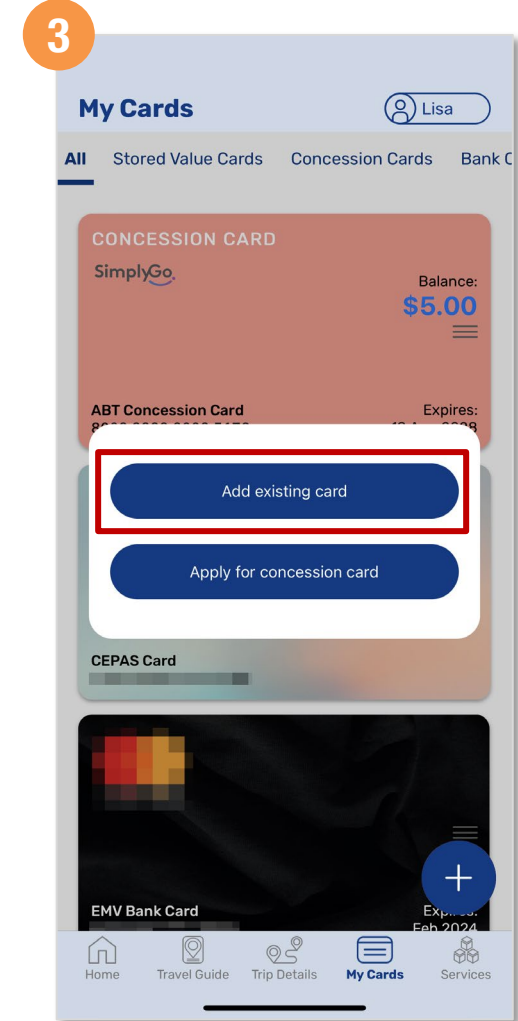
Add A Card To Your Account



Tap 'My Cards'



Tap the '+' button

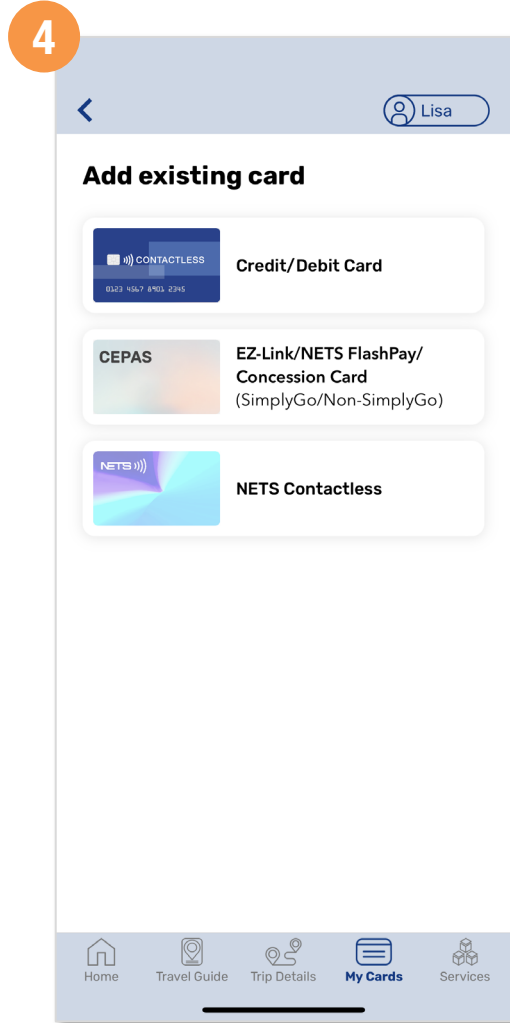


Select 'Add existing card' button

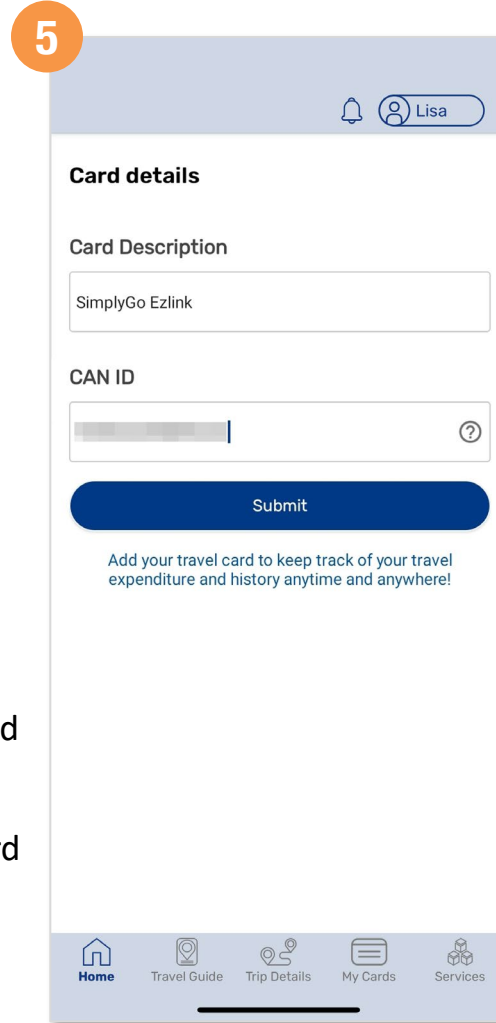
continued on next page >

Add A Card To Your Account

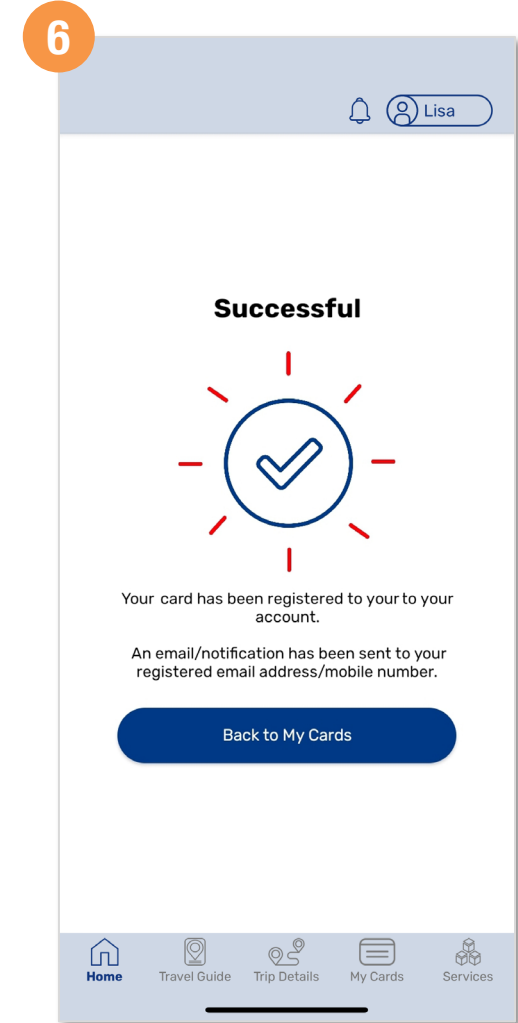
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Choose the card type and follow the prompts to add your card



Fill in a card descriptor that best suits your card



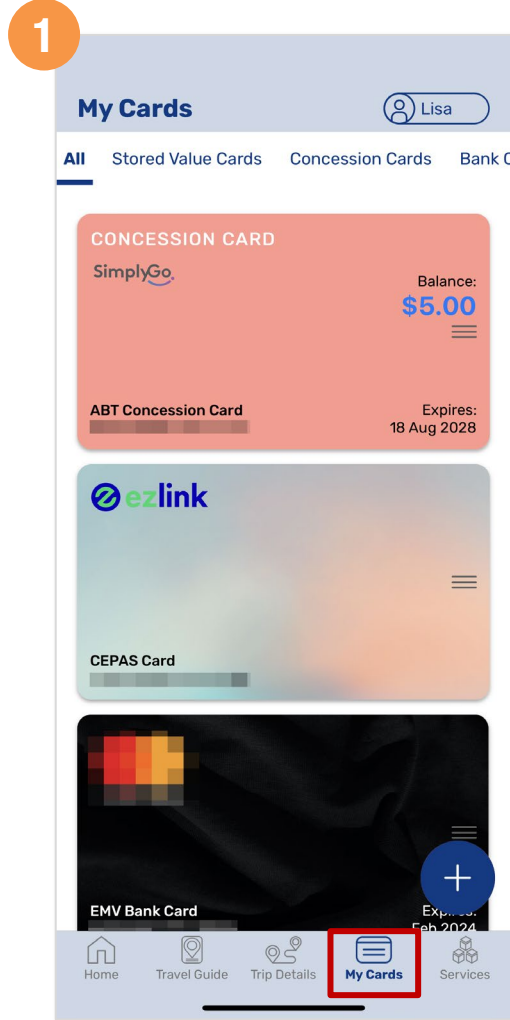
Your card has been successfully added

How To

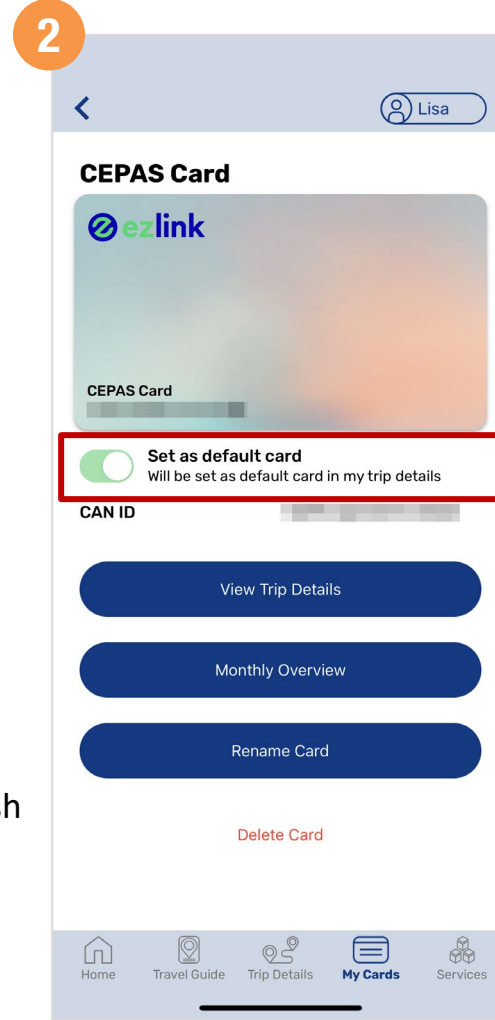


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Change Default Card Displayed (Method 1)

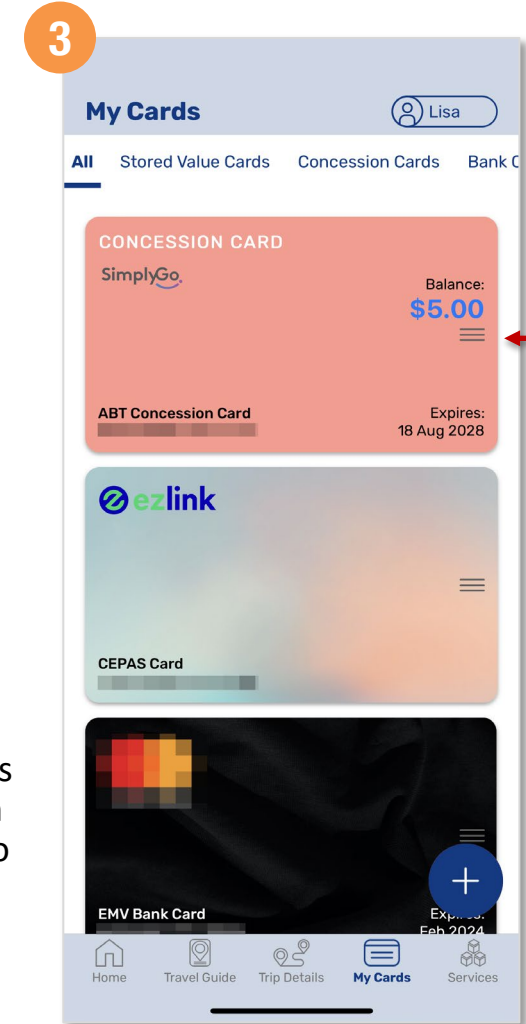
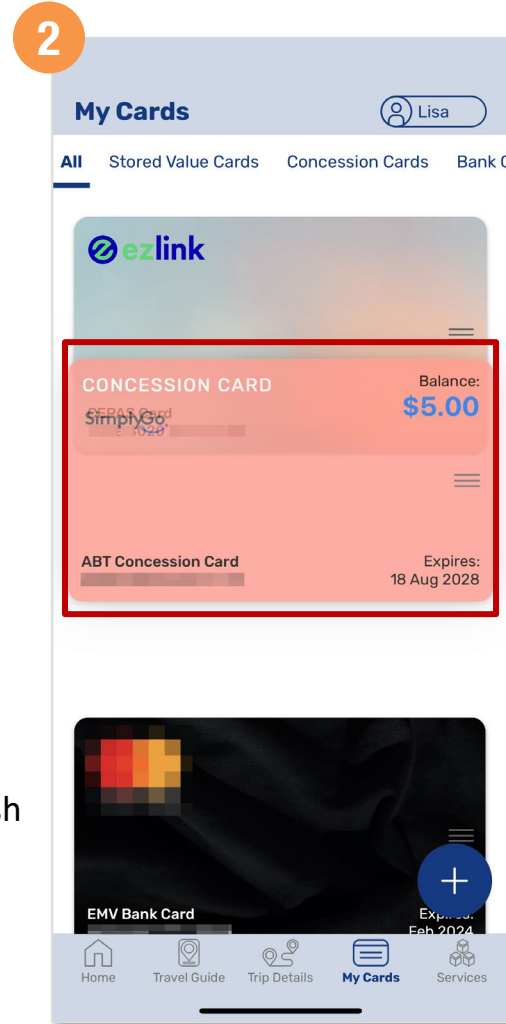
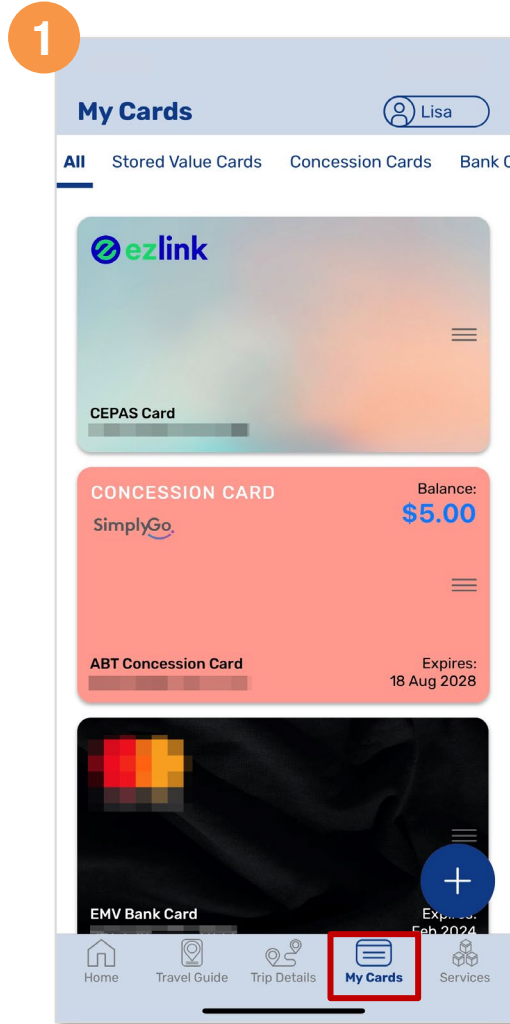


Tap 'My Cards', then select the card you wish to set as default



Swipe right to set the card as default

Change Default Card Displayed (Method 2)

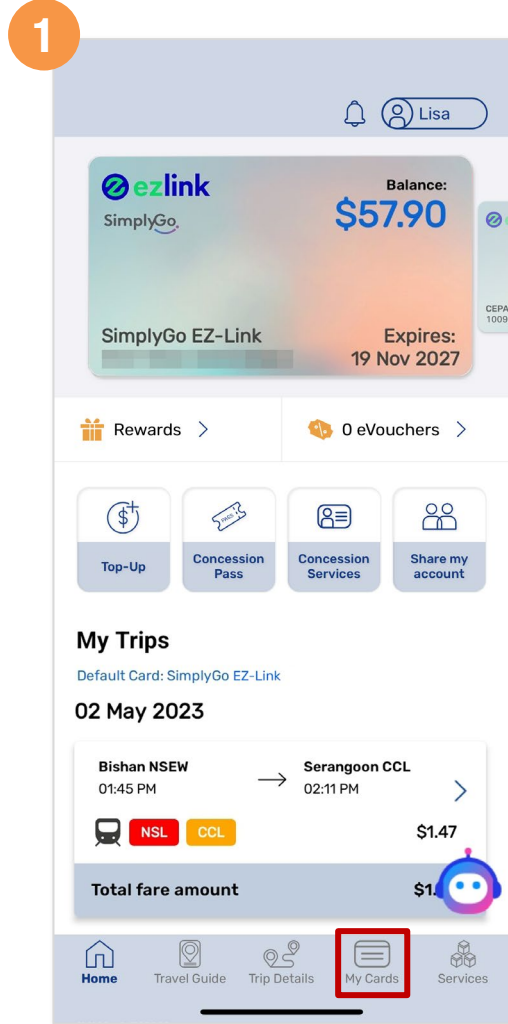


How To

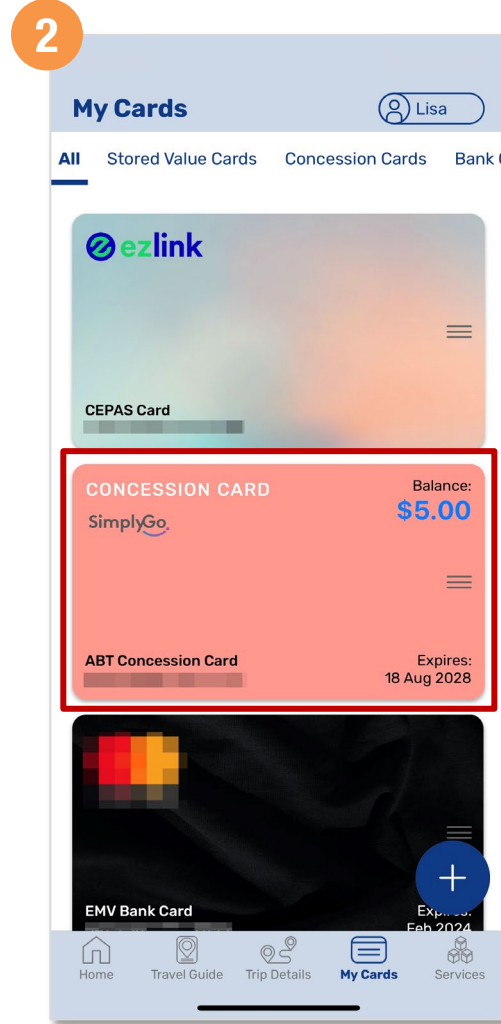


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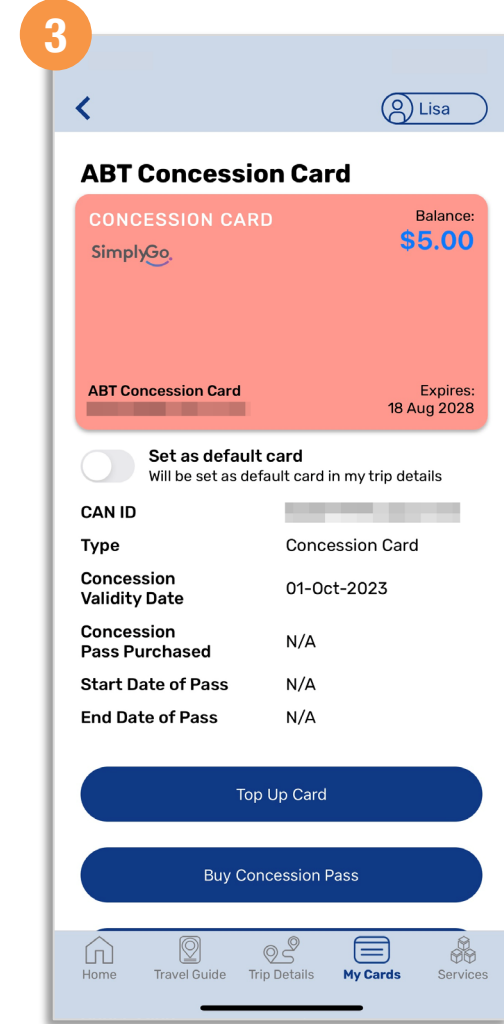
View Card Details



Tap 'My Cards'



Tap the card you wish to view details



Card details will be displayed

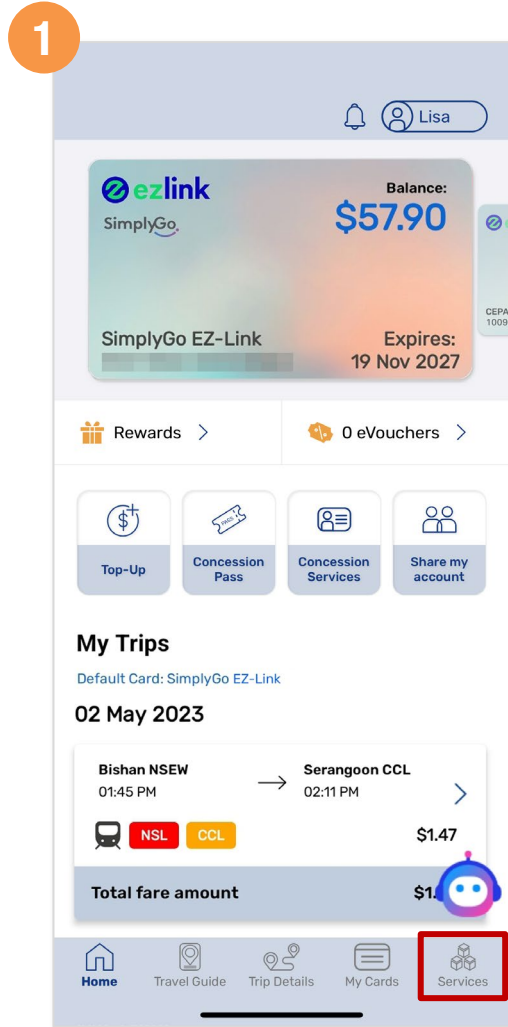
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How To

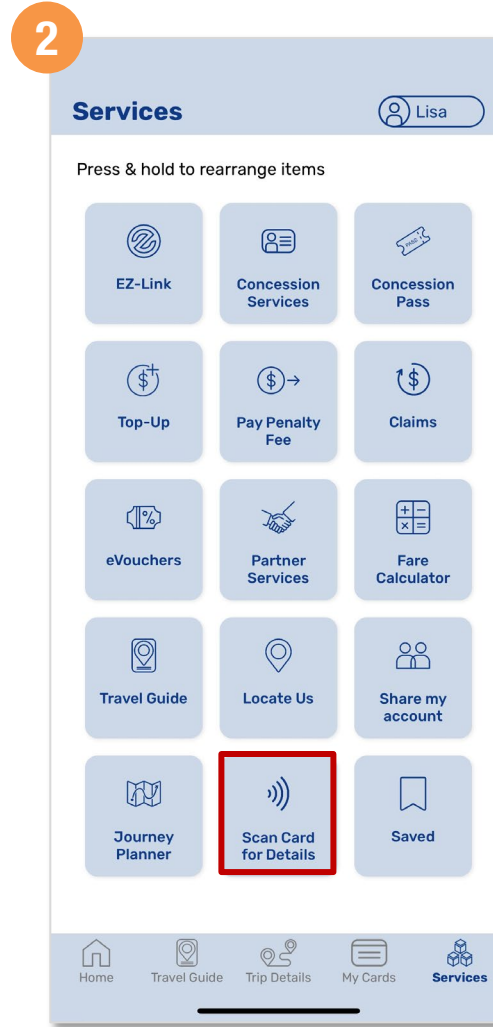


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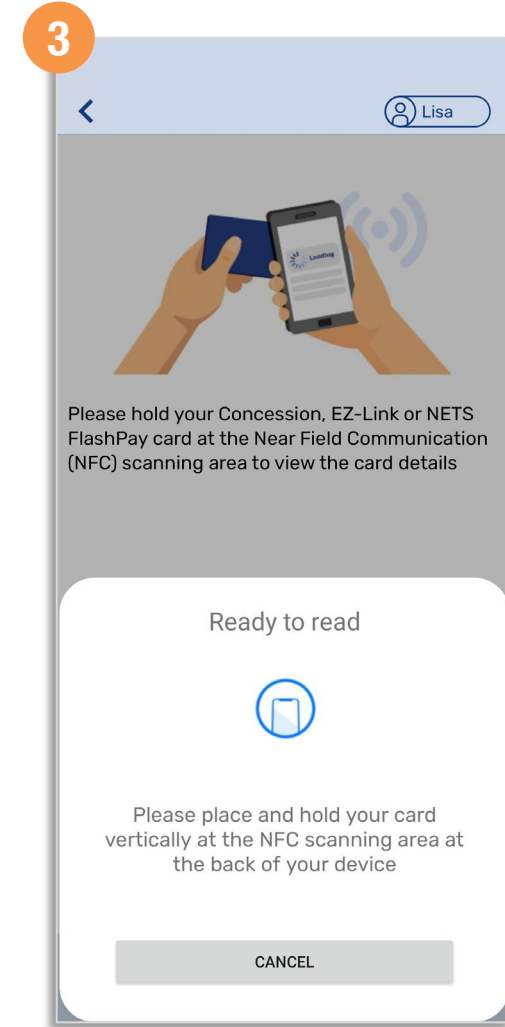
Scan Card For Details



Tap 'My Cards'



Tap 'Scan Card for Details'



Follow the instructions to scan your card

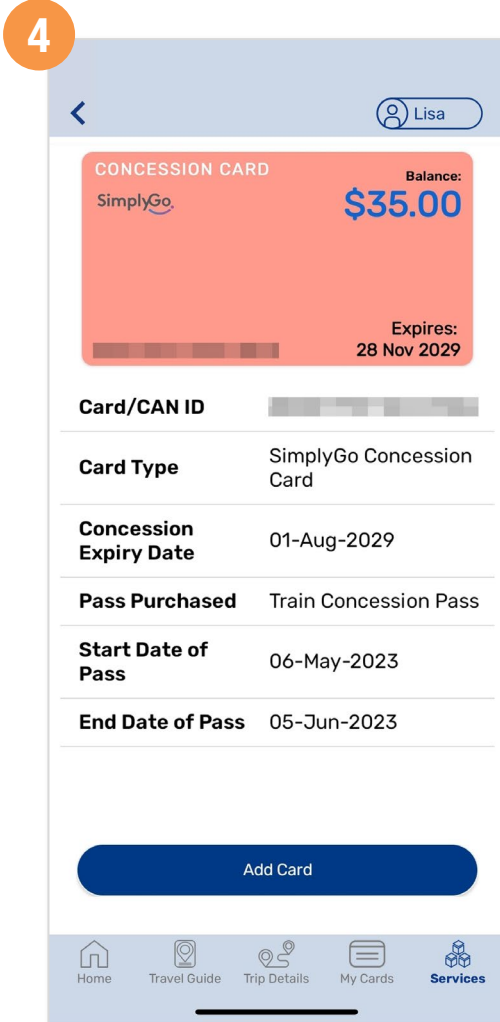
continued on next page >

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Scan Card For Details



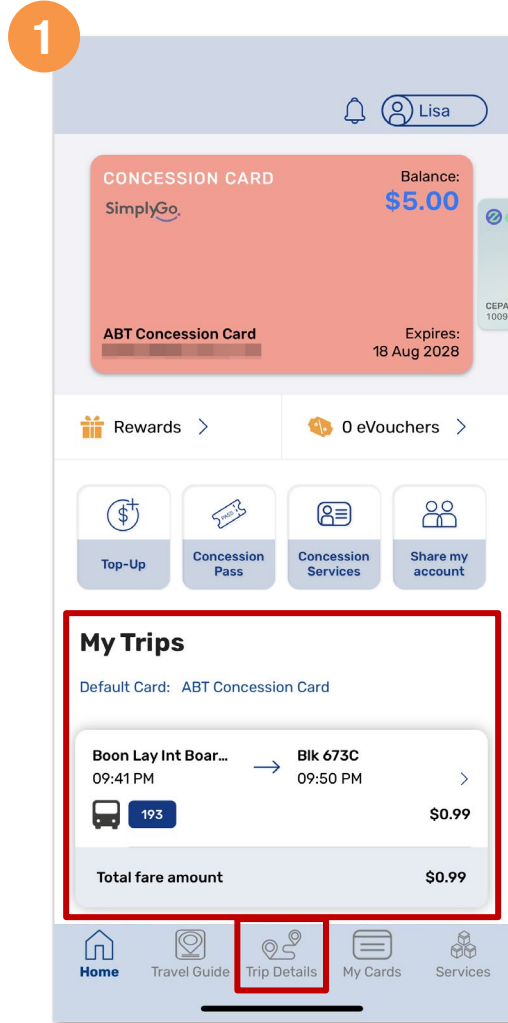
Once scanned, card details will be displayed

How To



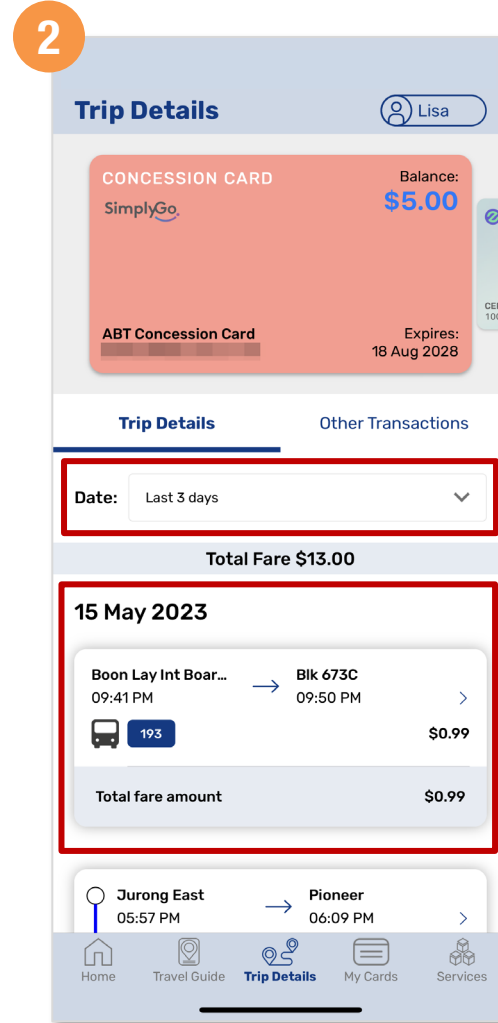
View Balance And Trip Details

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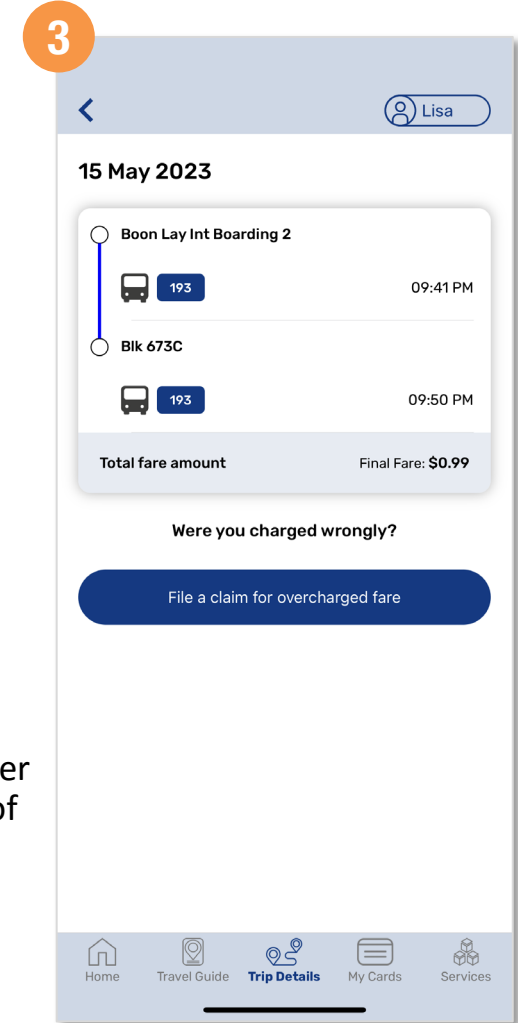


Tap 'Trip Details'

Recent trip for default card will be displayed under 'My Trips'



Tap the dropdown arrow to filter the period of trip details you wish to view



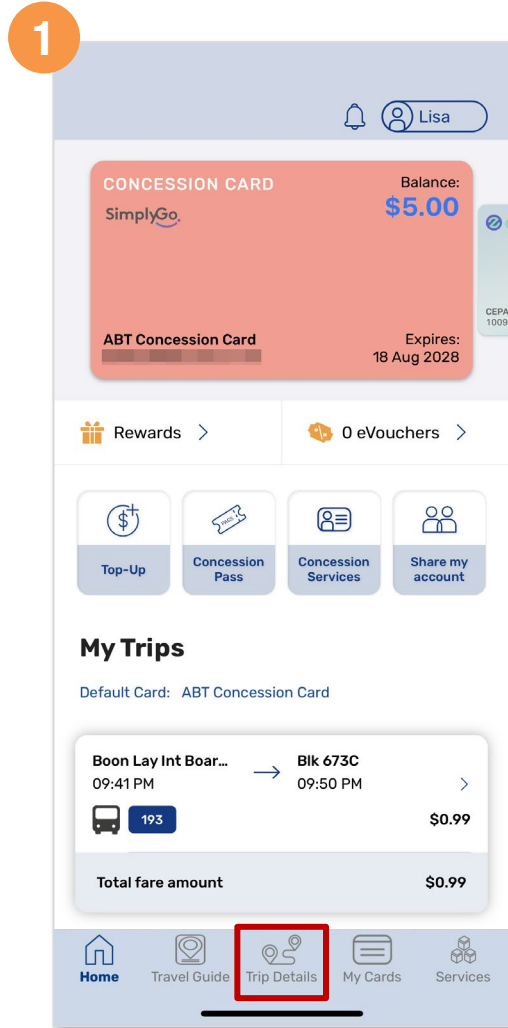
Your trip details are reflected

How To

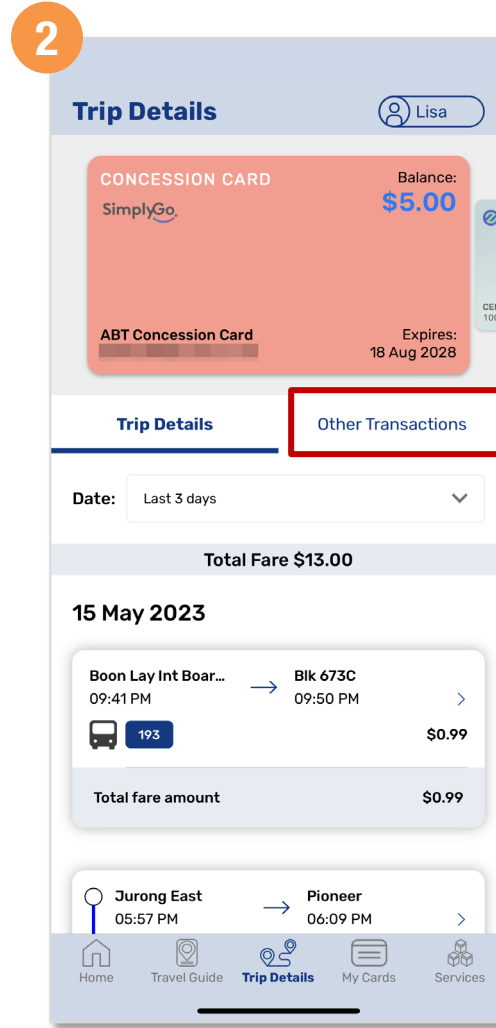


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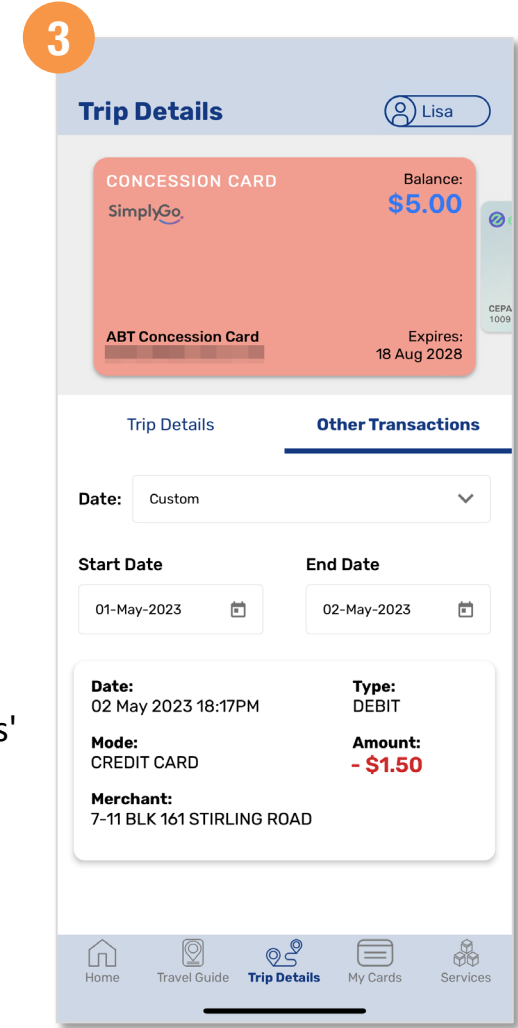
View Non-Transit Area Transaction Details



Tap 'Trip Details'



Tap 'Other Transactions'



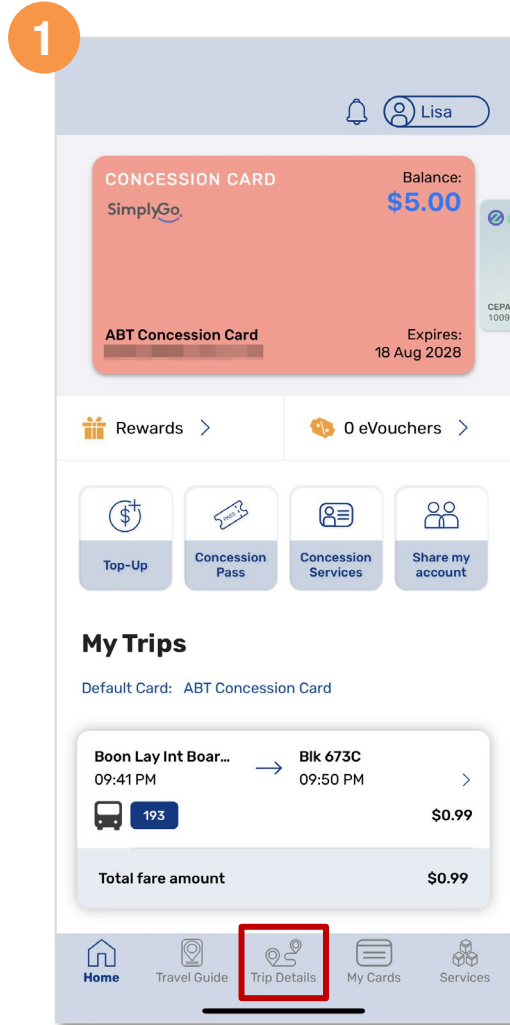
Your "Non-Transit Area" transactions are reflected

How To

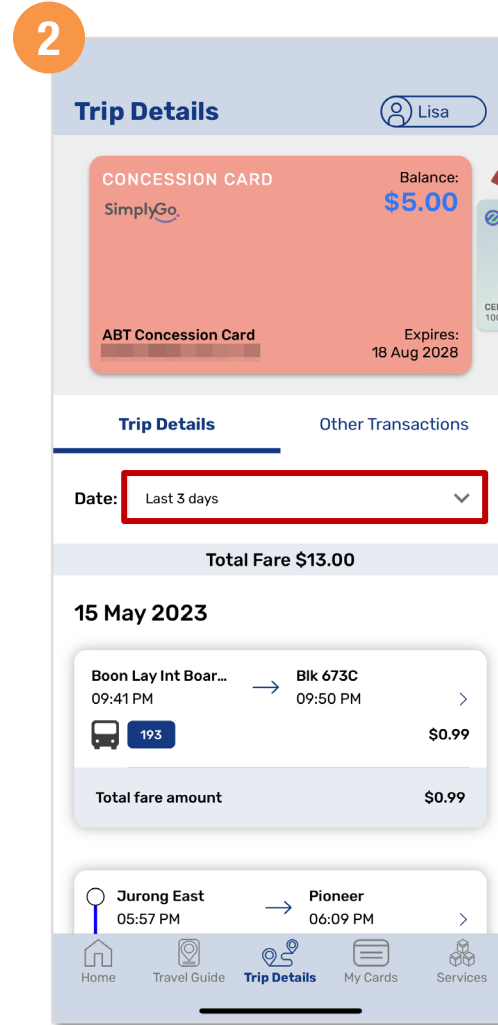


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File A Claim (Method 1)

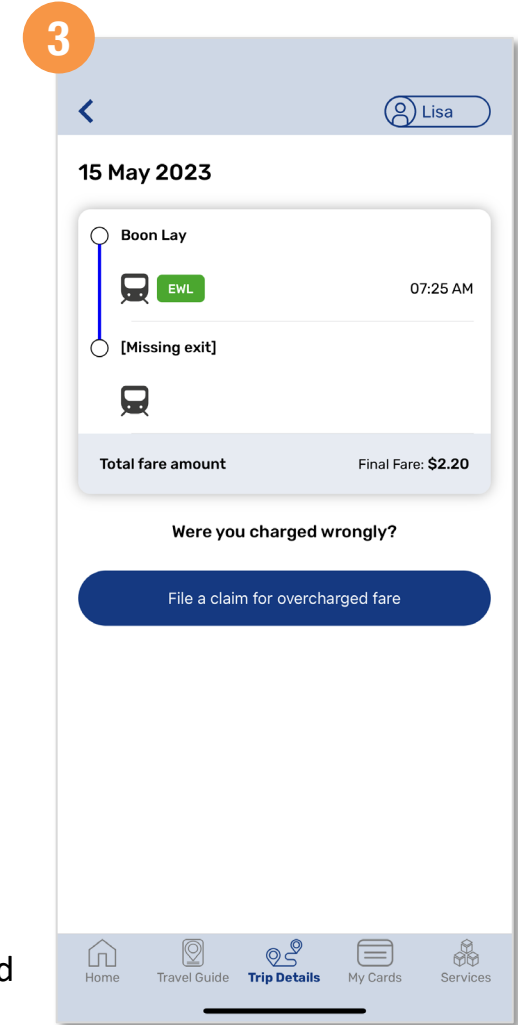


Tap 'Trip Details'



Select the card you wish to file a claim for

Filter the period for the disputed transaction



Select the transaction and tap 'File a claim for overcharged fare'

continued on next page >

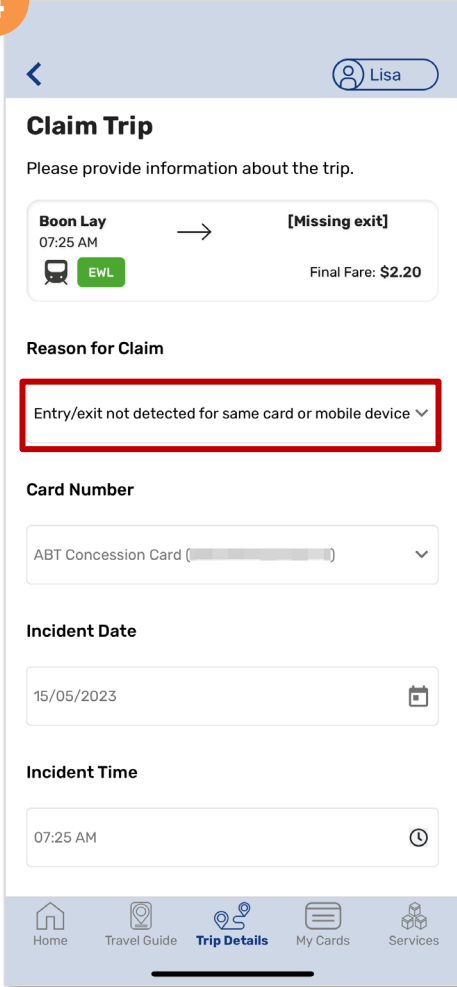
How To



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File A Claim (Method 1)

4



Claim Trip

Please provide information about the trip.

Boon Lay 07:25 AM → **[Missing exit]** Final Fare: \$2.20

Reason for Claim

Entry/exit not detected for same card or mobile device

Card Number

ABT Concession Card

Incident Date

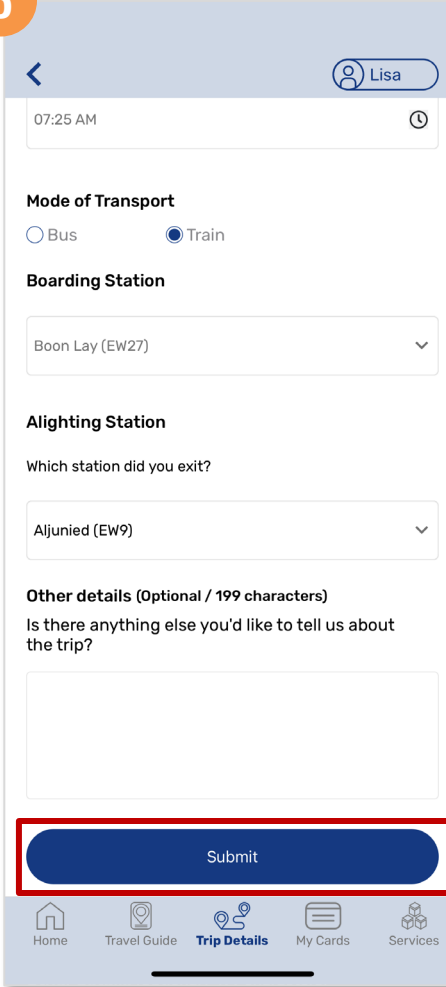
15/05/2023

Incident Time

07:25 AM

Select the 'Reason for Claim' from the dropdown list

5



07:25 AM

Mode of Transport

Bus Train

Boarding Station

Boon Lay (EW27)

Alighting Station

Which station did you exit?

Ajunied (EW9)

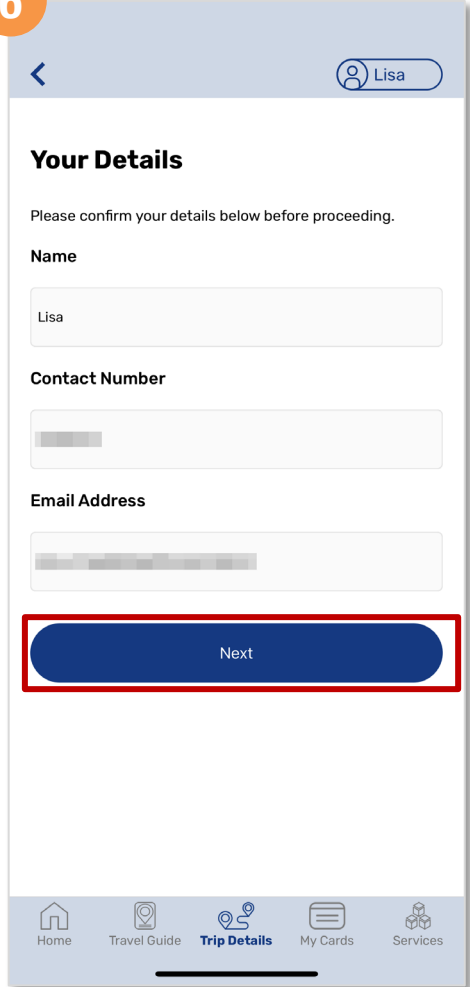
Other details (Optional / 199 characters)

Is there anything else you'd like to tell us about the trip?

Submit

Verify your details, scroll down and tap 'Submit'

6



Your Details

Please confirm your details below before proceeding.

Name

Lisa

Contact Number

[Redacted]

Email Address

[Redacted]

Next

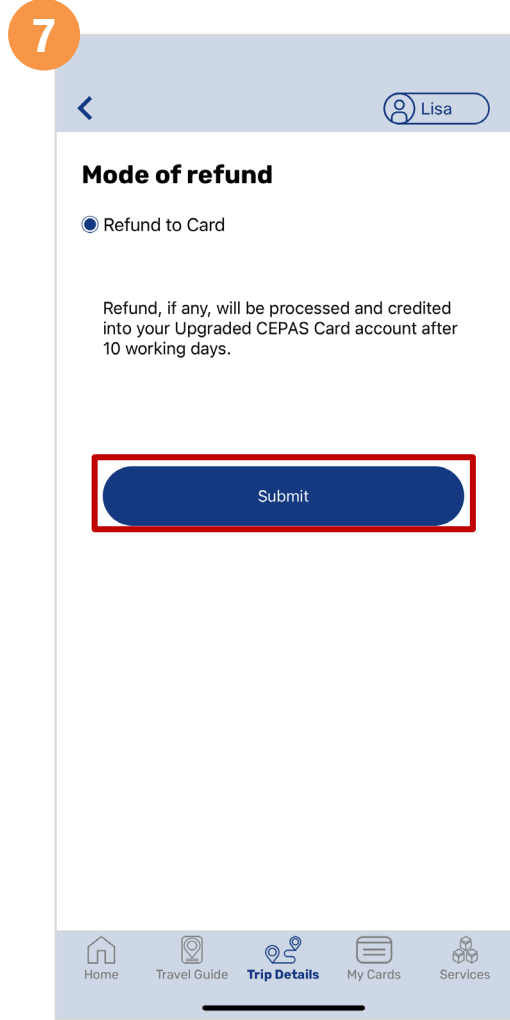
Verify your particulars and tap 'Next'

How To

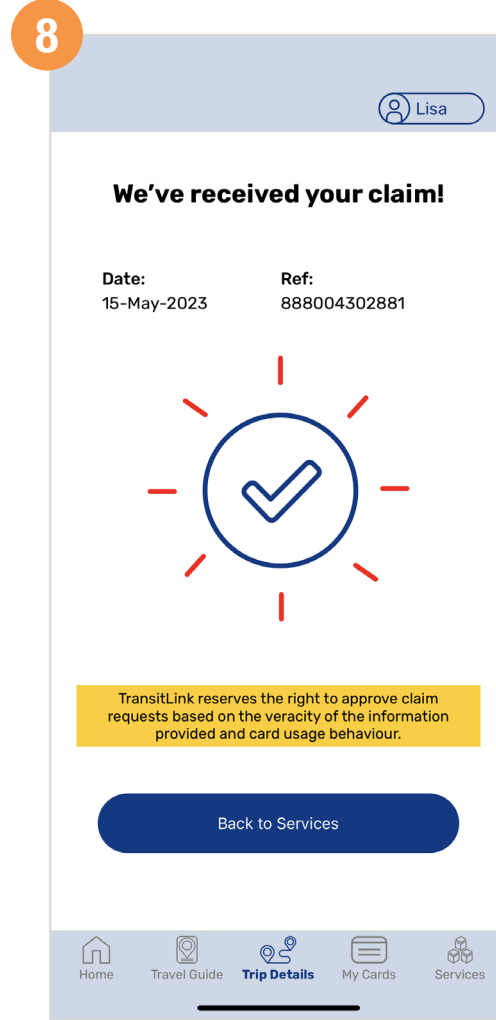


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File A Claim (Method 1)



Tap 'Submit'



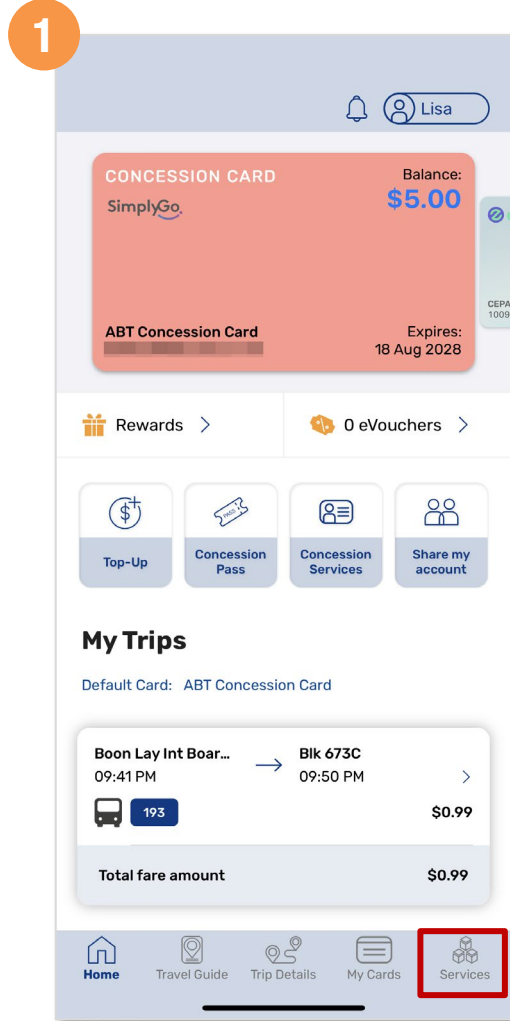
Your claim has been successfully submitted

How To

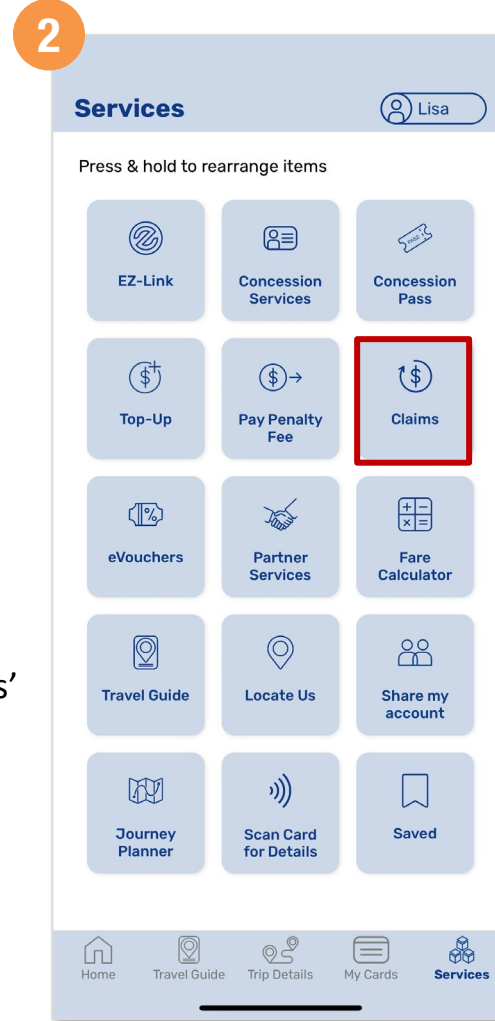


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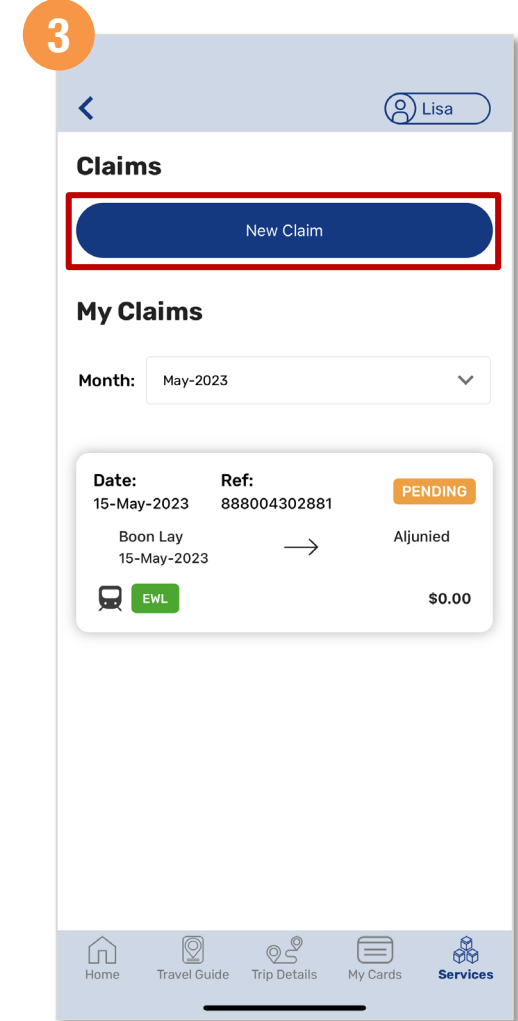
File A Claim (Method 2)



Tap 'Services'



Tap 'Claims'



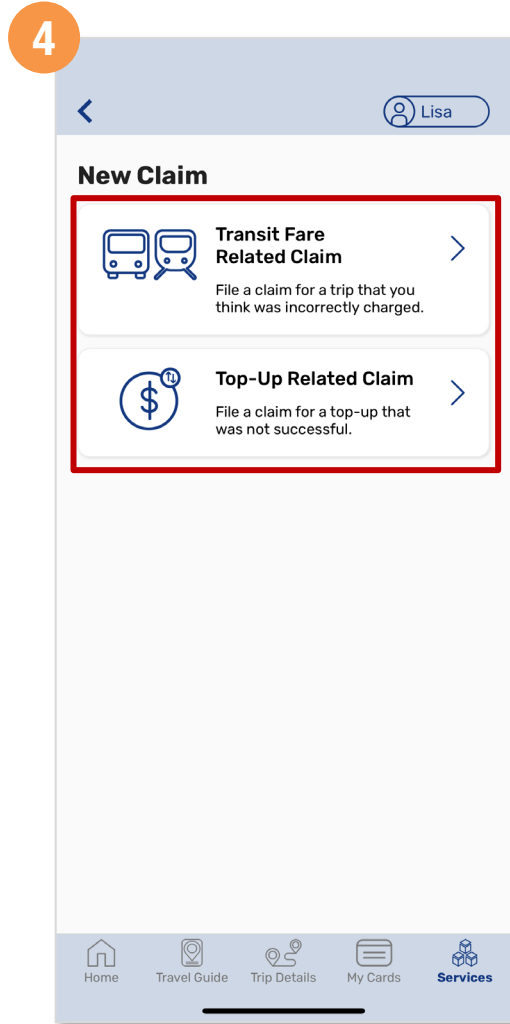
Tap 'New Claim'

How To

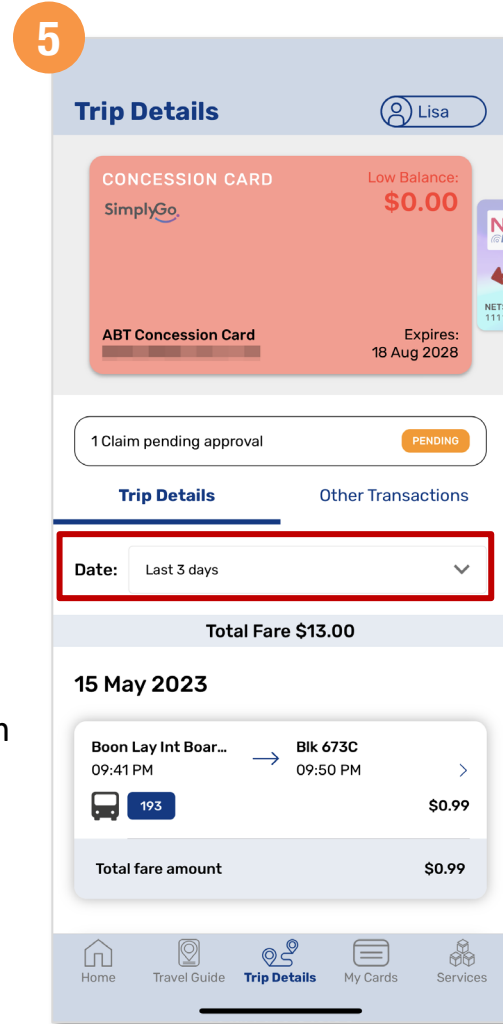


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File A Claim (Method 2)

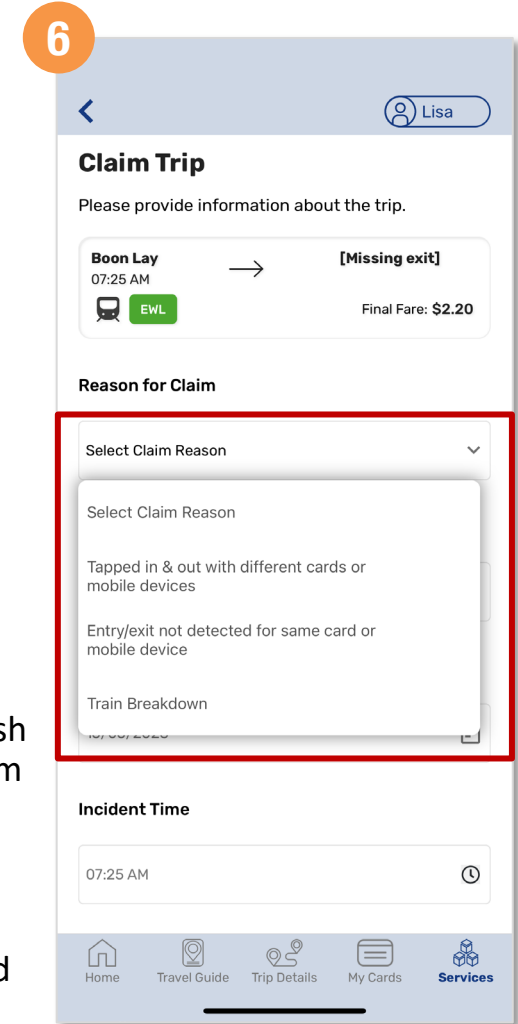


Select the type of claim you wish to file



Select the card you wish to file a claim for

Filter the period for the disputed transaction



Select the 'Reason for Claim' from the dropdown list

continued on next page >

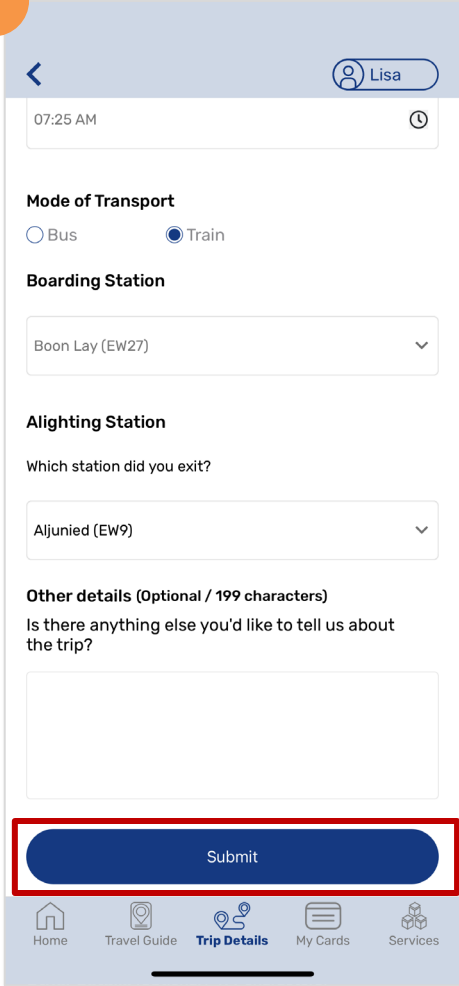
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File A Claim (Method 2)

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07:25 AM

Lisa

Mode of Transport

Bus Train

Boarding Station

Boon Lay (EW27)

Alighting Station

Which station did you exit?

Aljunied (EW9)

Other details (Optional / 199 characters)

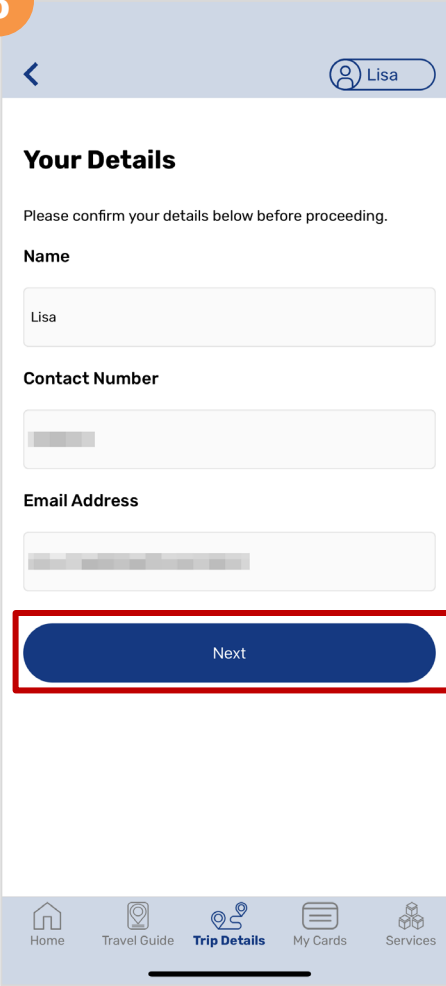
Is there anything else you'd like to tell us about the trip?

Submit

Home Travel Guide Trip Details My Cards Services

Verify your details, scroll down and tap 'Submit'

8



Lisa

Your Details

Please confirm your details below before proceeding.

Name

Lisa

Contact Number

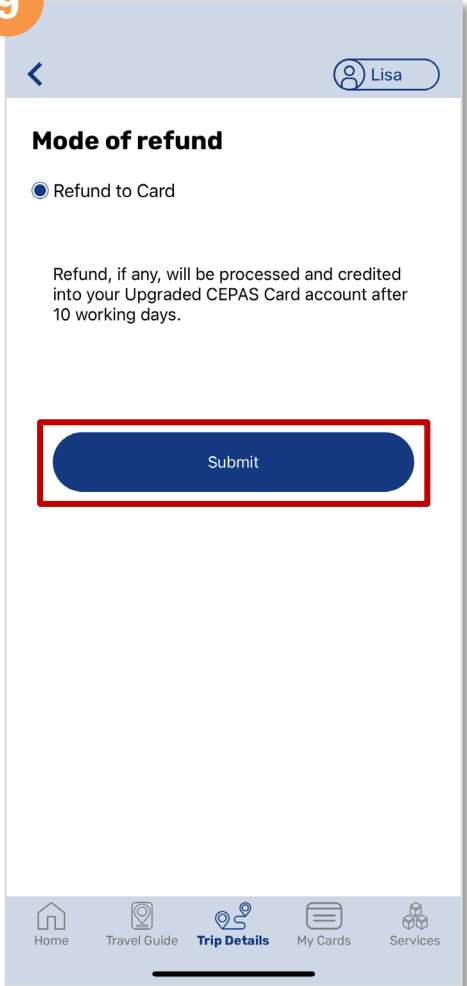
Email Address

Next

Home Travel Guide Trip Details My Cards Services

Verify your particulars and tap 'Next'

9



Lisa

Mode of refund

Refund to Card

Refund, if any, will be processed and credited into your Upgraded CEPAS Card account after 10 working days.

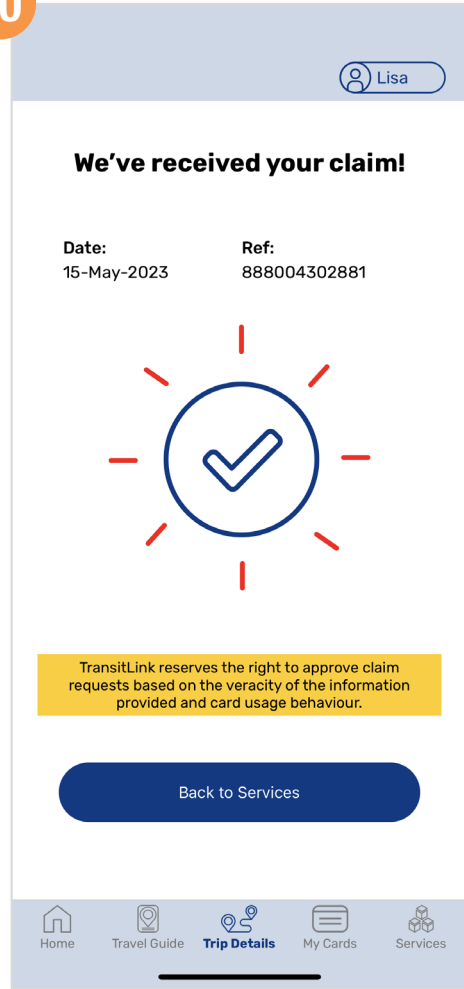
Submit

Home Travel Guide Trip Details My Cards Services

Tap 'Submit'

File A Claim (Method 2)

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Your claim has been successfully submitted

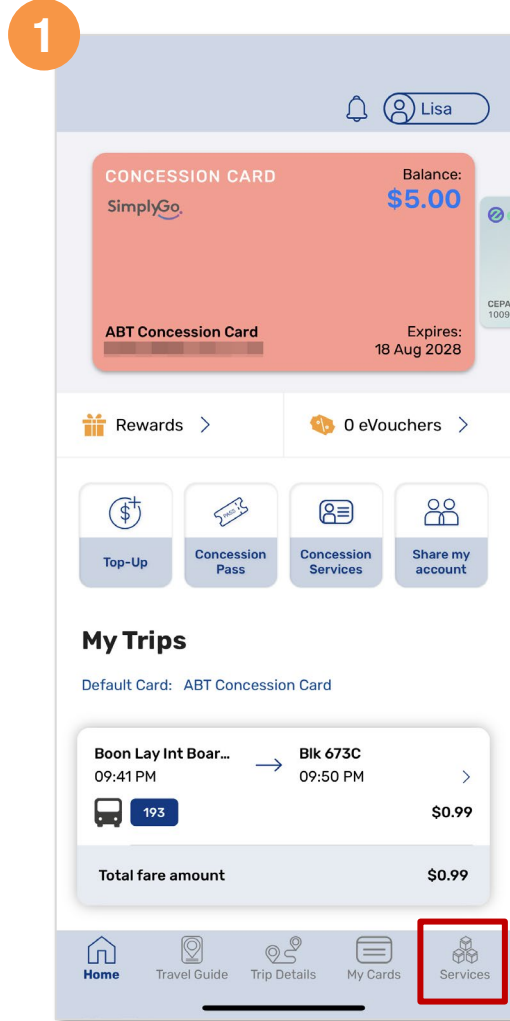
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How To

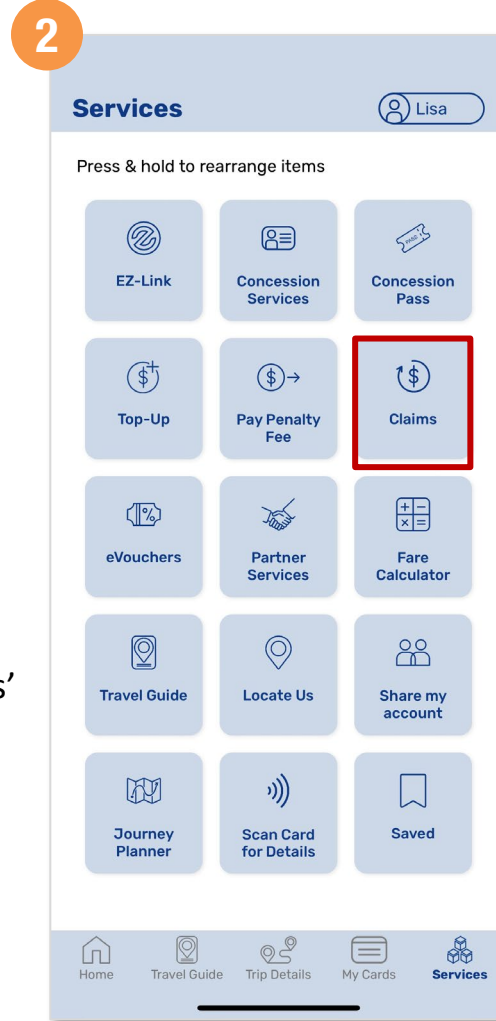


Check Your Claim Status

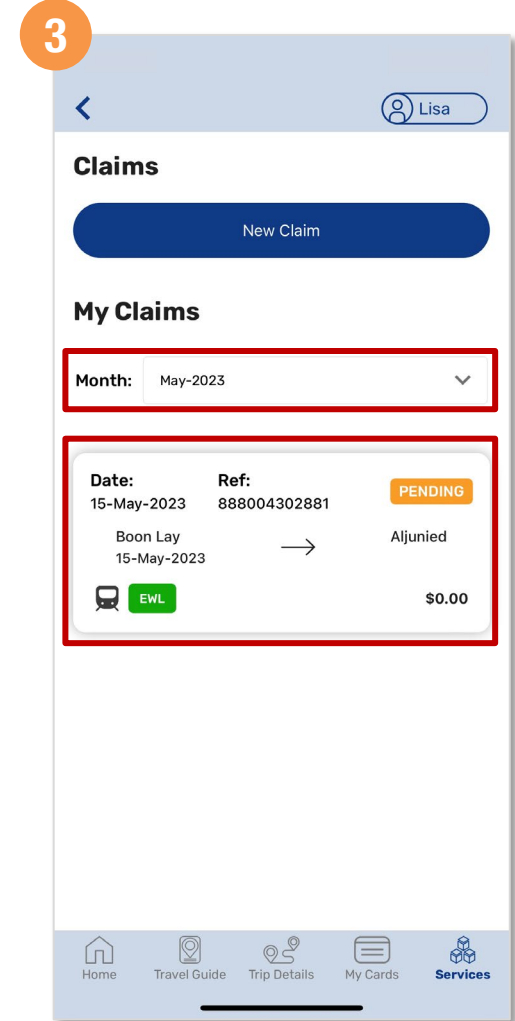
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Tap 'Services'



Tap 'Claims'



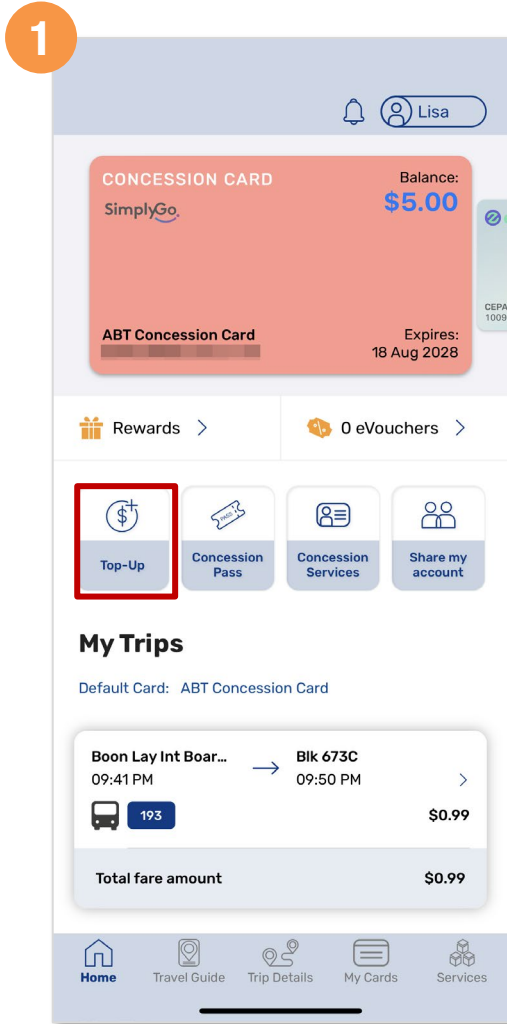
Claims filed would appear here and you may filter based on the 'Month' filed to check your claim status

How To

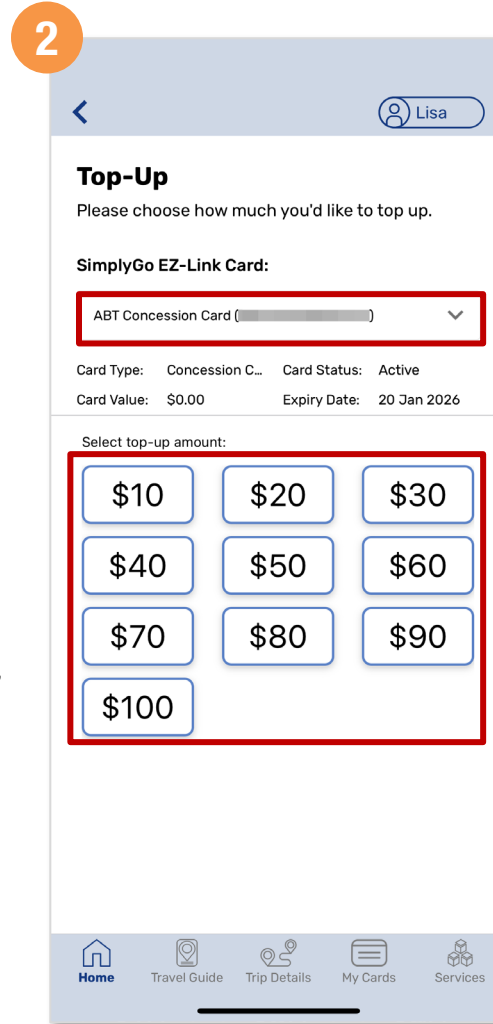


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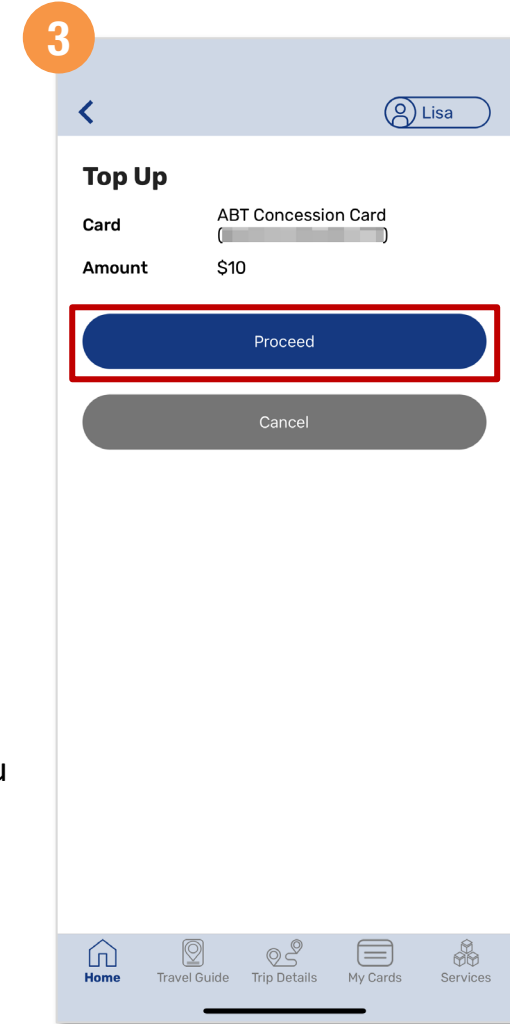
Top Up SimplyGo EZ-Link And Concession Cards (Method 1)



Tap 'Top-Up'



Select the card and amount you wish to top up



Once done, tap 'Proceed'

continued on next page >

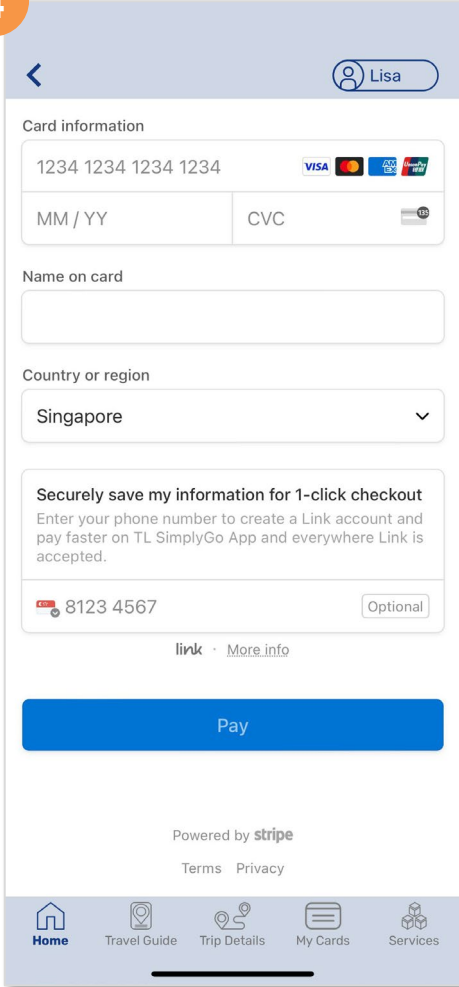
How To



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Top Up SimplyGo EZ-Link And Concession Cards (Method 1)

4



Card information

1234 1234 1234 1234

MM / YY CVC

Name on card

Country or region

Singapore

Securely save my information for 1-click checkout

Enter your phone number to create a Link account and pay faster on TL SimplyGo App and everywhere Link is accepted.

8123 4567

link · More info

Pay

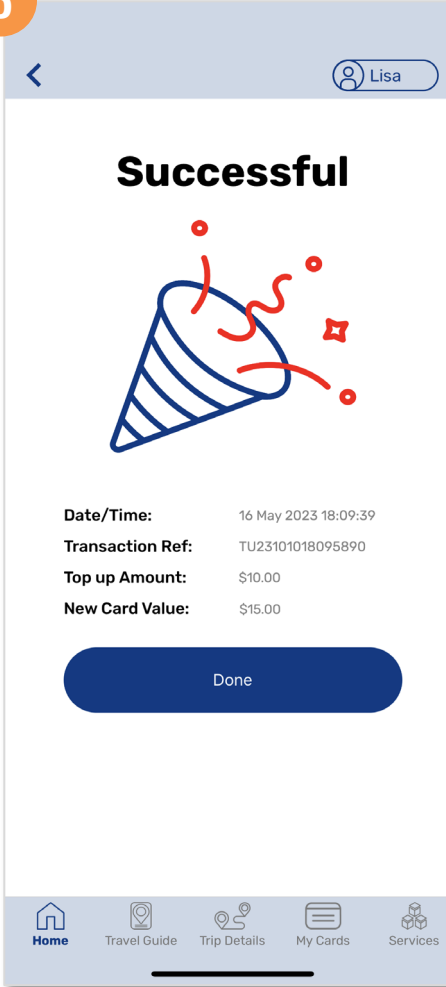
Powered by stripe

Terms Privacy

Home Travel Guide Trip Details My Cards Services

Enter payment details

5



Successful

Date/Time: 16 May 2023 18:09:39

Transaction Ref: TU23101018095890

Top up Amount: \$10.00

New Card Value: \$15.00

Done

Home Travel Guide Trip Details My Cards Services

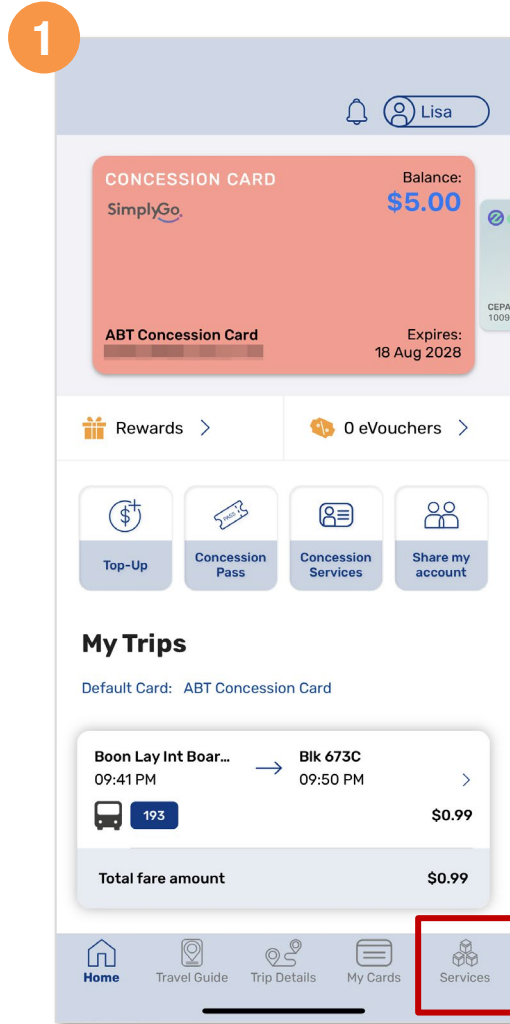
You have successfully topped up your card

How To

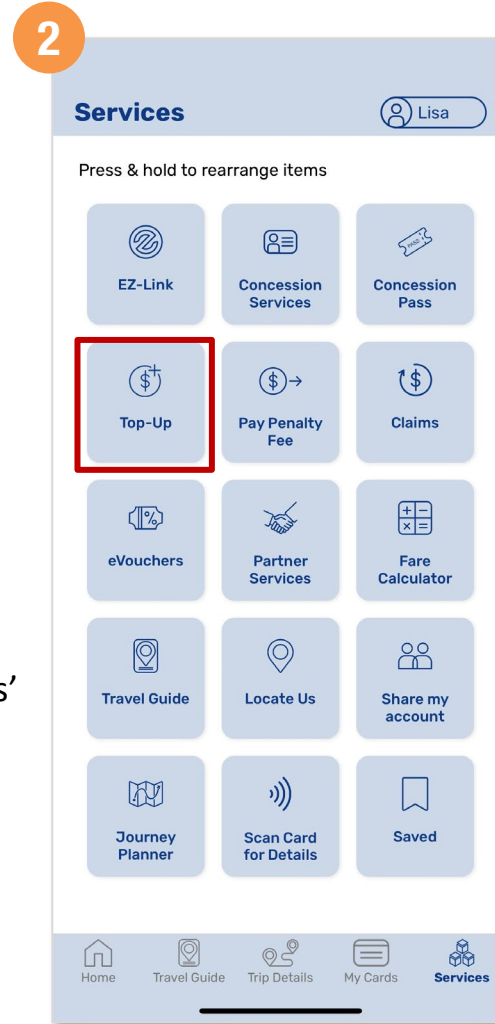


Top Up SimplyGo EZ-Link And Concession Cards (Method 2)

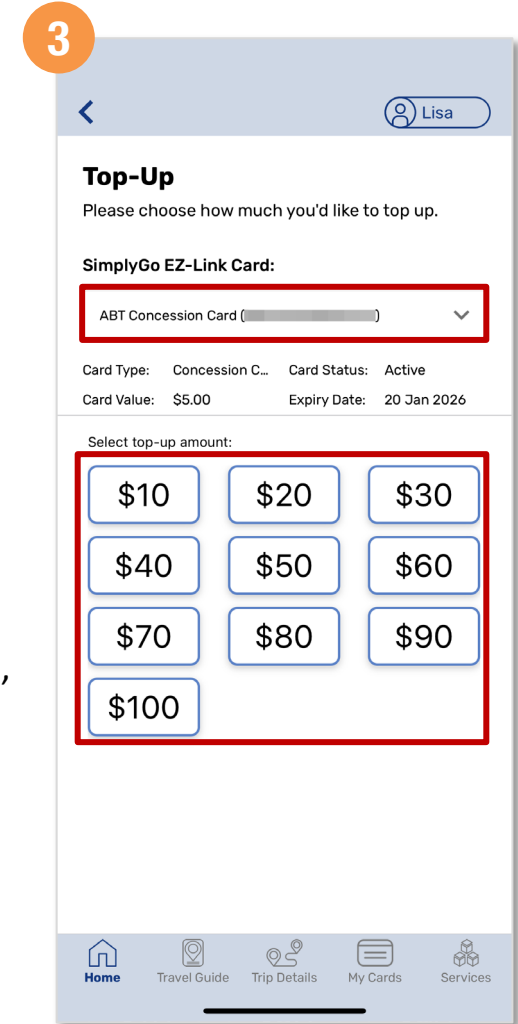
Back to top



Tap 'Services'



Tap 'Top-Up'



Select the card and amount you wish to top up

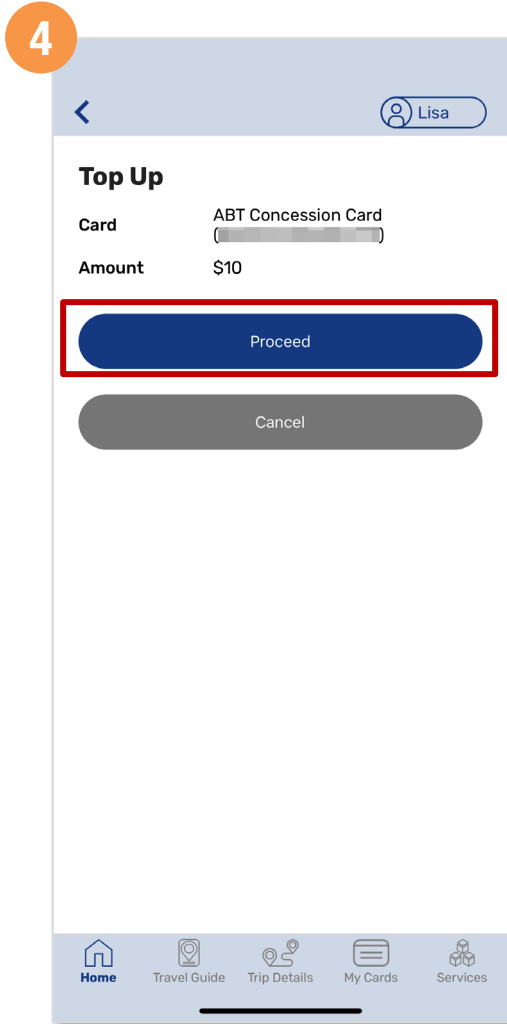
continued on next page >

How To

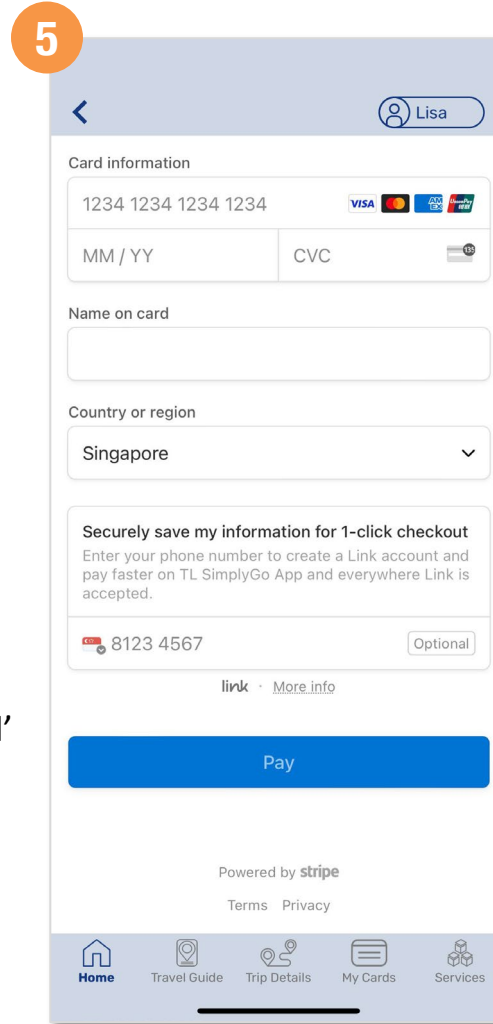


Top Up SimplyGo EZ-Link And Concession Cards (Method 2)

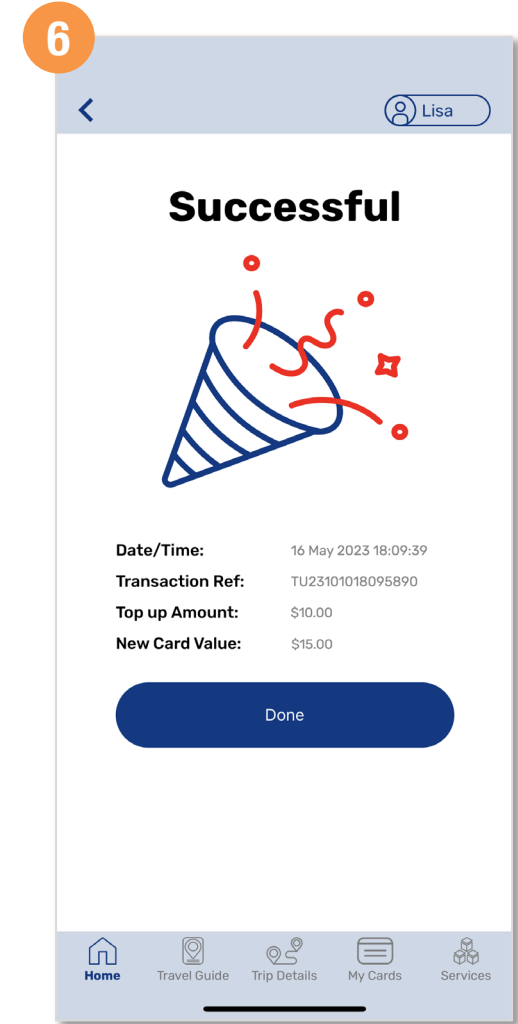
Back to top



Once done, tap 'Proceed'



Enter payment details



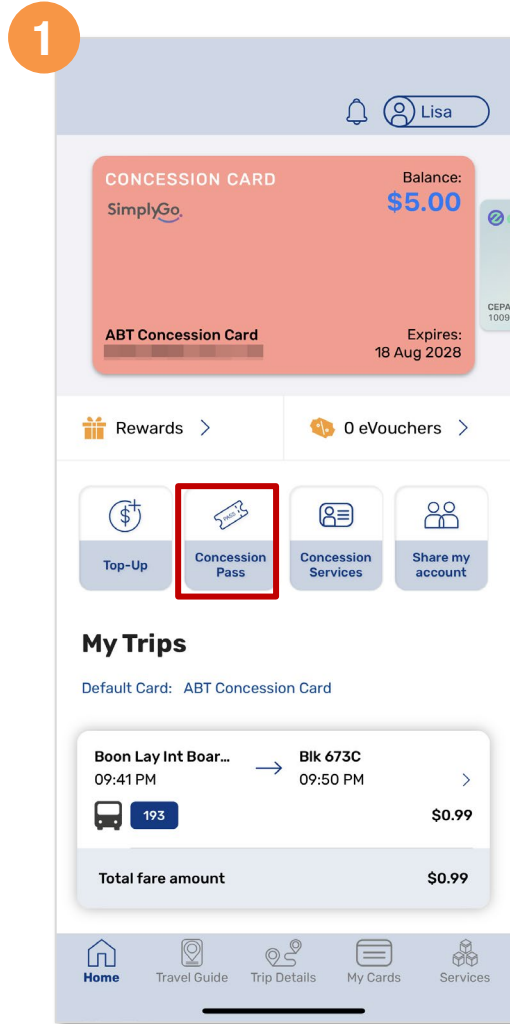
You have successfully topped up your card

How To

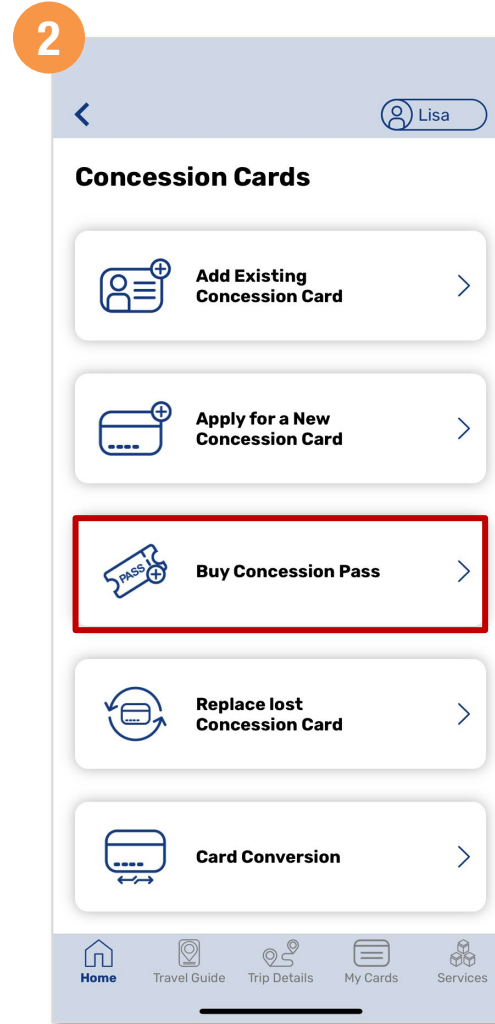


Back to top

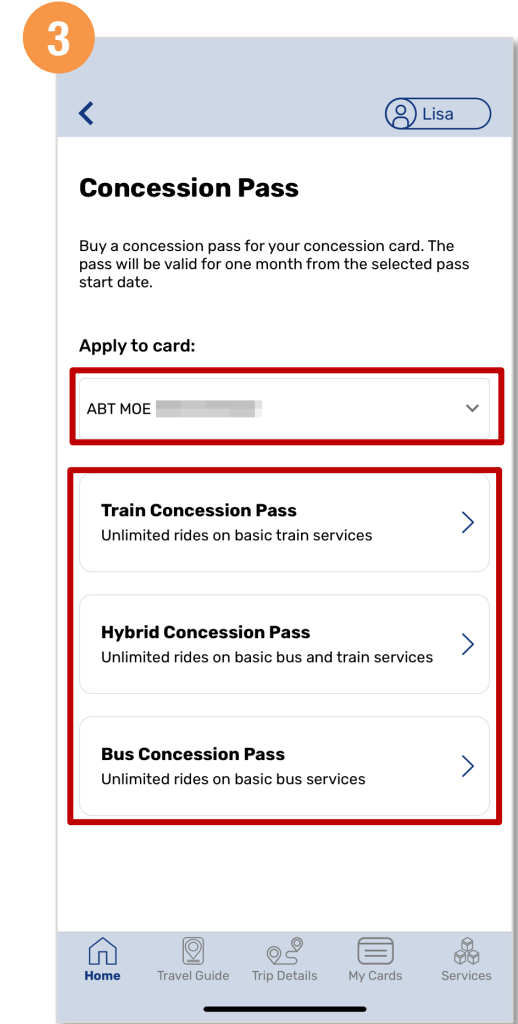
Purchase Monthly Concession Pass (Method 1)



Tap 'Concession Pass'



Tap 'Buy Concession Pass'



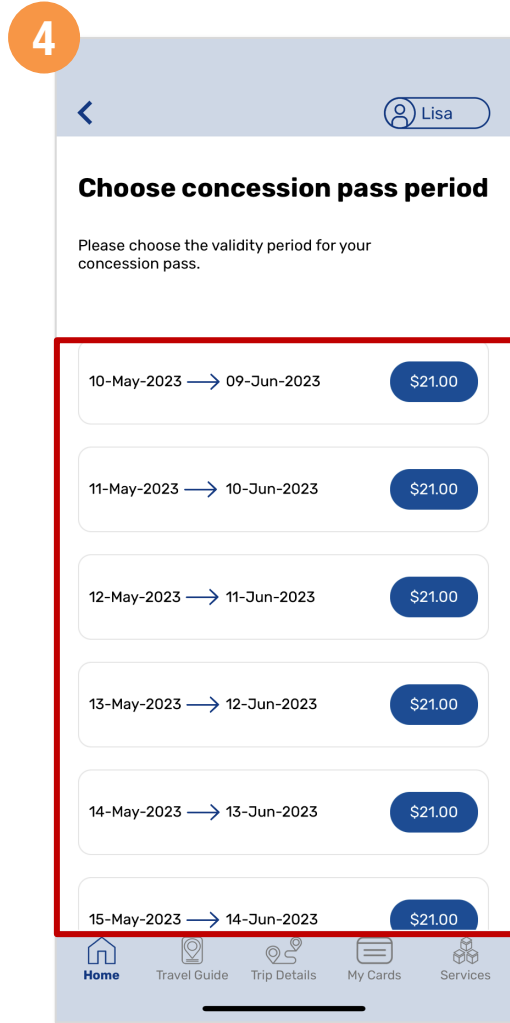
Select the card you wish to purchase the concession pass for and the concession pass type

How To

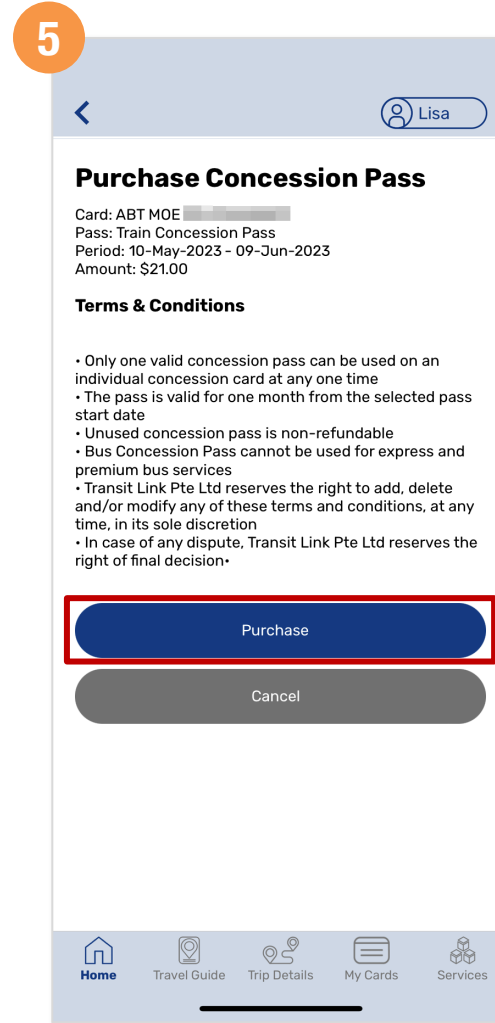


Back to top

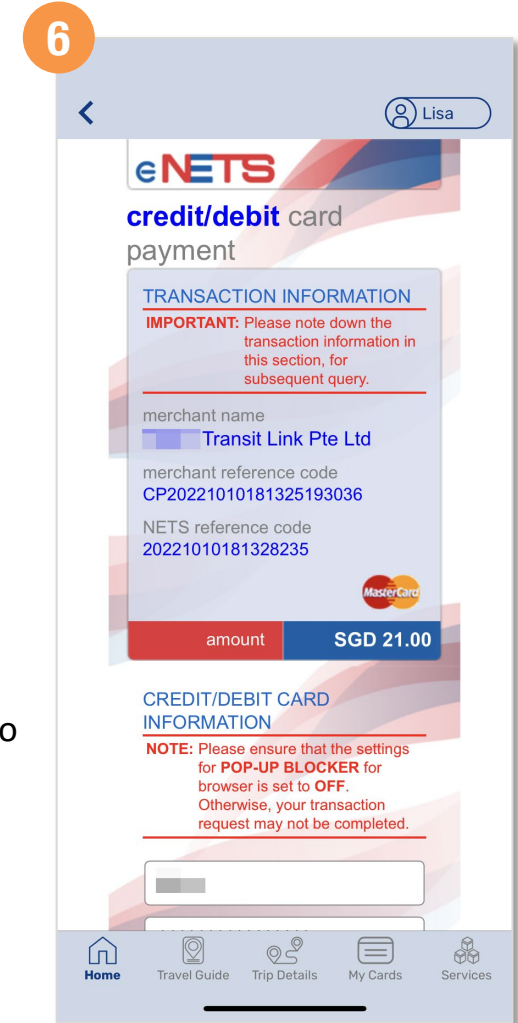
Purchase Monthly Concession Pass (Method 1)



Select the concession pass period



Tap 'Purchase' to proceed



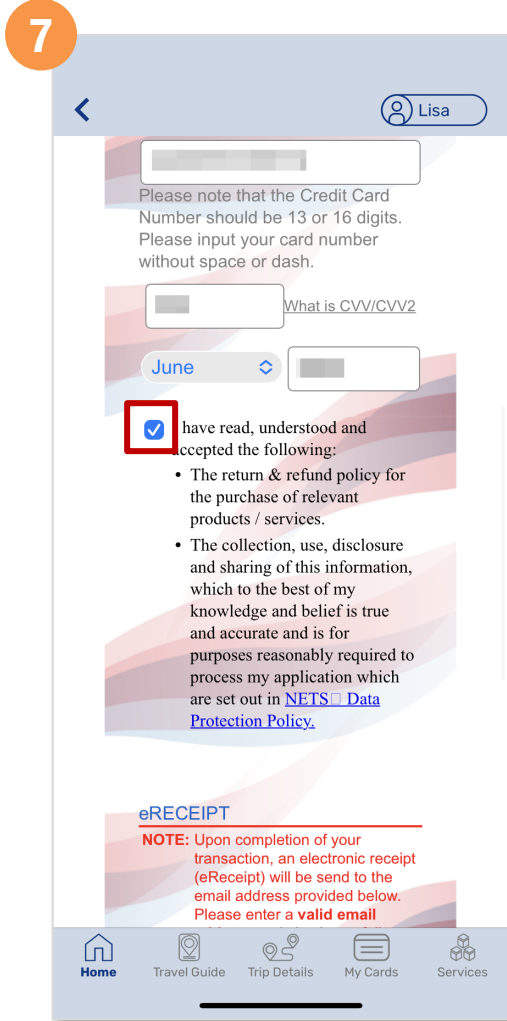
Scroll down and enter your payment details

How To

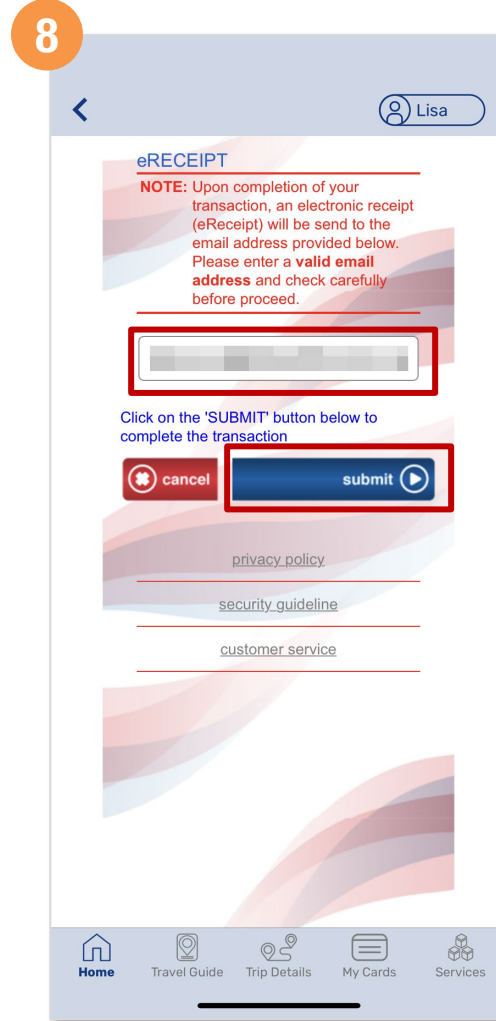


Back to top

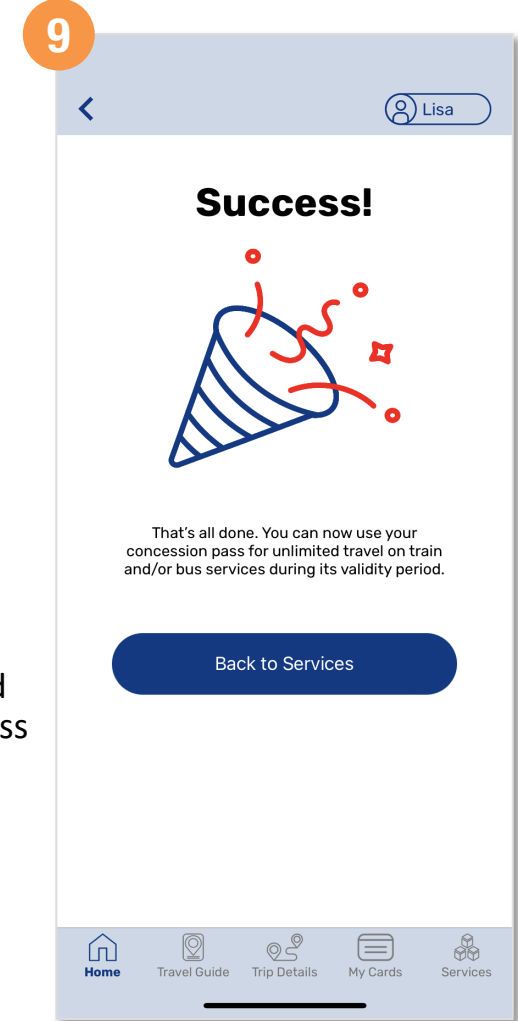
Purchase Monthly Concession Pass (Method 1)



Tap the 'Check box' to give consent



Enter a valid email address and tap 'Submit'



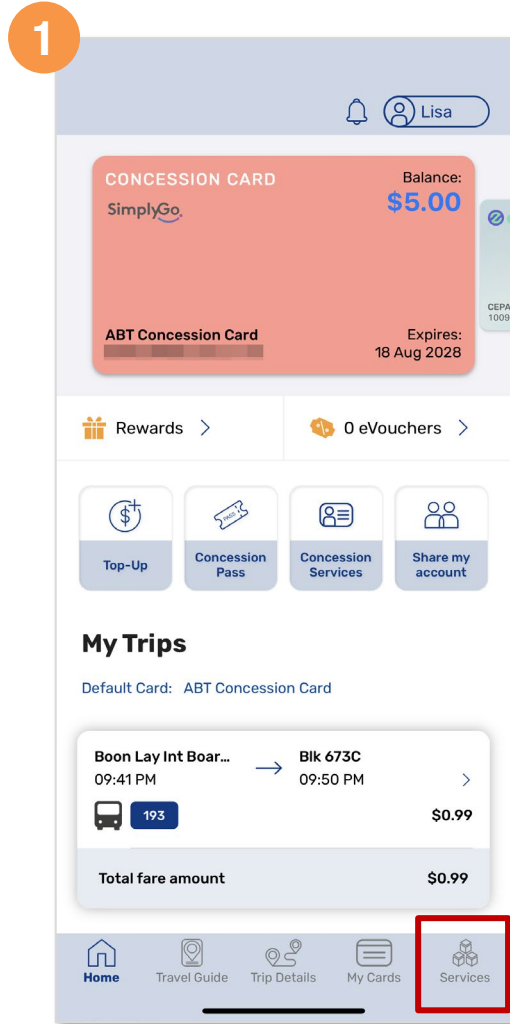
You have successfully purchased your concession pass

How To

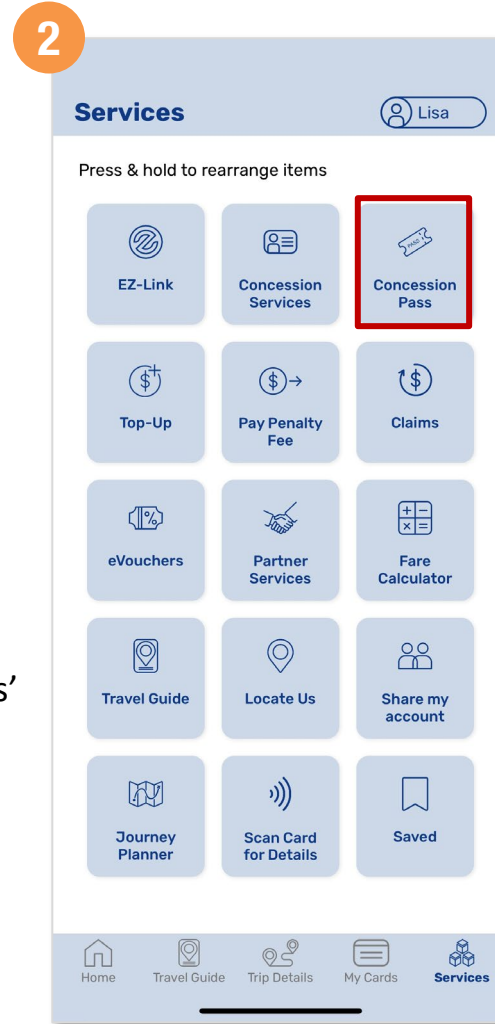


Purchase Monthly Concession Pass (Method 2)

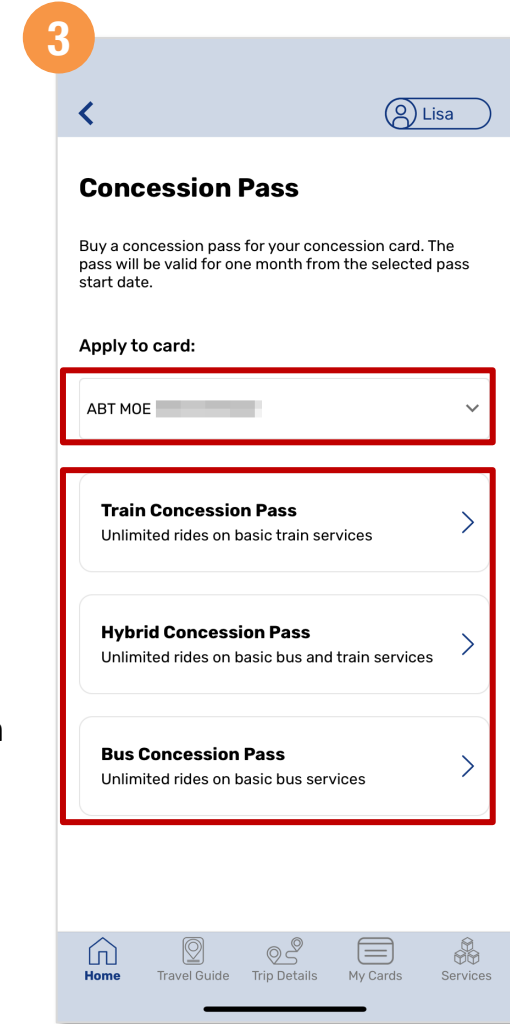
Back to top



Tap 'Services'



Tap 'Concession Pass'



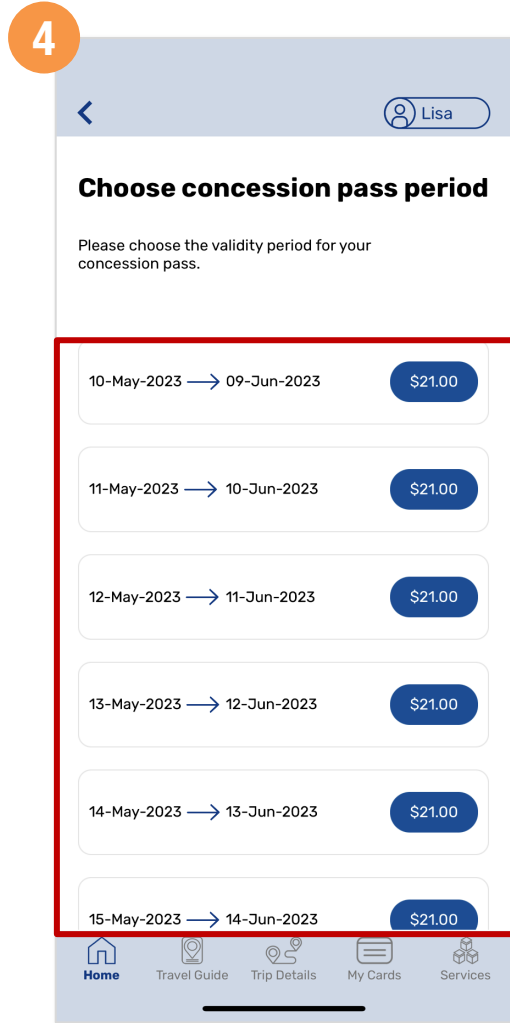
Select the card you wish to purchase the concession pass for and the concession pass type

How To

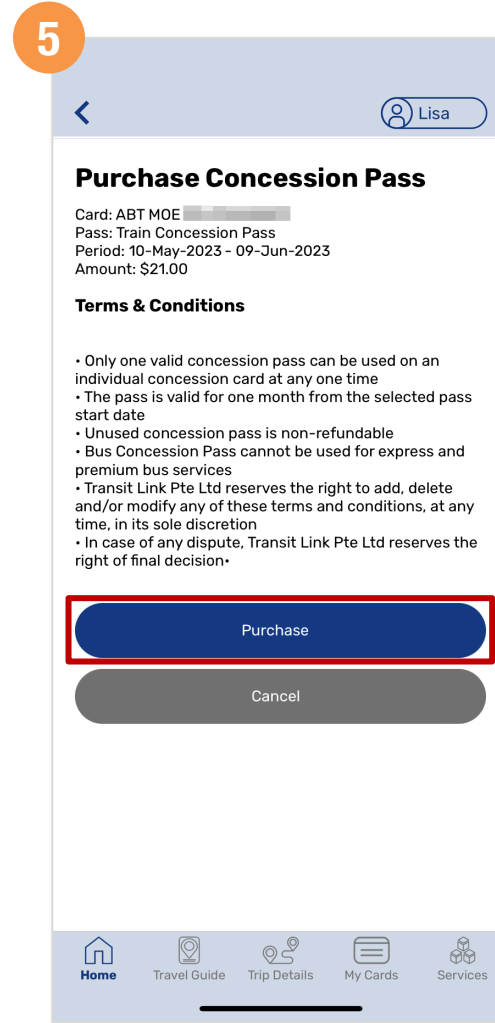


Back to top

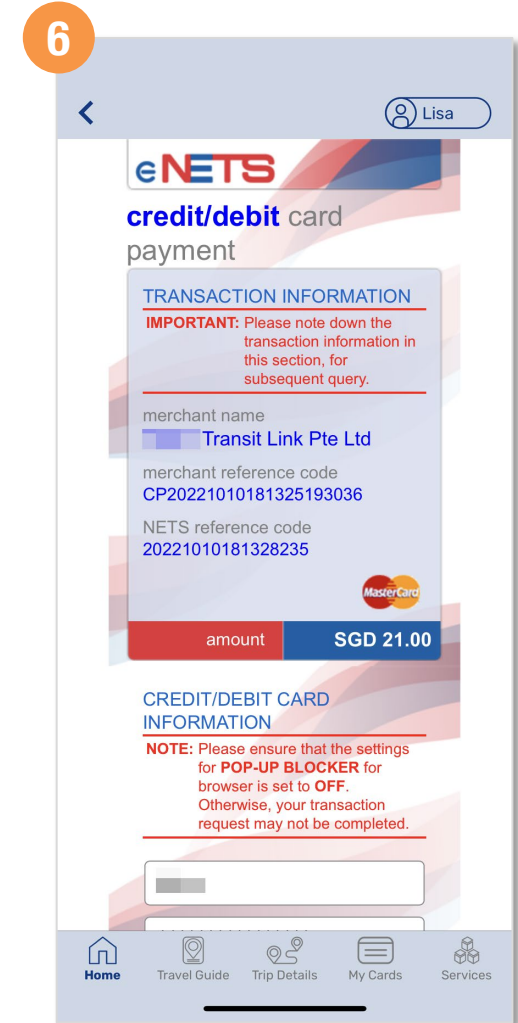
Purchase Monthly Concession Pass (Method 2)



Select the concession pass period



Tap 'Purchase' to proceed



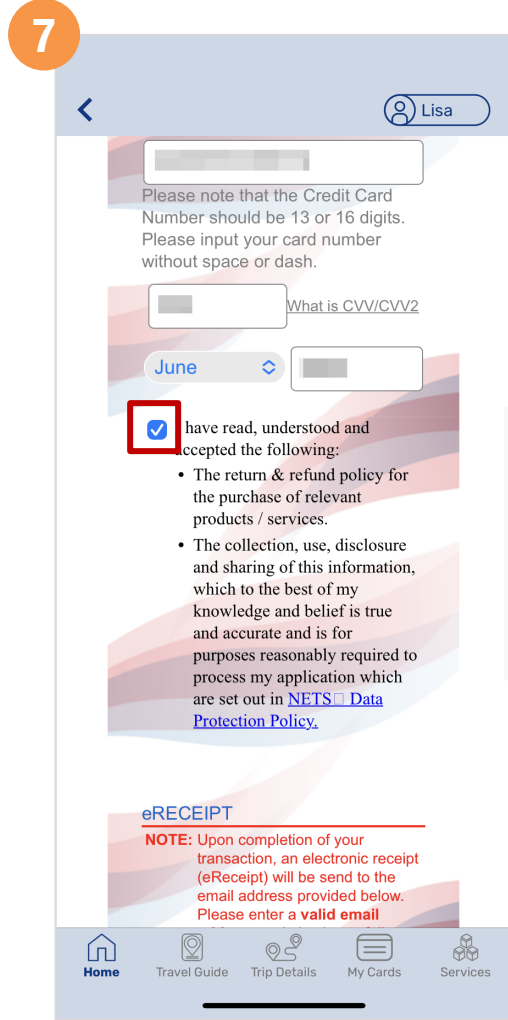
Scroll down and enter your credit /debit card details

How To

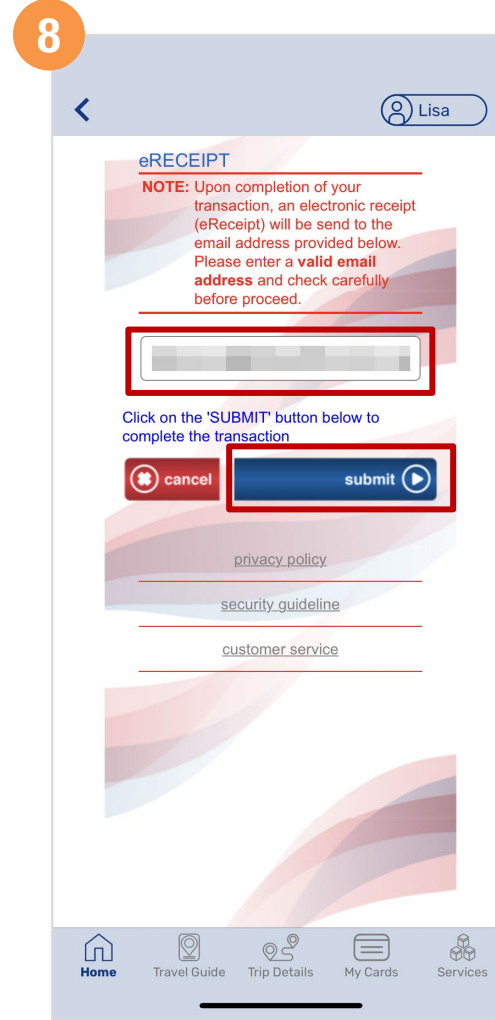


Back to top

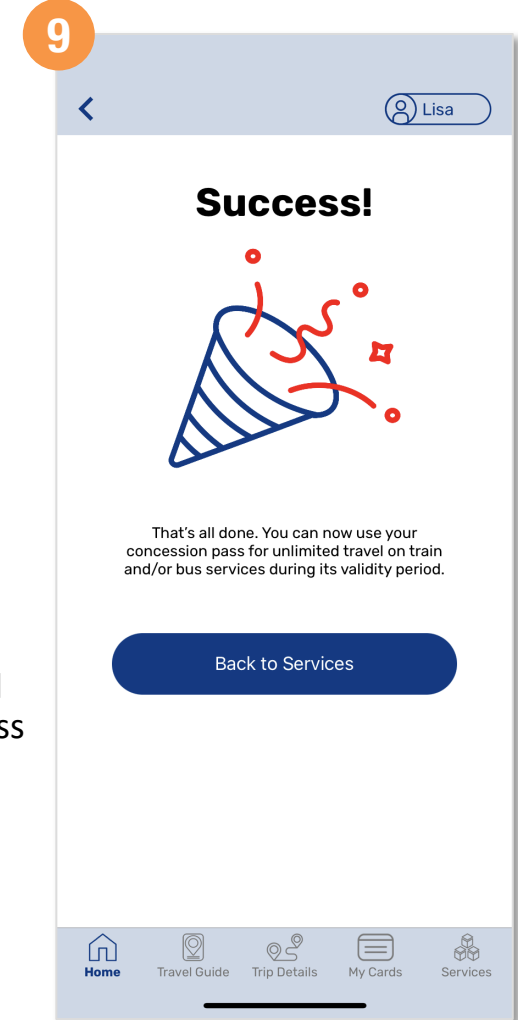
Purchase Monthly Concession Pass (Method 2)



Tap the 'Check box' to give consent



Enter a valid email address and tap 'Submit'



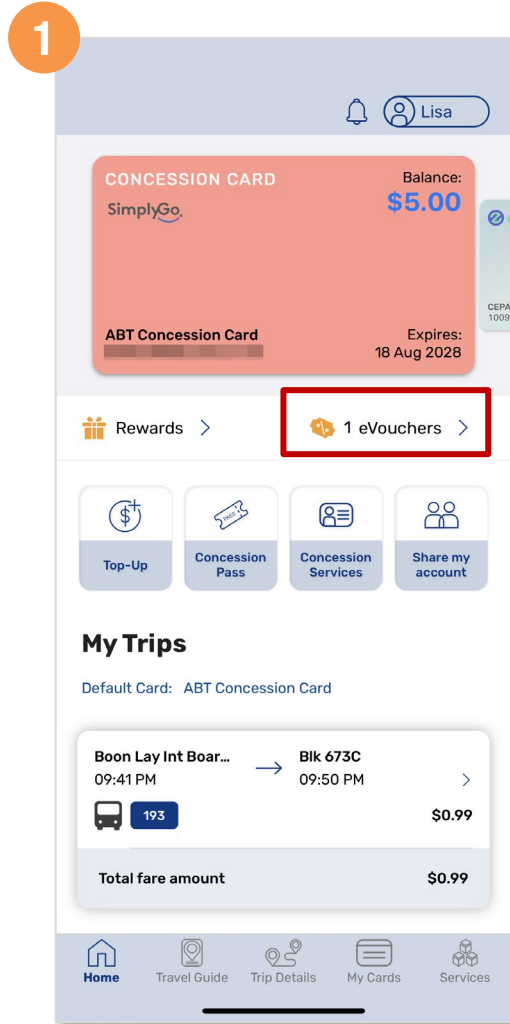
You have successfully purchased your concession pass

How To

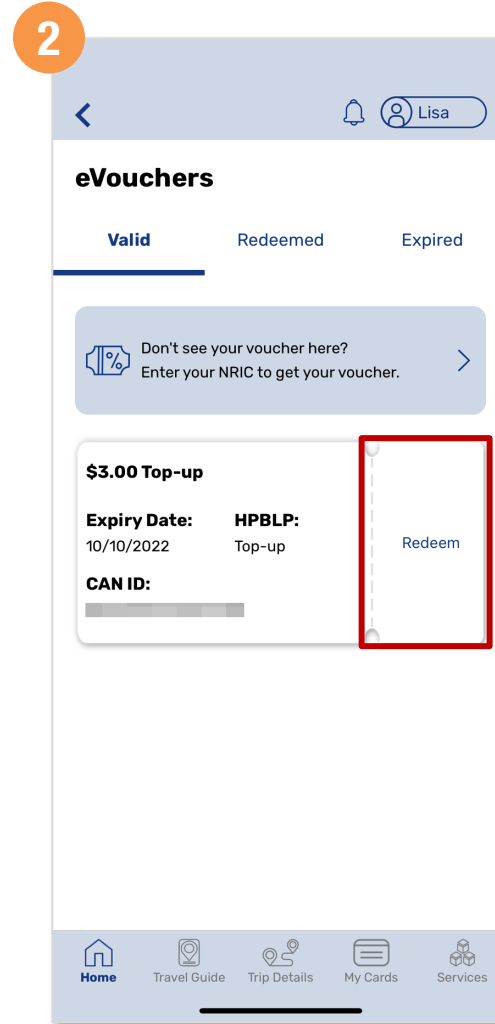


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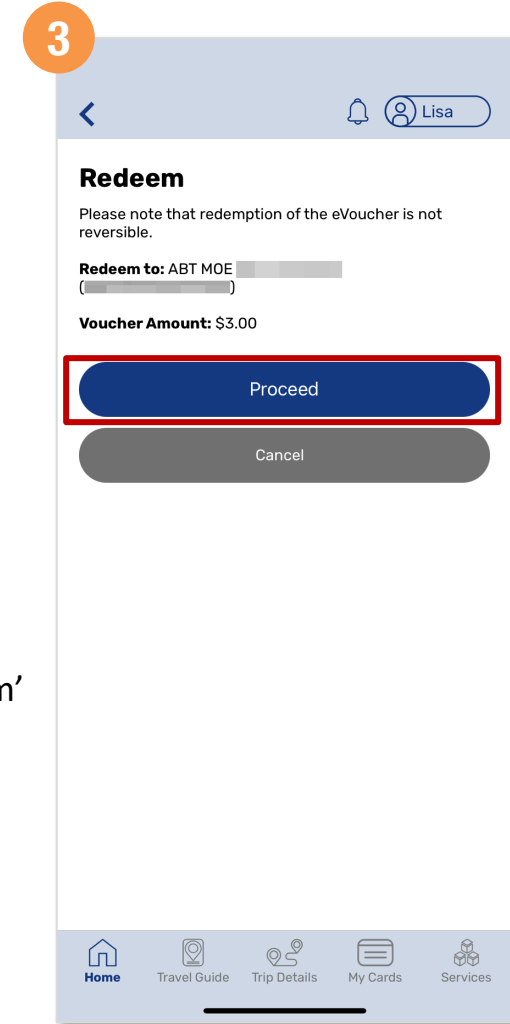
Redeem An eVoucher To Your SimplyGo EZ-Link And Concession Cards



Tap 'eVouchers'



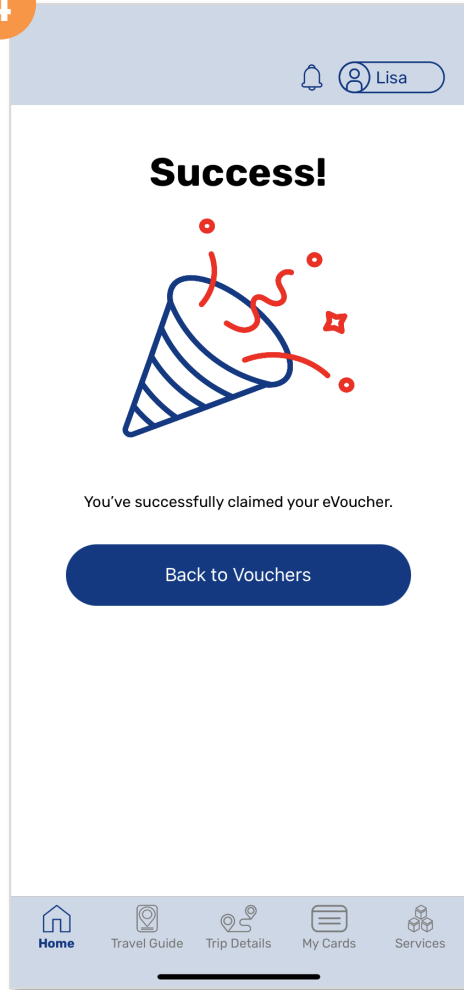
Tap 'Redeem'



Then tap 'Proceed'

Redeem An eVoucher To Your SimplyGo EZ-Link And Concession Cards

4



You have successfully redeemed your eVoucher

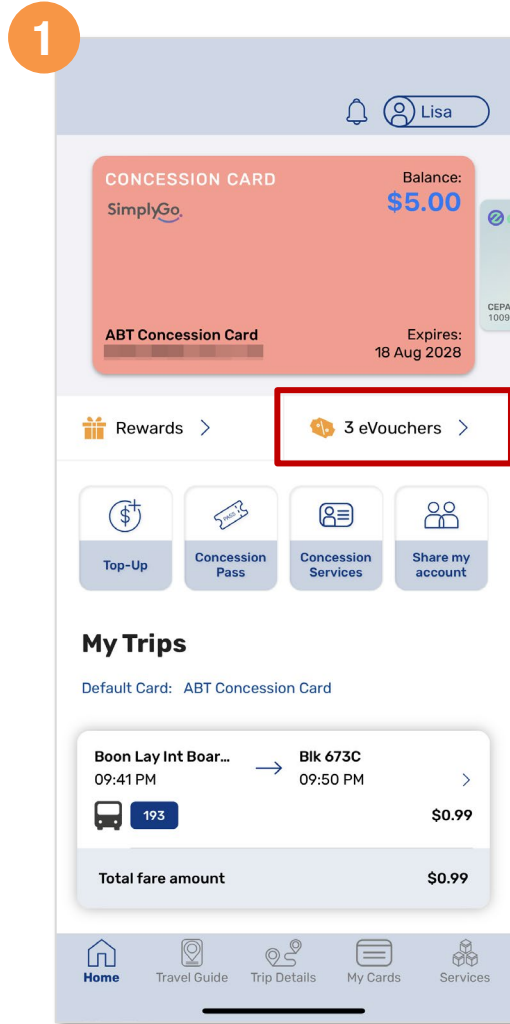
Back to top

How To

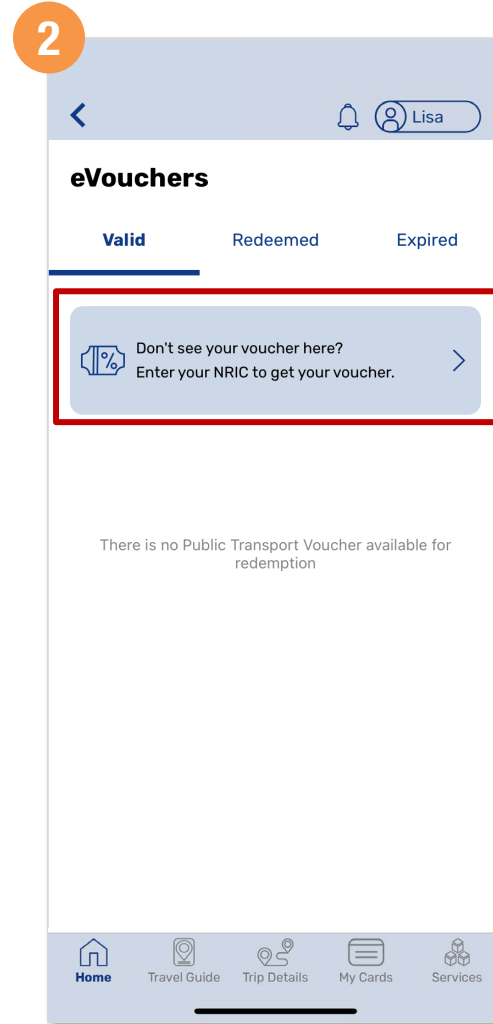


Redeem A Public Transport eVoucher To Your SimplyGo EZ-Link And Concession Cards

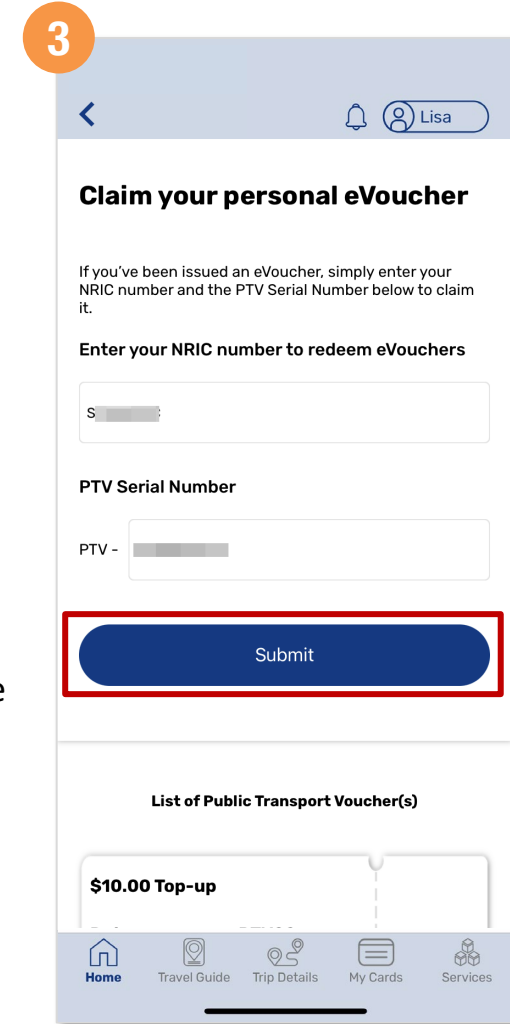
Back to top



Tap 'eVouchers'



Tap the blue box



Enter your NRIC number and Public Transport Voucher Serial Number, then tap 'Submit'

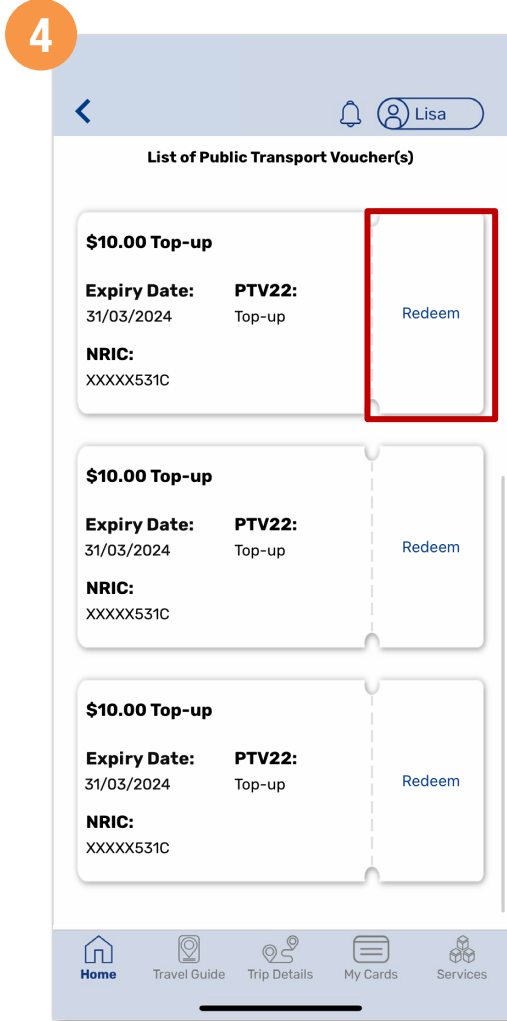
continued on next page >

How To

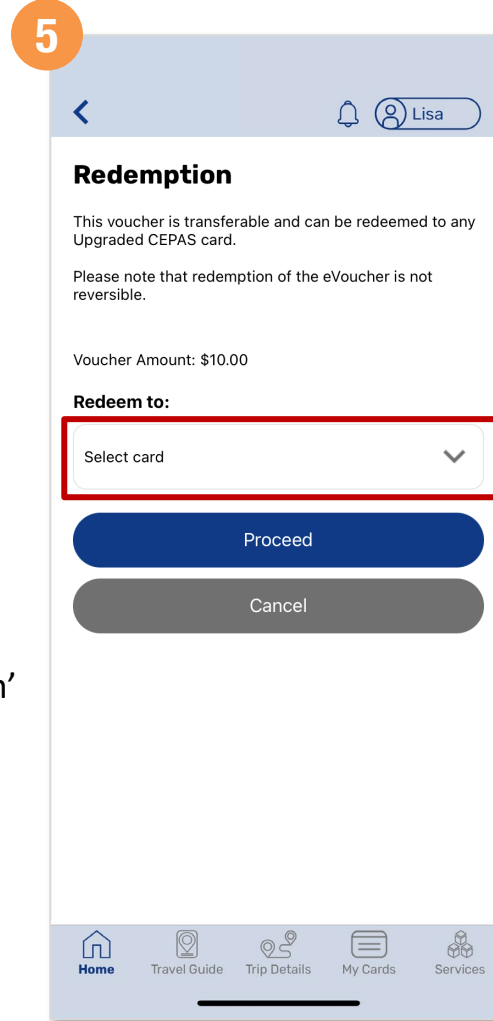


Redeem A Public Transport eVoucher To Your SimplyGo EZ-Link And Concession Cards

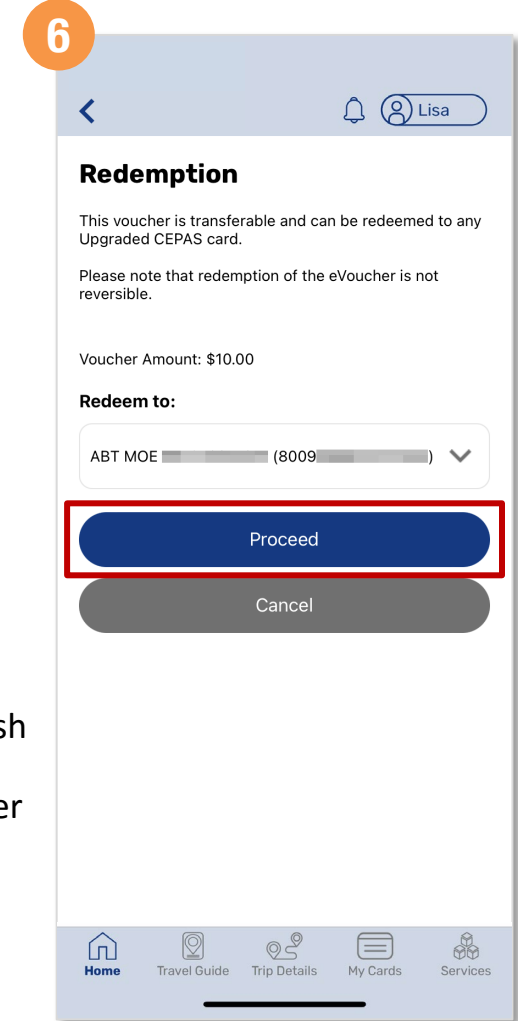
Back to top



Tap 'Redeem' for the eVoucher you wish to redeem



Select the card you wish to redeem the eVoucher to

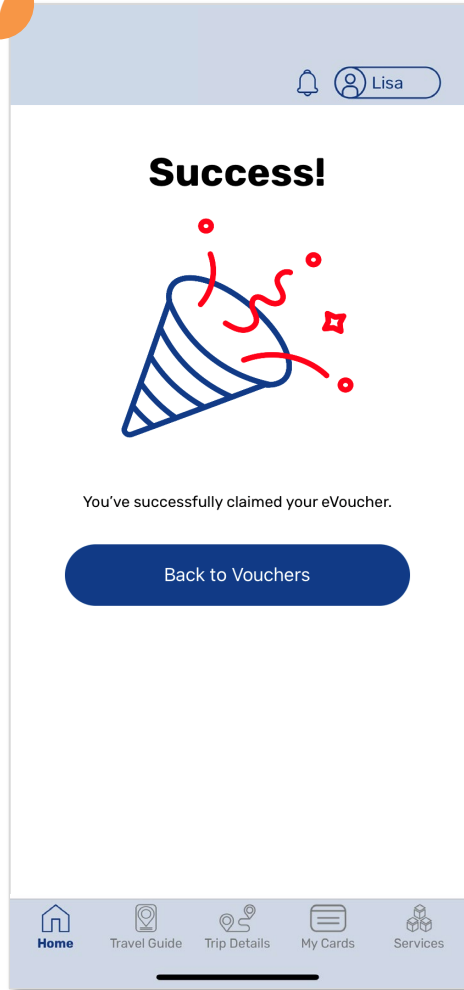


Then tap 'Proceed'



Redeem A Public Transport eVoucher To Your SimplyGo EZ-Link And Concession Cards

7



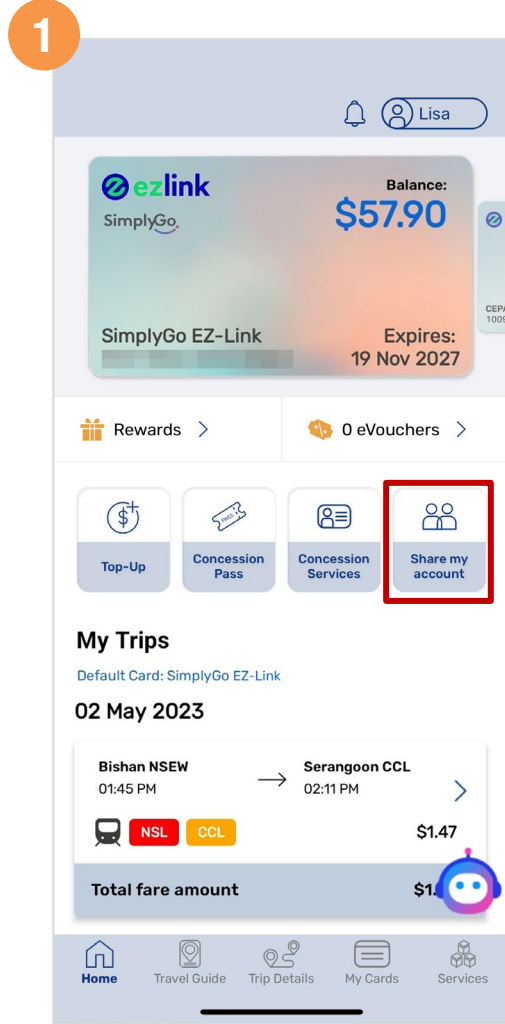
You have successfully redeemed your eVoucher

How To

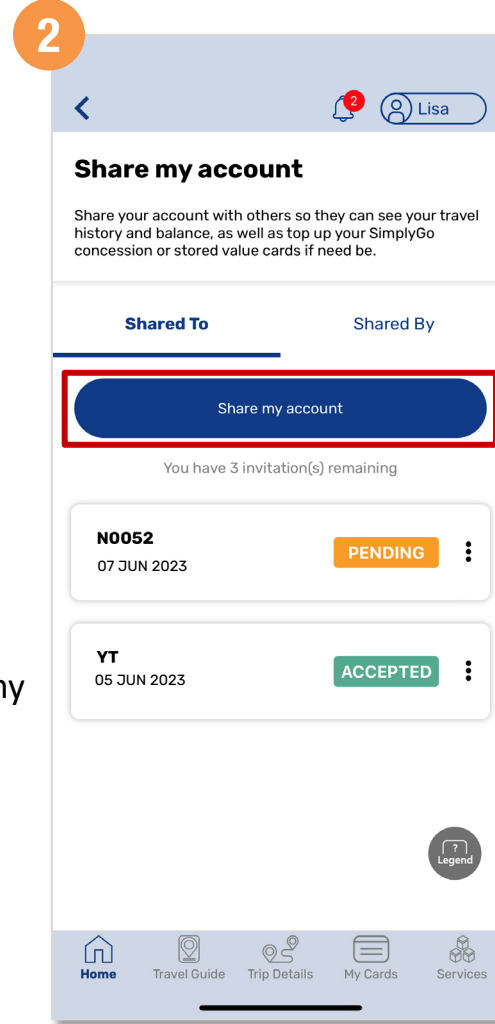


Back to top

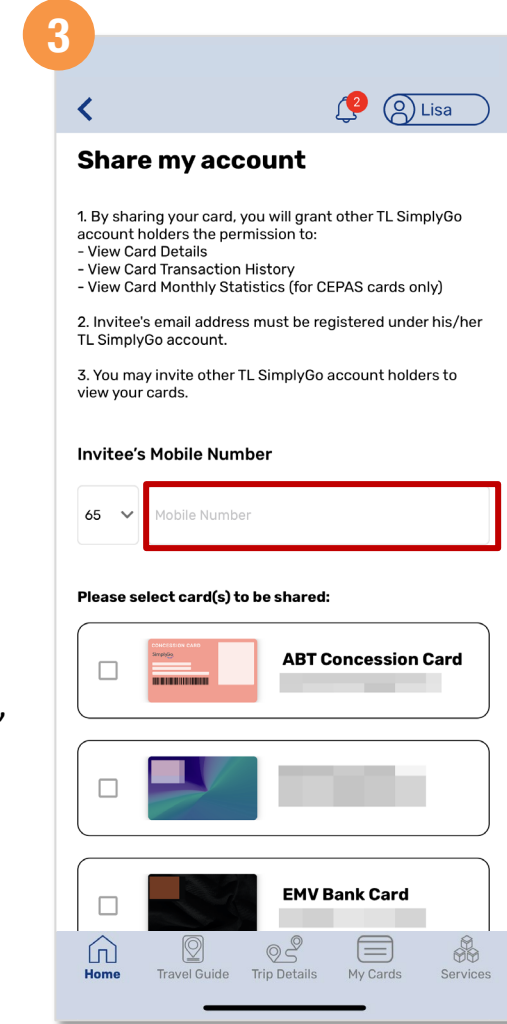
Use The 'Share My Account' Feature



Tap 'Share my account'



Tap 'Share my account'



Enter the mobile number of the account holder you wish to share your account with

continued on next page >

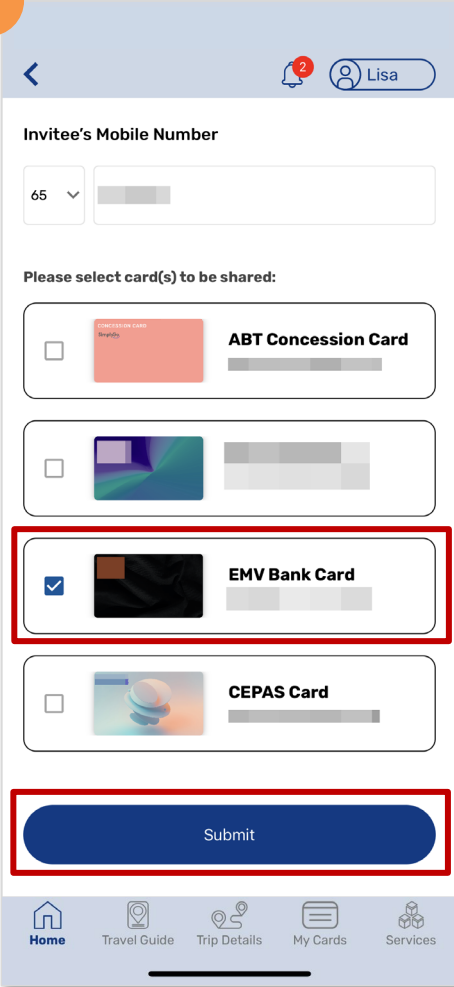
How To



Back to top

Use The 'Share My Account' Feature

4



Invitee's Mobile Number

65

Please select card(s) to be shared:

ABT Concession Card

[Card Image]

EMV Bank Card

CEPAS Card

Submit

Home Travel Guide Trip Details My Cards Services

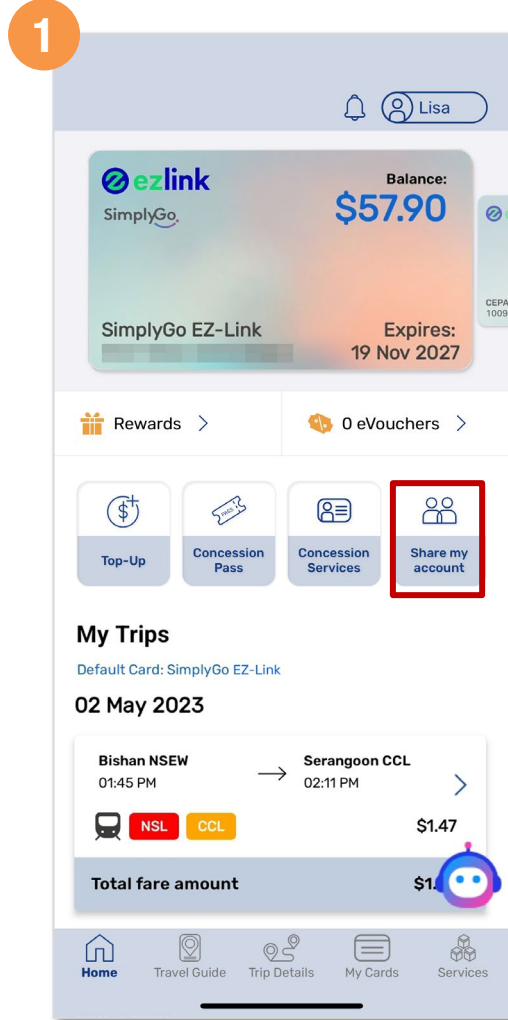
Select the card you wish to share and tap 'Submit'

How To

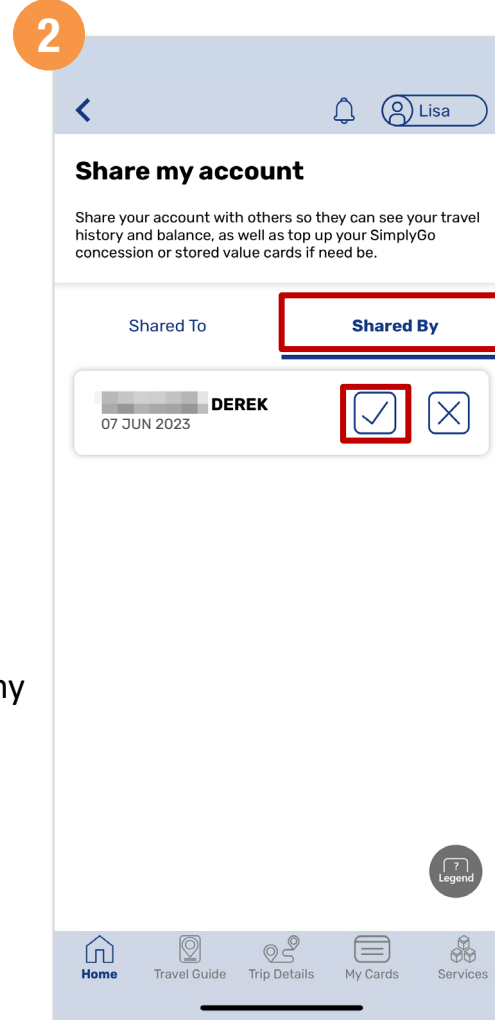


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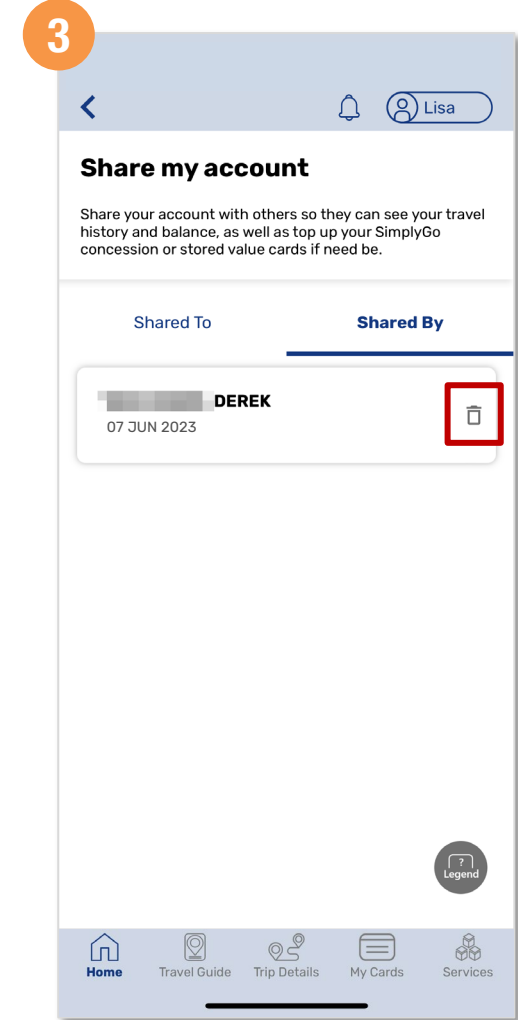
Accept Account(s) Shared By Others



Tap 'Share my account'



Tap 'Shared By' and tap the 'tick' to accept



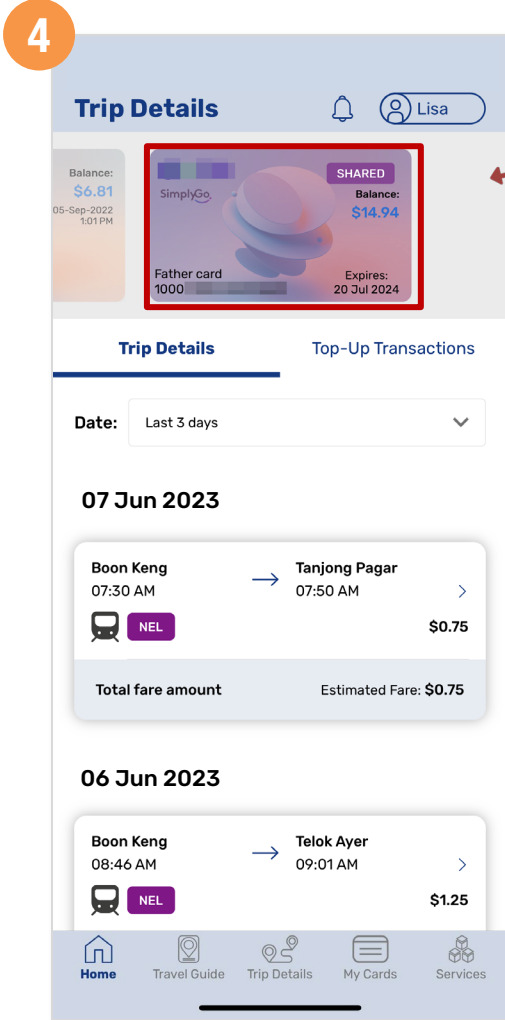
After you accept, you will see the 'Bin' icon

How To



Back to top

Accept Account(s) Shared By Others



Swipe left to locate the shared card/s

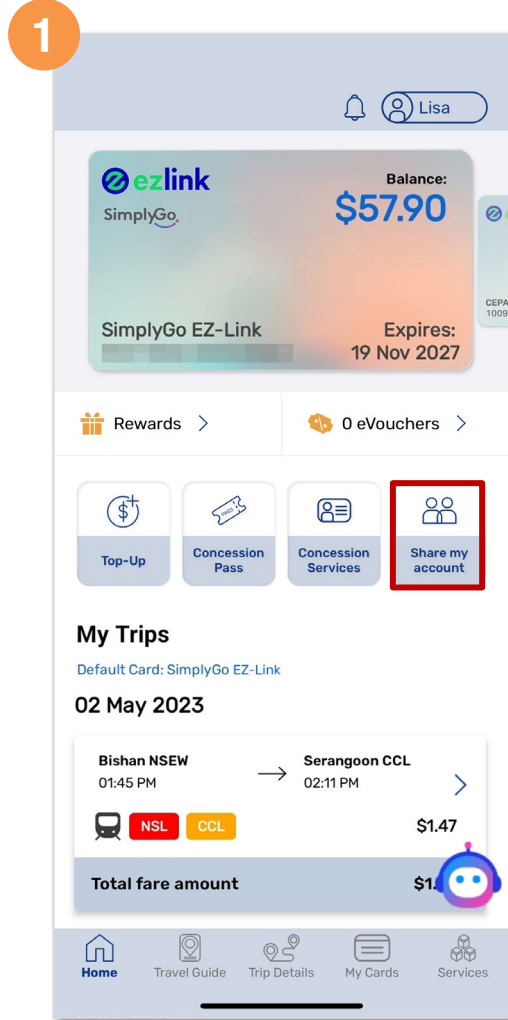
Shared card/s is/are denoted by the word 'SHARED' at the top right hand corner of the card face

How To

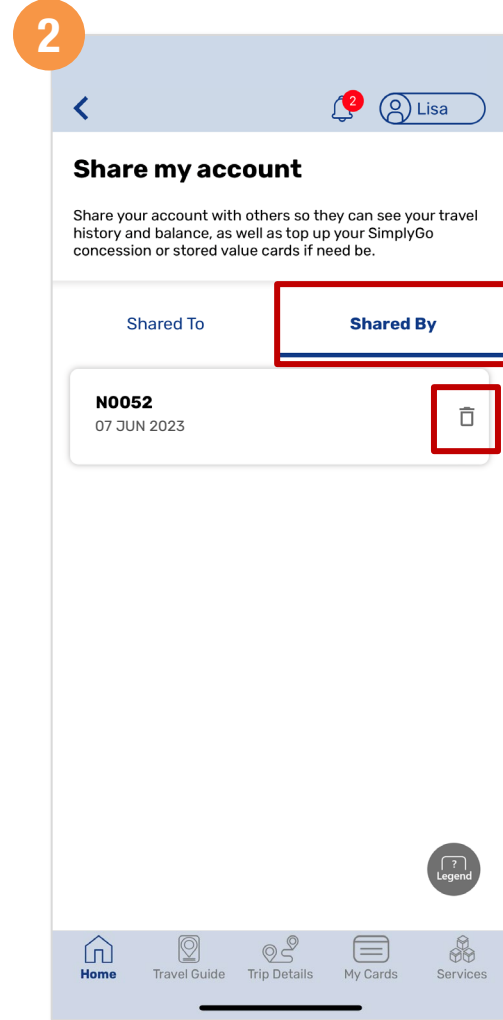


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Remove Account Shared By Others



Tap 'Share my account'



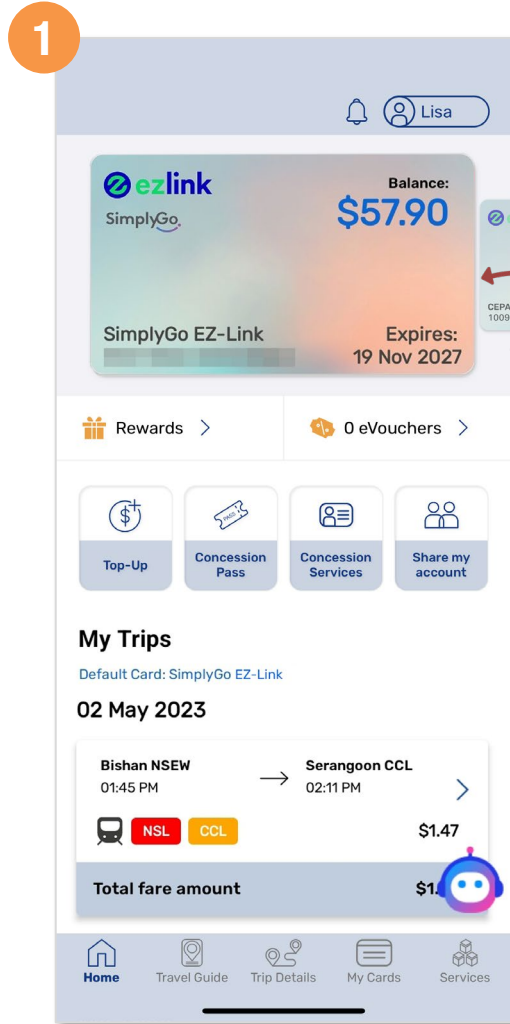
Tap the 'Shared By' tab to view, and the 'Bin' icon to remove account shared by others

How To

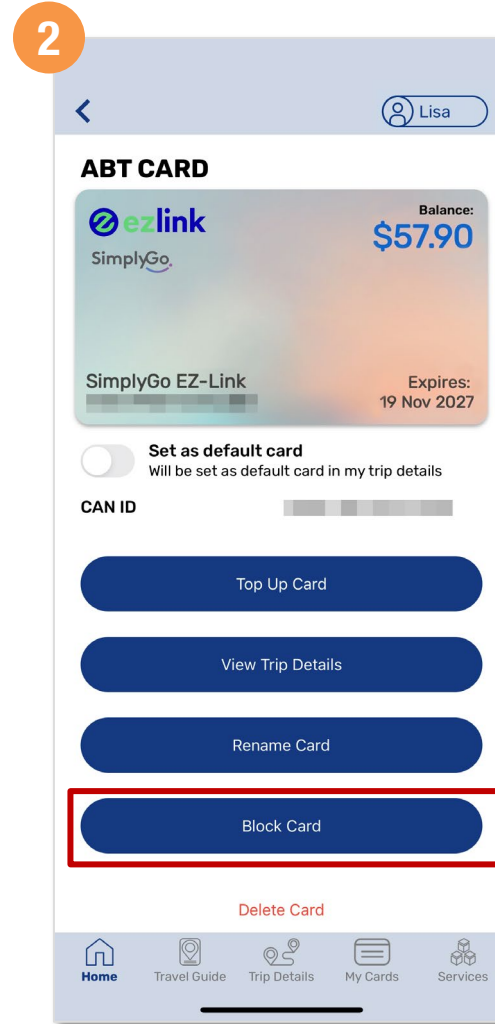


Block SimplyGo EZ-Link cards

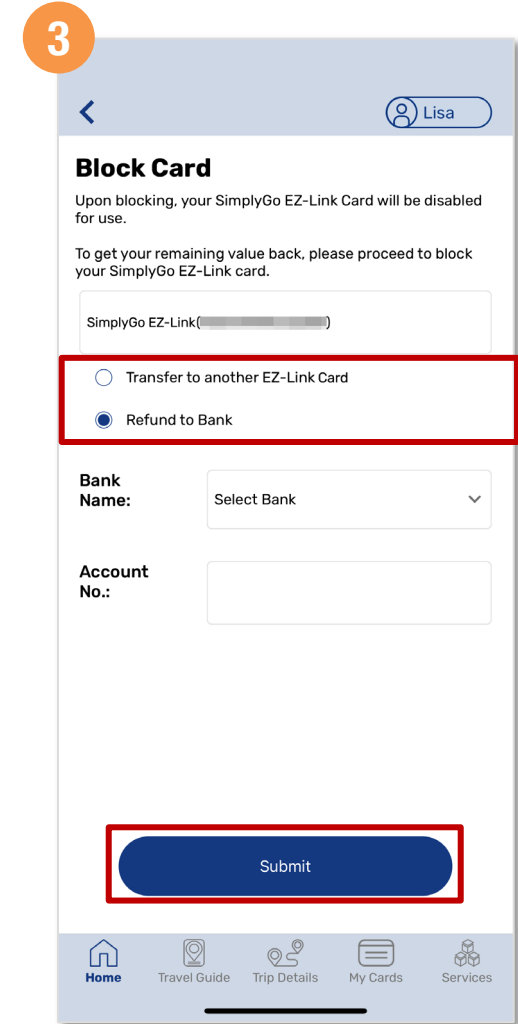
Back to top



Select the SimplyGo EZ-Link card you wish to block



Tap "Block Card"



Select the option for card balance to be refunded, then tap "Submit"

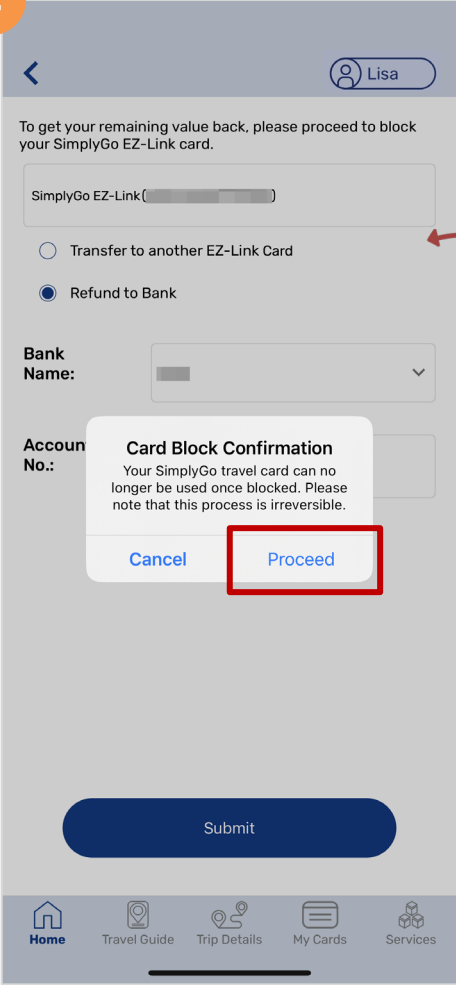
How To



Back to top

Block SimplyGo EZ-Link cards

4



To get your remaining value back, please proceed to block your SimplyGo EZ-Link card.

SimplyGo EZ-Link ()

Transfer to another EZ-Link Card

Refund to Bank

Bank Name: ()

Account No.: ()

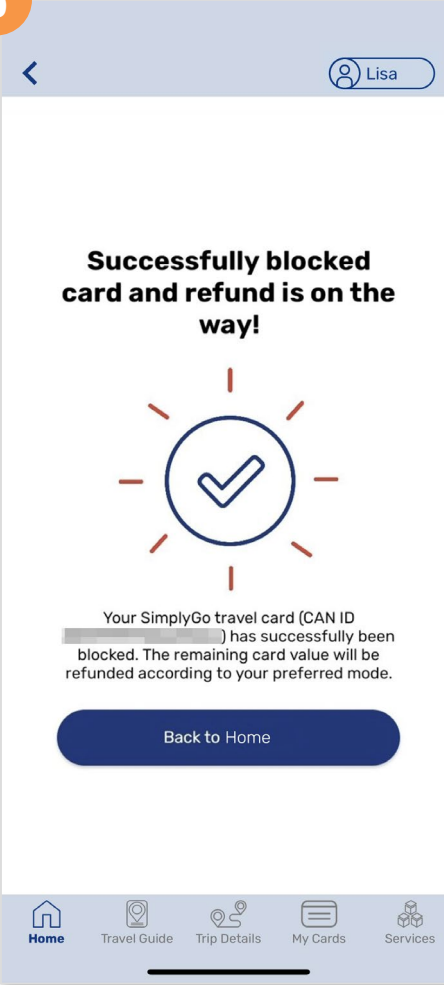
Card Block Confirmation
Your SimplyGo travel card can no longer be used once blocked. Please note that this process is irreversible.

Cancel Proceed

Submit

Tap "Proceed"

5



Successfully blocked card and refund is on the way!

Your SimplyGo travel card (CAN ID) has successfully been blocked. The remaining card value will be refunded according to your preferred mode.

Back to Home

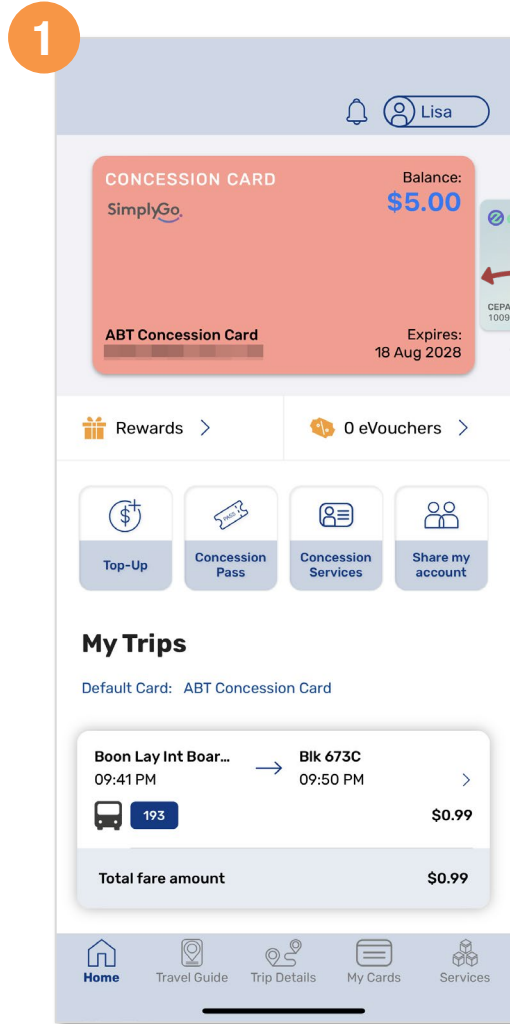
You have successfully blocked your card

How To

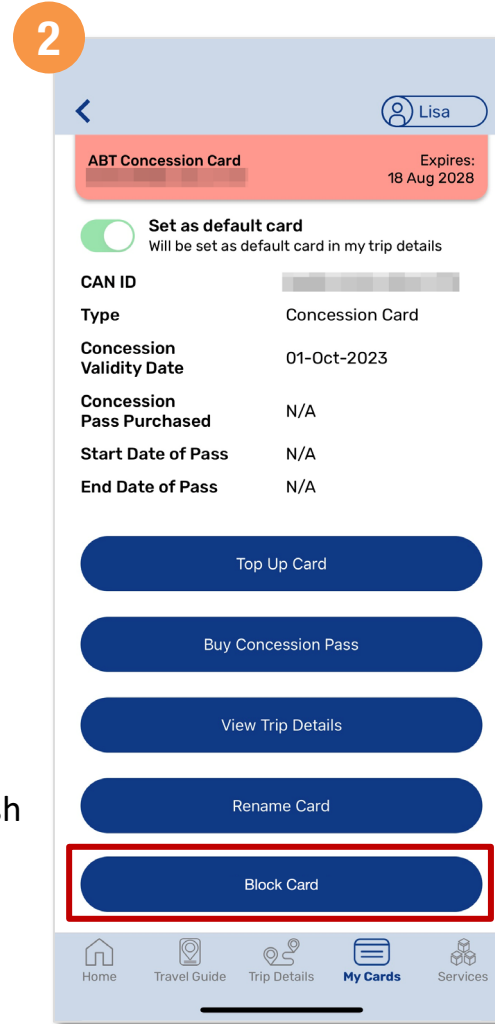


Block SimplyGo Concession cards

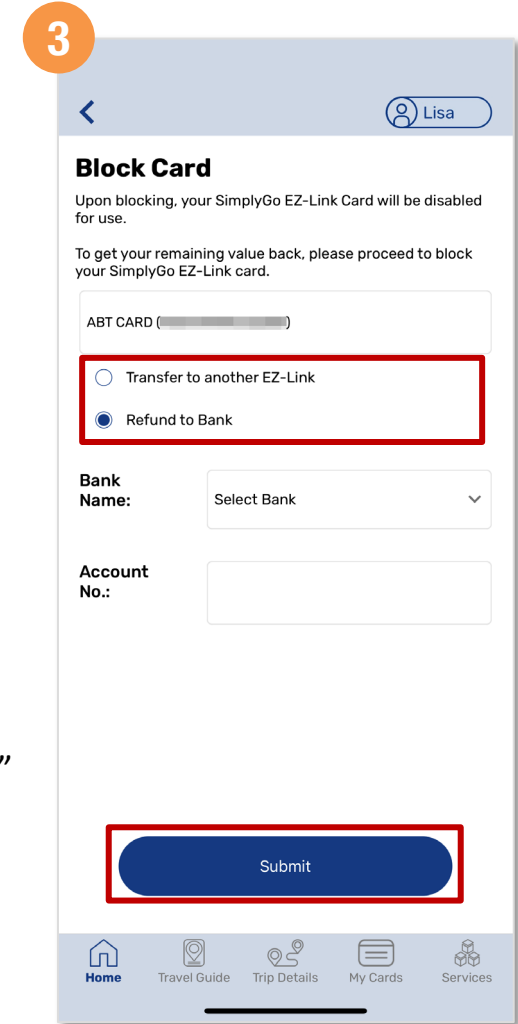
Back to top



Select the SimplyGo Concession card you wish to block



Scroll down and tap "Block Card"



Select the option for card balance to be refunded, then tap "Submit"

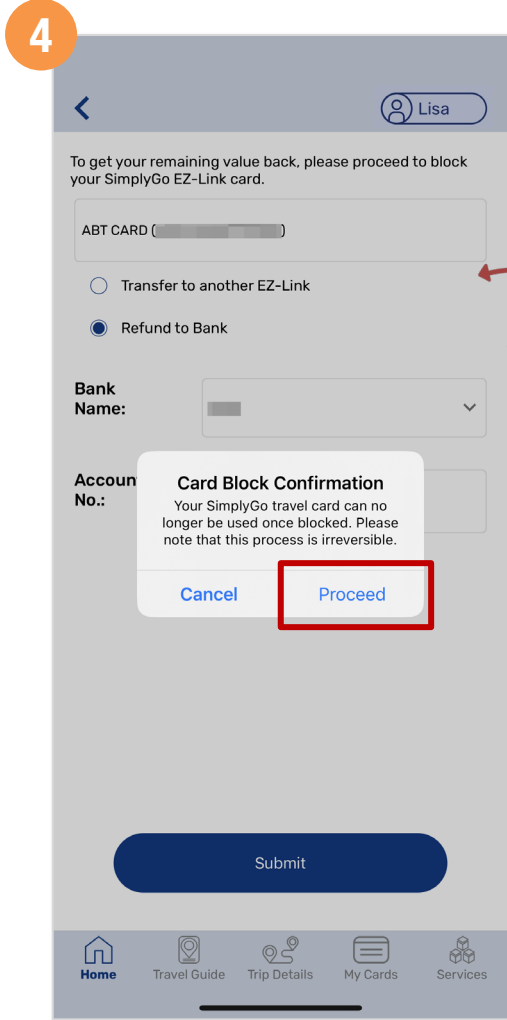
continued on next page >

How To

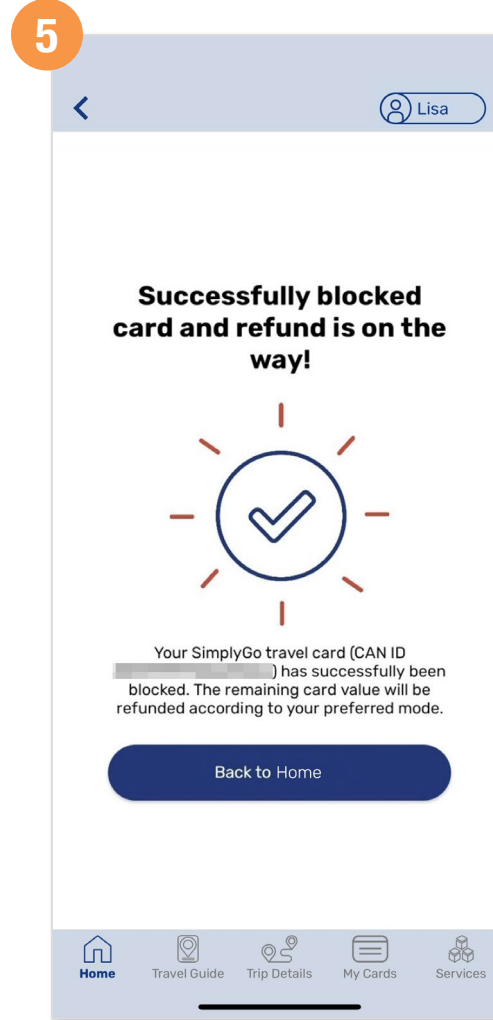


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Block SimplyGo Concession cards



Tap
"Proceed"



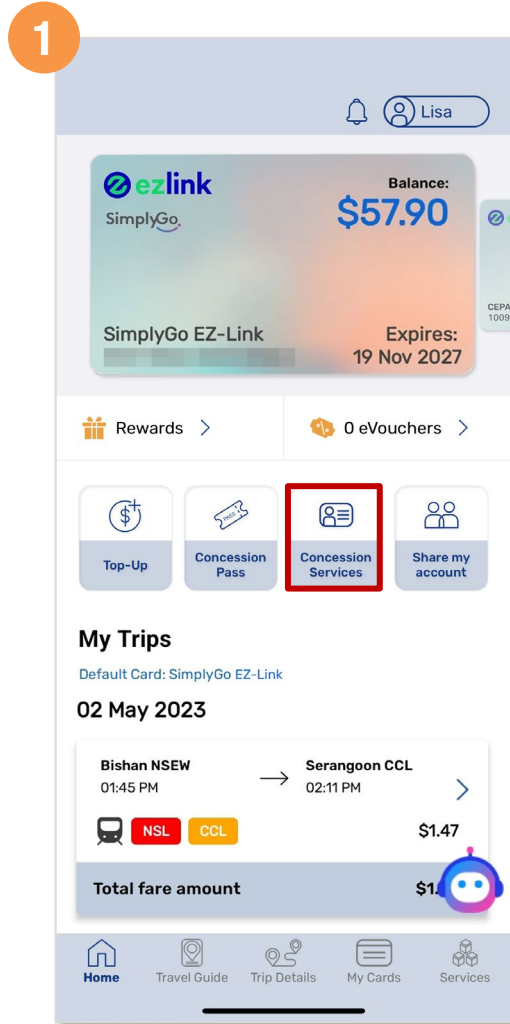
You have
successfully
blocked
your card

How To

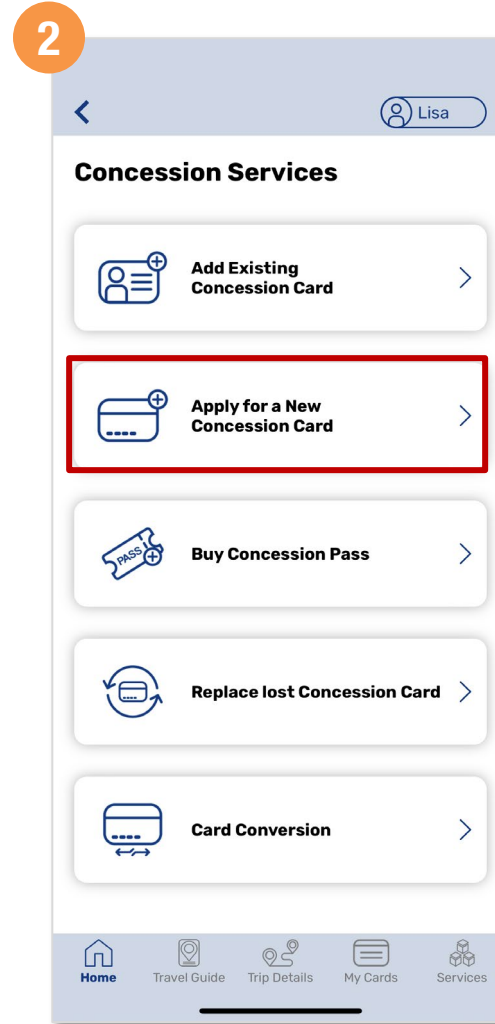


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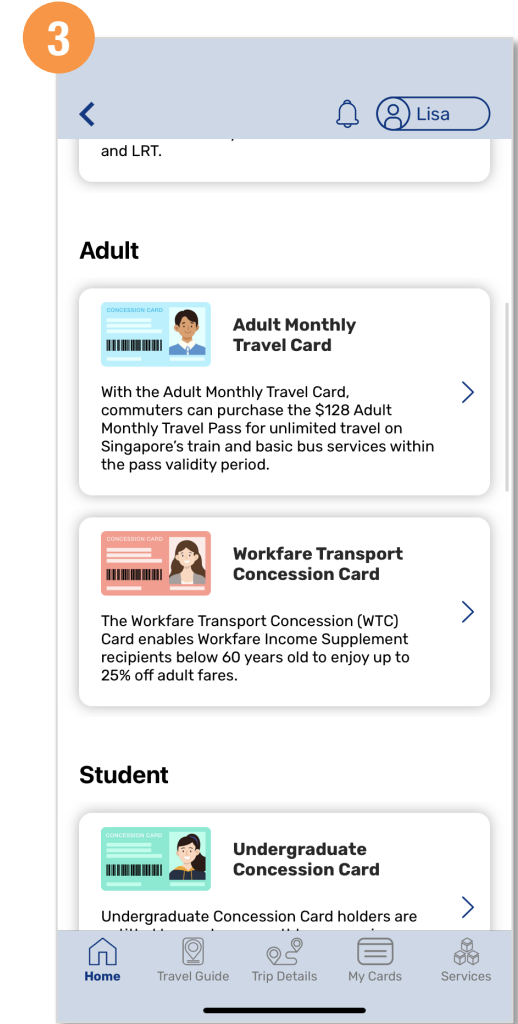
Apply For A New Concession Card (Method 1)



Tap 'Concession Services'



Tap 'Apply for a New Concession Card'



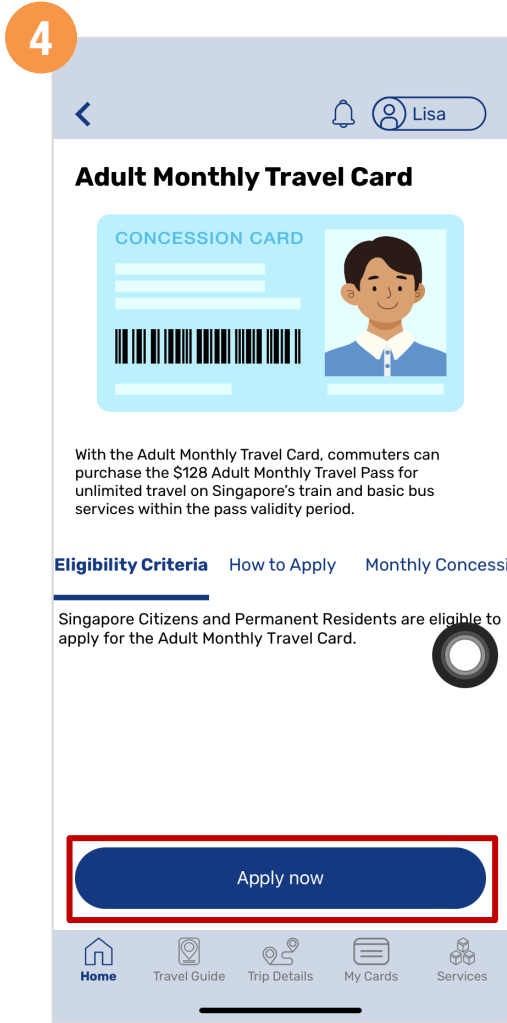
Select the type of concession card you wish to apply

How To

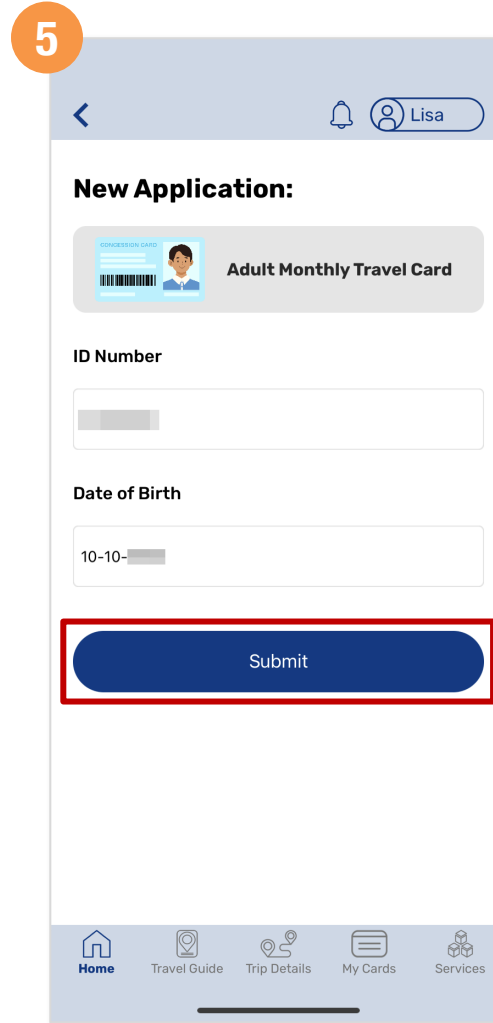


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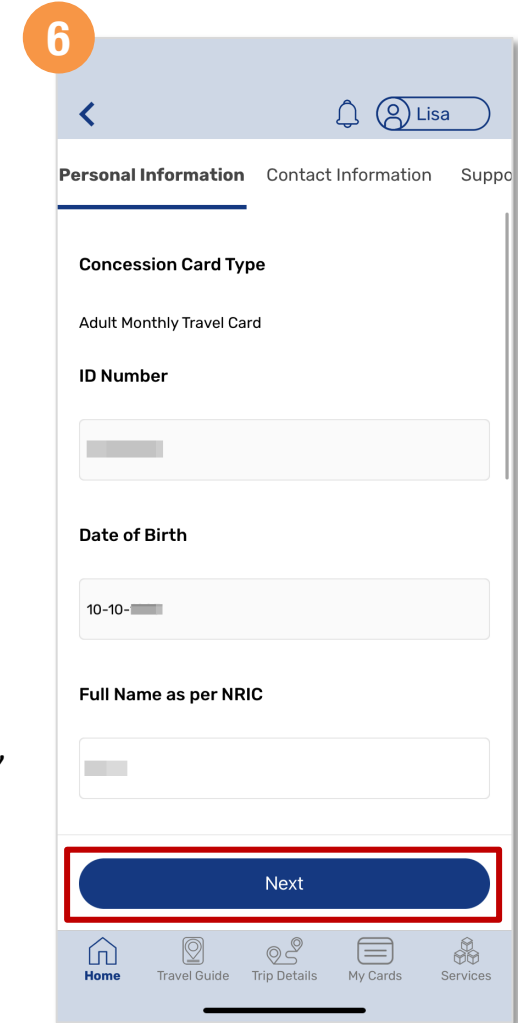
Apply For A New Concession Card (Method 1)



Tap 'Apply now'



Enter your details and tap 'Submit'



Fill in the requested information and tap 'Next'

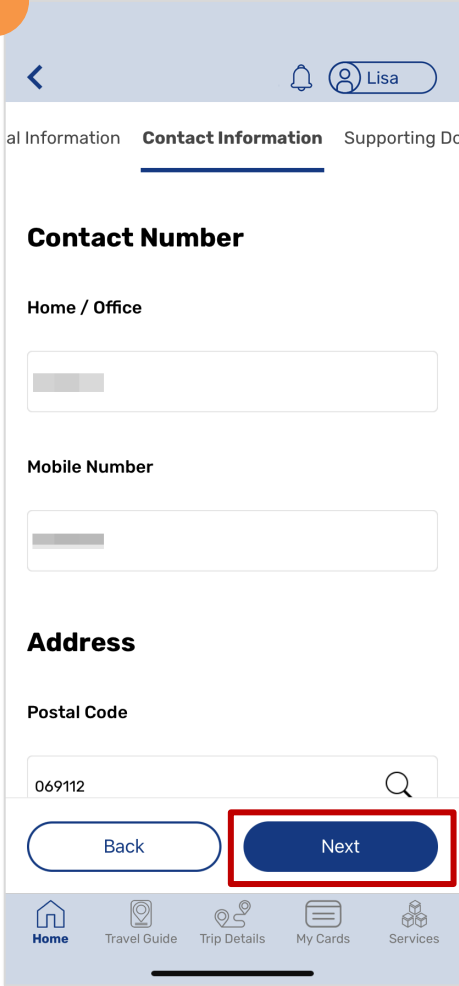
How To



Apply For A New Concession Card (Method 1)

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Contact Information

Contact Number

Home / Office

Mobile Number

Address

Postal Code

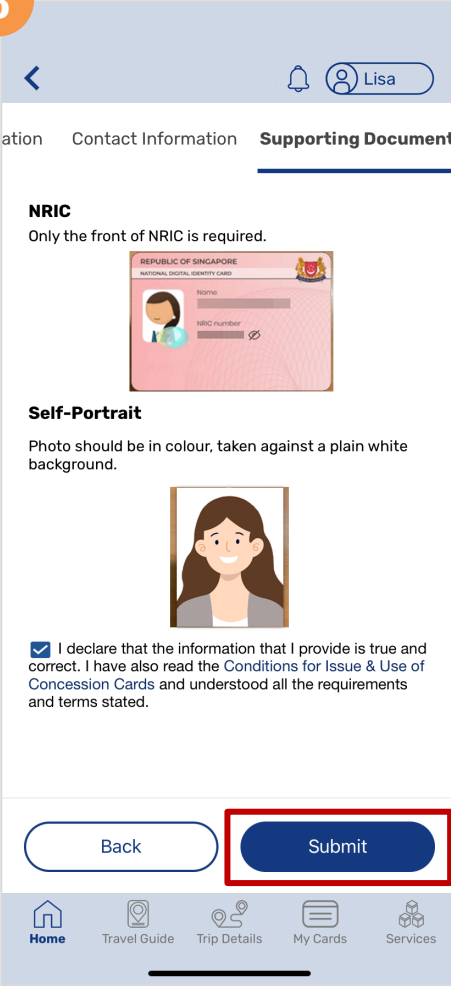
069112

Back Next

Home Travel Guide Trip Details My Cards Services

Enter your contact details and tap 'Next'

8



Supporting Document

NRIC

Only the front of NRIC is required.

REPUBLIC OF SINGAPORE
NATIONAL IDENTITY CARD

Self-Portrait

Photo should be in colour, taken against a plain white background.

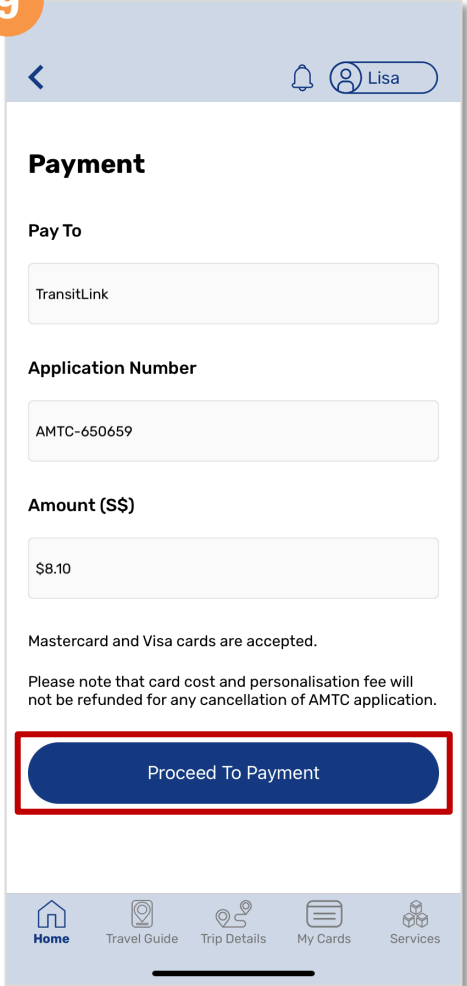
I declare that the information that I provide is true and correct. I have also read the [Conditions for Issue & Use of Concession Cards](#) and understood all the requirements and terms stated.

Back Submit

Home Travel Guide Trip Details My Cards Services

Upload the front image of your NRIC and a passport size photo, then tap 'Submit'

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Payment

Pay To

TransitLink

Application Number

AMTC-650659

Amount (S\$)

\$8.10

Mastercard and Visa cards are accepted.

Please note that card cost and personalisation fee will not be refunded for any cancellation of AMTC application.

Proceed To Payment

Home Travel Guide Trip Details My Cards Services

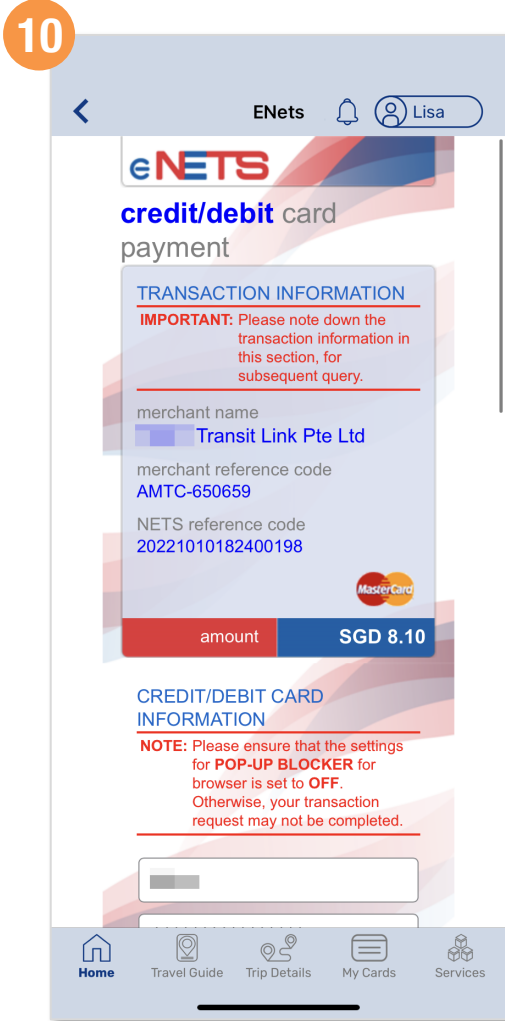
Tap 'Proceed To Payment'

How To

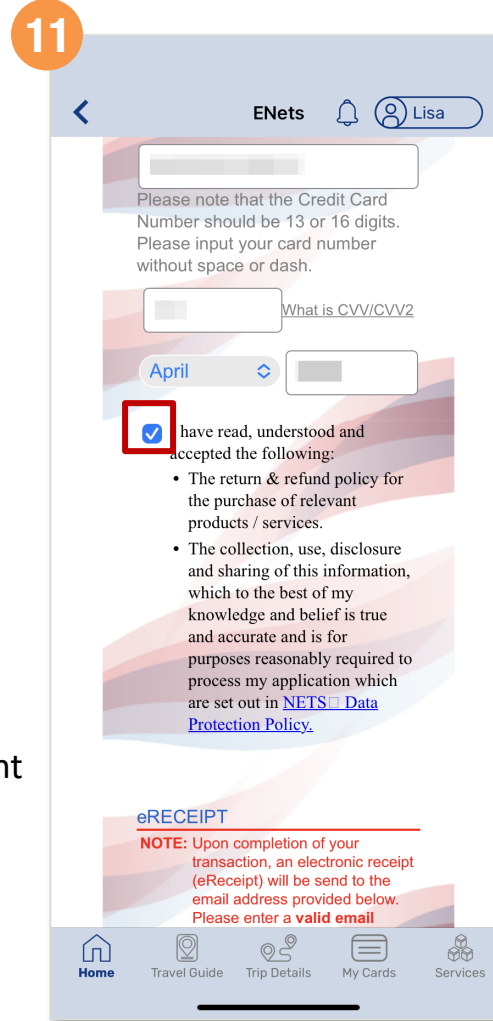


Back to top

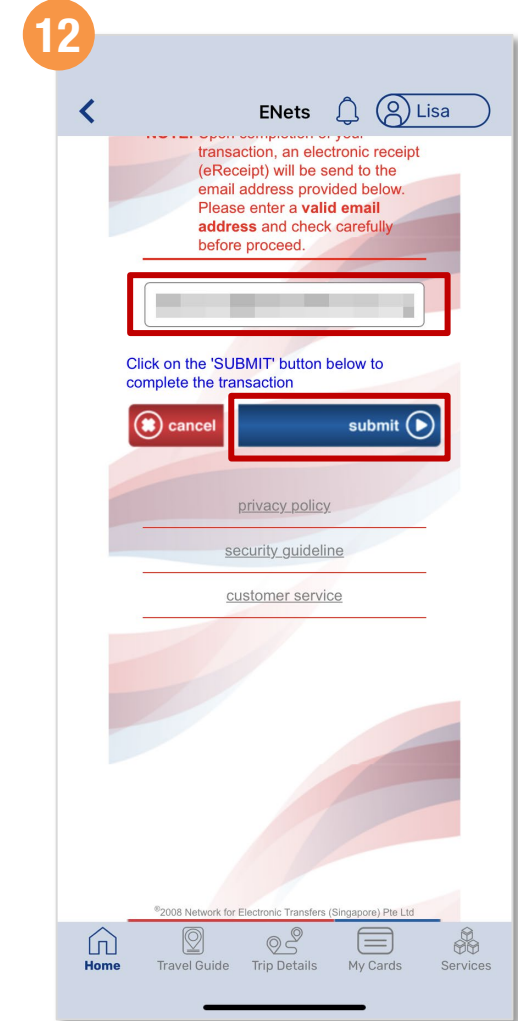
Apply For A New Concession Card (Method 1)



Scroll down and enter your payment details

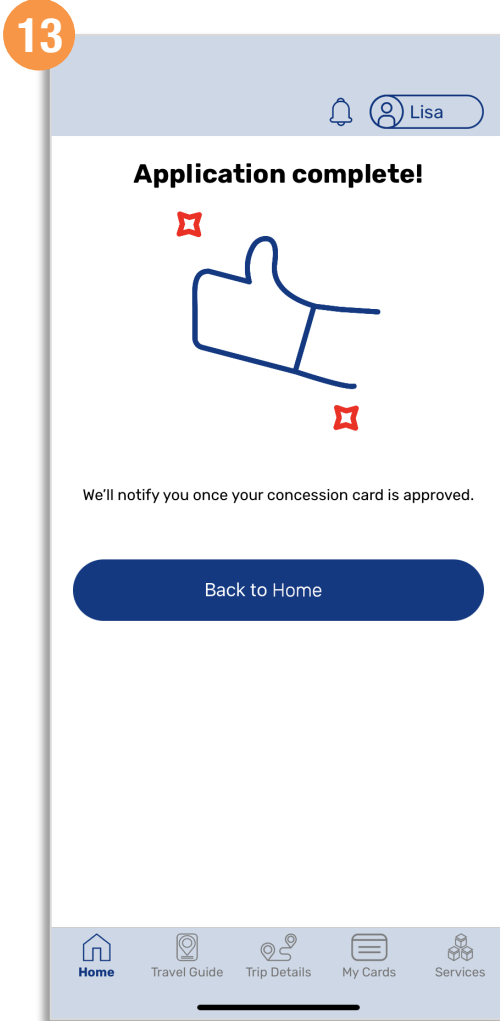


Tap the 'Check box' to give consent



Enter a valid email address and tap 'Submit'

Apply For A New Concession Card (Method 1)



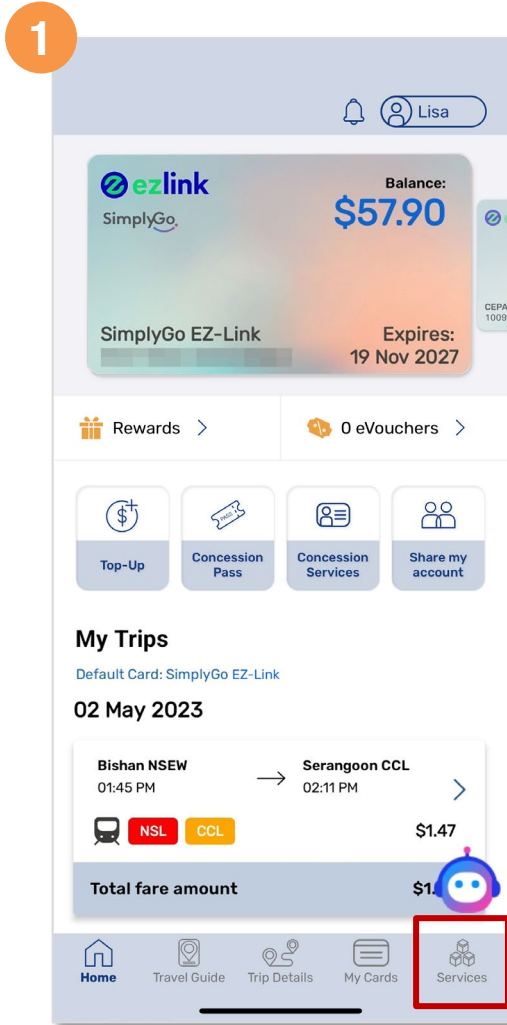
You have successfully submitted your application

How To

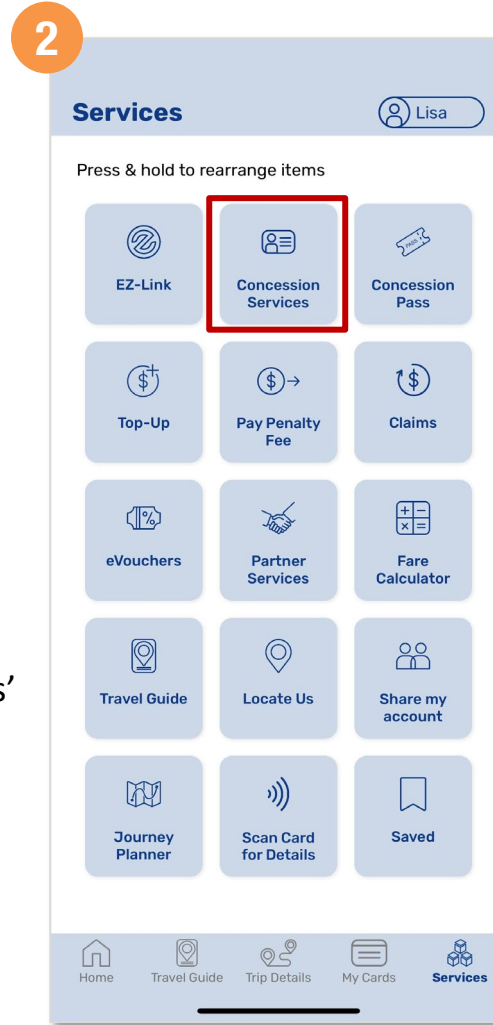


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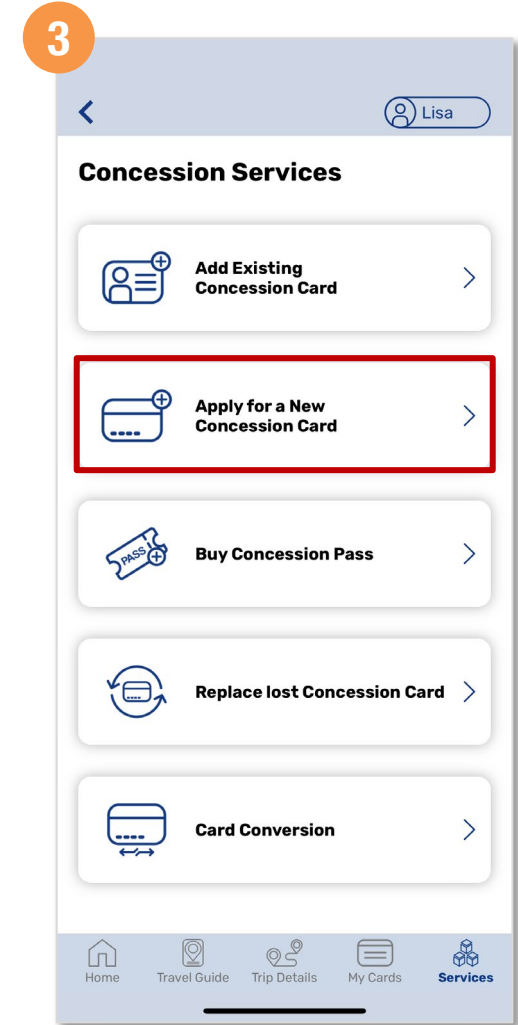
Apply For A New Concession Card (Method 2)



Tap 'Services'



Tap 'Concession Services'



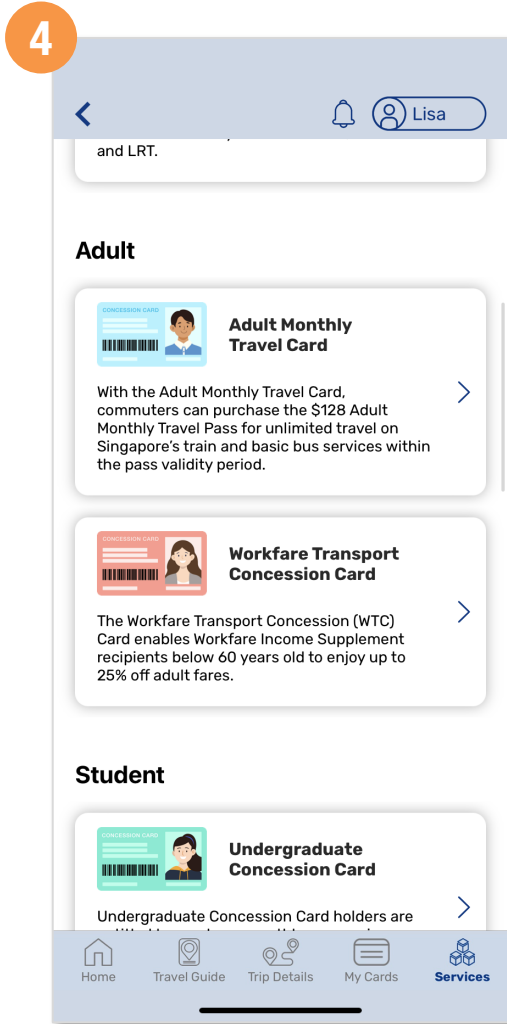
Select 'Apply for a New Concession Card'

How To

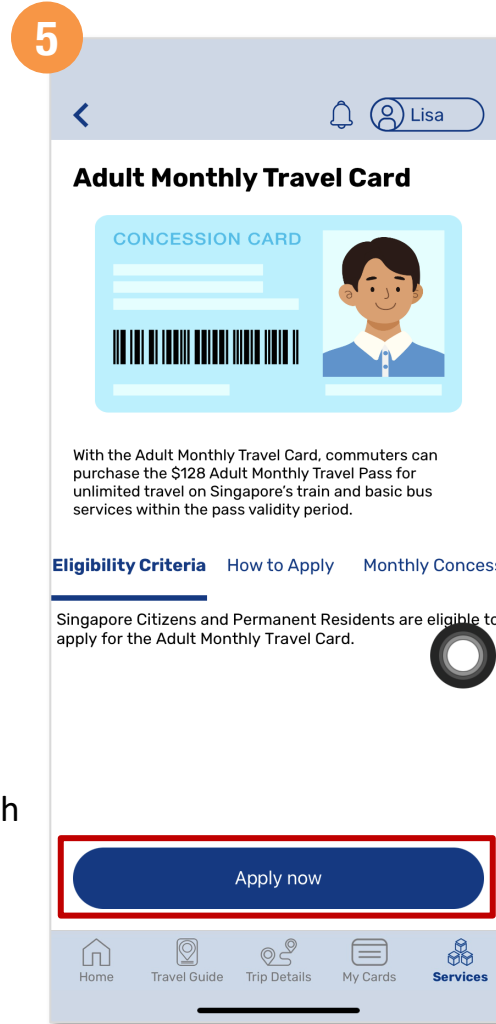


Back to top

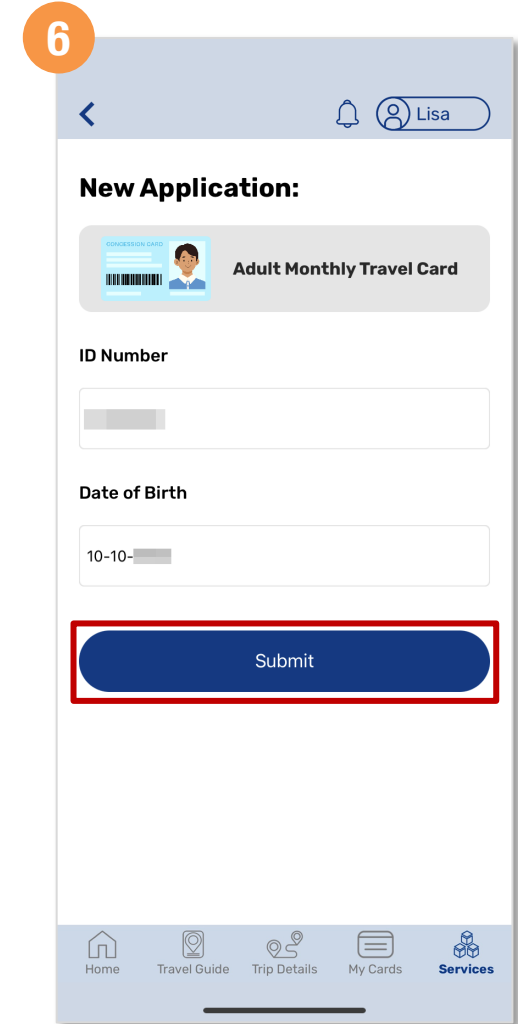
Apply For A New Concession Card (Method 2)



Select the type of concession card you wish to apply



Tap 'Apply now'



Enter your details and tap 'Submit'

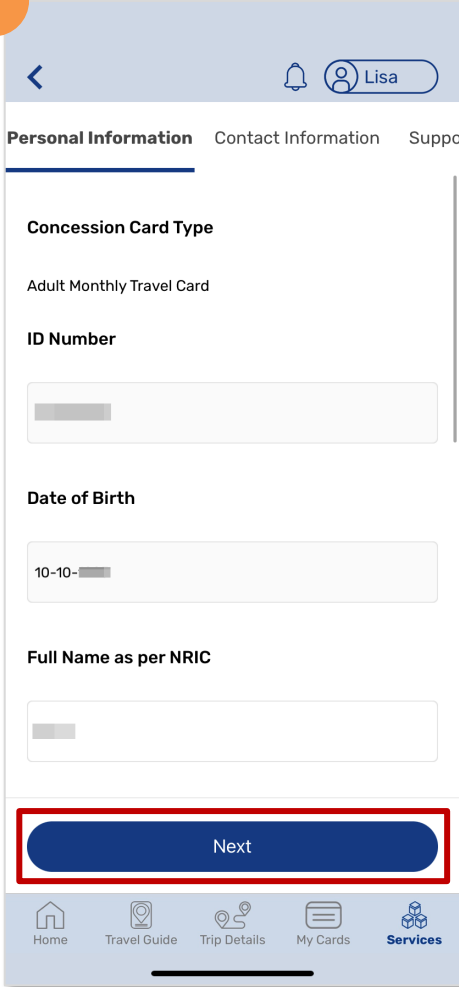
How To



Back to top

Apply For A New Concession Card (Method 2)

7



Personal Information Contact Information Support

Concession Card Type

Adult Monthly Travel Card

ID Number

Date of Birth

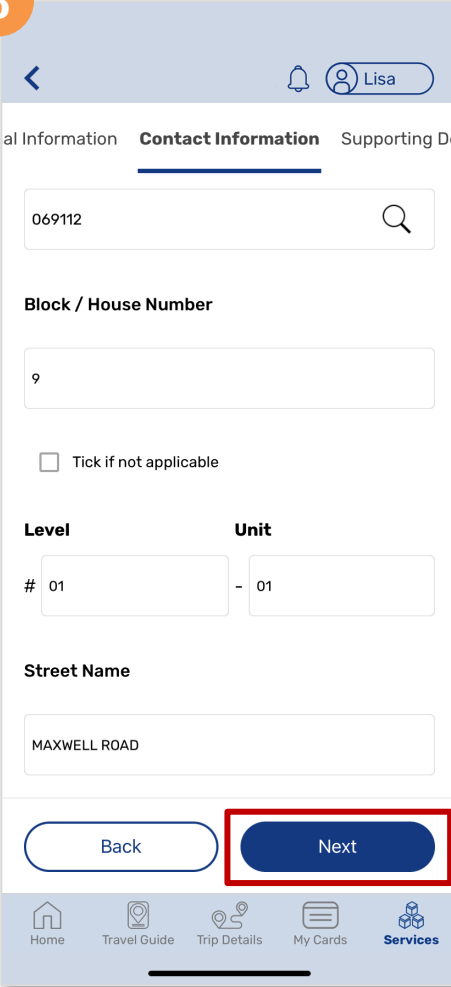
10-10-_____

Full Name as per NRIC

Next

Fill in the requested information and tap 'Next'

8



Personal Information **Contact Information** Supporting Document

069112

Block / House Number

9

Tick if not applicable

Level **Unit**

01 - 01

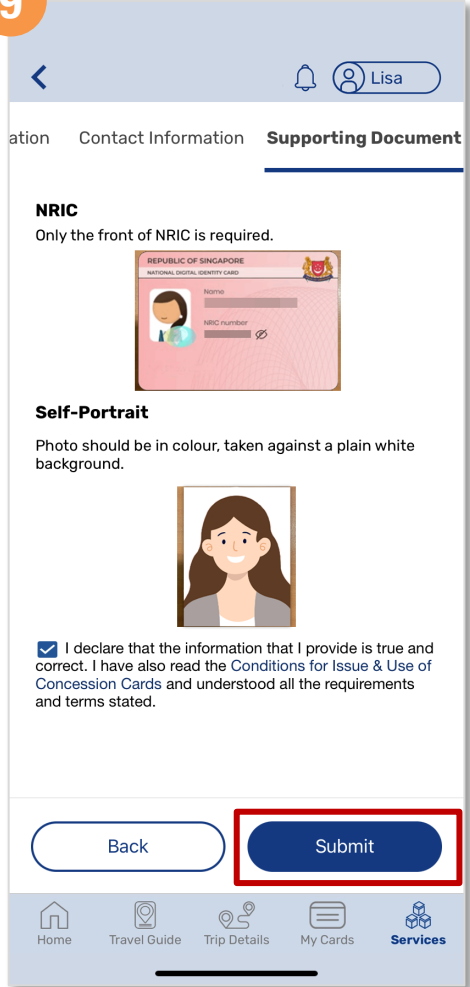
Street Name

MAXWELL ROAD

Back Next

Enter your contact details and tap 'Next'

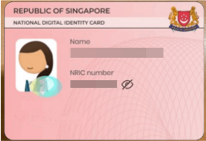
9



Personal Information Contact Information **Supporting Document**


NRIC

Only the front of NRIC is required.



Self-Portrait

Photo should be in colour, taken against a plain white background.



I declare that the information that I provide is true and correct. I have also read the Conditions for Issue & Use of Concession Cards and understood all the requirements and terms stated.

Back Submit

Upload the front image of your NRIC and a passport size photo, then tap 'Submit'

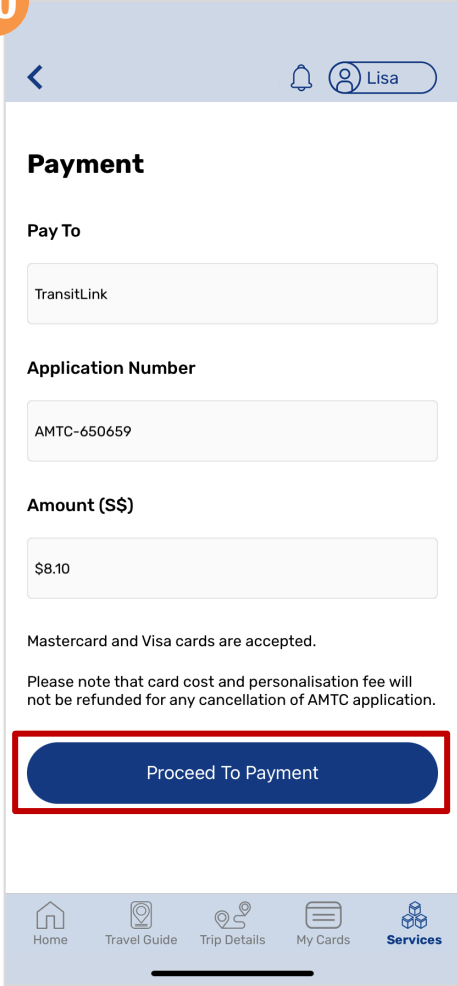
How To



Back to top

Apply For A New Concession Card (Method 2)

10



Payment

Pay To

TransitLink

Application Number

AMTC-650659

Amount (S\$)

\$8.10

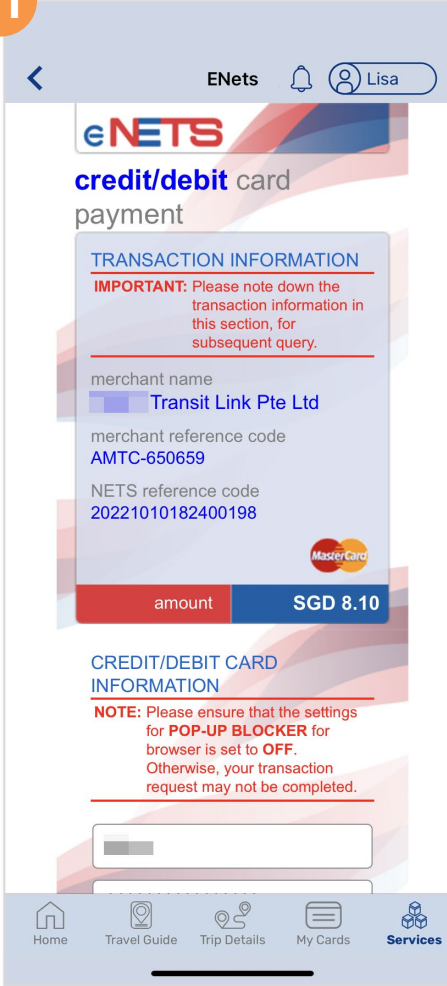
Mastercard and Visa cards are accepted.

Please note that card cost and personalisation fee will not be refunded for any cancellation of AMTC application.

Proceed To Payment

Tap 'Proceed To Payment'

11



ENets

credit/debit card payment

TRANSACTION INFORMATION

IMPORTANT: Please note down the transaction information in this section, for subsequent query.

merchant name
Transit Link Pte Ltd

merchant reference code
AMTC-650659

NETS reference code
20221010182400198

amount SGD 8.10

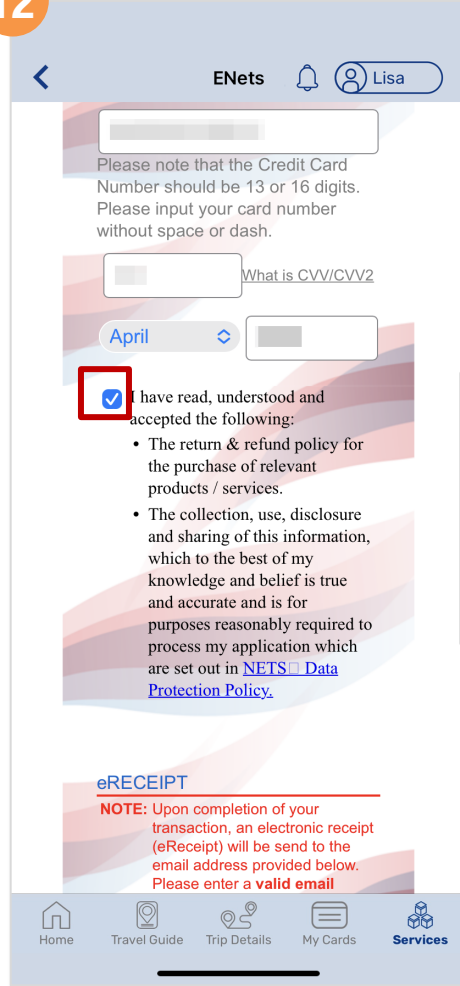
CREDIT/DEBIT CARD INFORMATION

NOTE: Please ensure that the settings for **POP-UP BLOCKER** for browser is set to **OFF**. Otherwise, your transaction request may not be completed.

Proceed To Payment

Scroll down and enter your payment details

12



Please note that the Credit Card Number should be 13 or 16 digits. Please input your card number without space or dash.

What is CVV/CVV2

April

I have read, understood and accepted the following:

- The return & refund policy for the purchase of relevant products / services.
- The collection, use, disclosure and sharing of this information, which to the best of my knowledge and belief is true and accurate and is for purposes reasonably required to process my application which are set out in [NETS Data Protection Policy](#).

eRECEIPT

NOTE: Upon completion of your transaction, an electronic receipt (eReceipt) will be send to the email address provided below. Please enter a **valid email**

Proceed To Payment

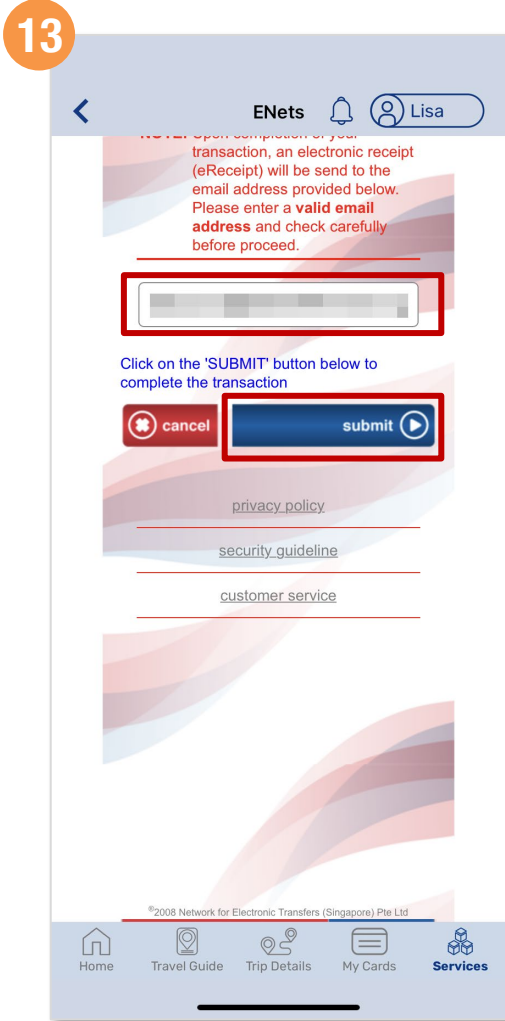
Tap the 'Check box' to give consent

How To

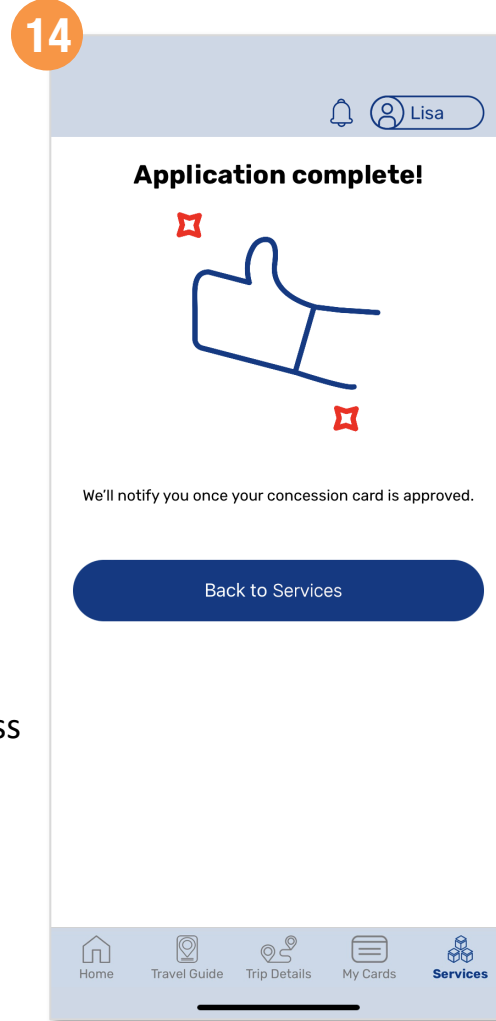


Back to top

Apply For A New Concession Card (Method 2)



Enter a valid email address and tap 'Submit'



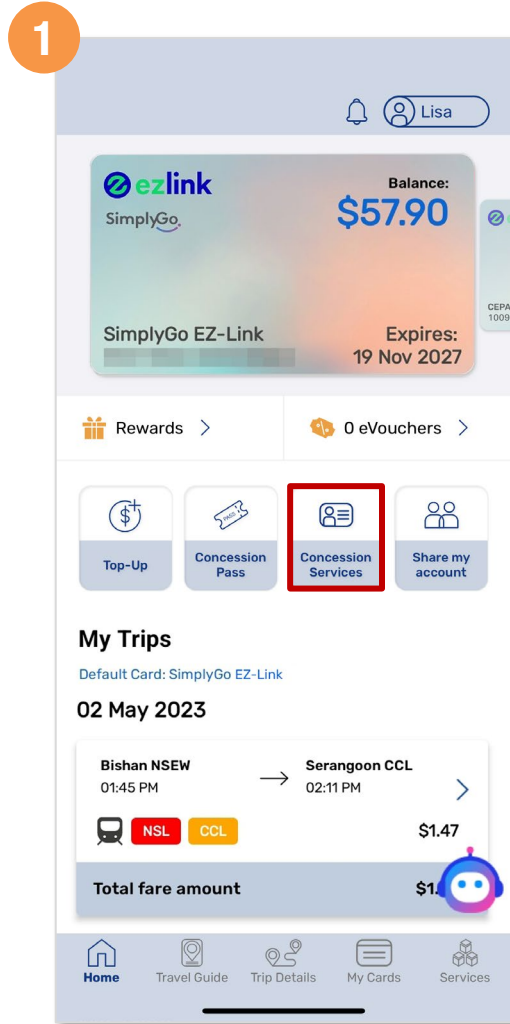
You have successfully submitted your application

How To

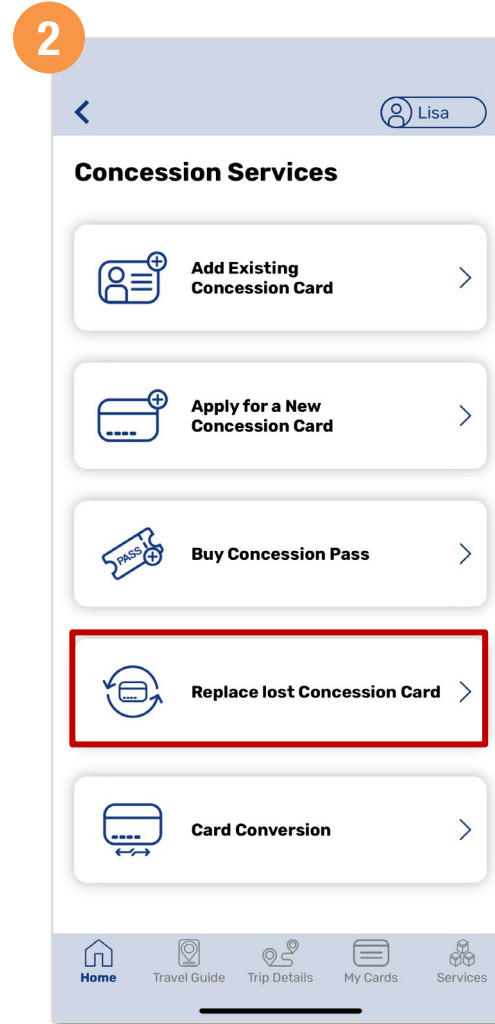


Back to top

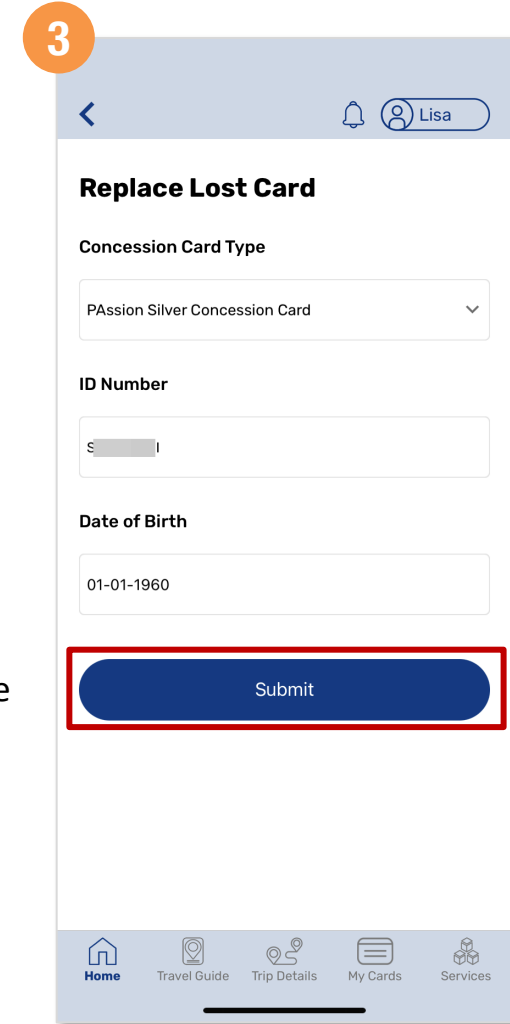
Apply For A Replacement Concession Card (Method 1)



Tap 'Concession Services'



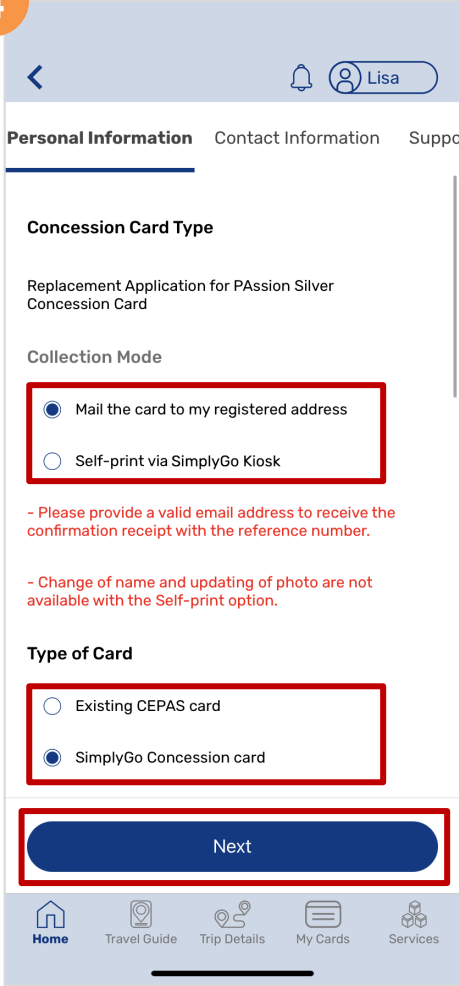
Tap 'Replace lost Concession Card'



Select the type of concession card you wish to replace, enter your details and tap 'Submit'

Apply For A Replacement Concession Card (Method 1)

4



Personal Information Contact Information Support

Concession Card Type

Replacement Application for PAssion Silver Concession Card

Collection Mode

Mail the card to my registered address

Self-print via SimplyGo Kiosk

- Please provide a valid email address to receive the confirmation receipt with the reference number.

- Change of name and updating of photo are not available with the Self-print option.

Type of Card

Existing CEPAS card

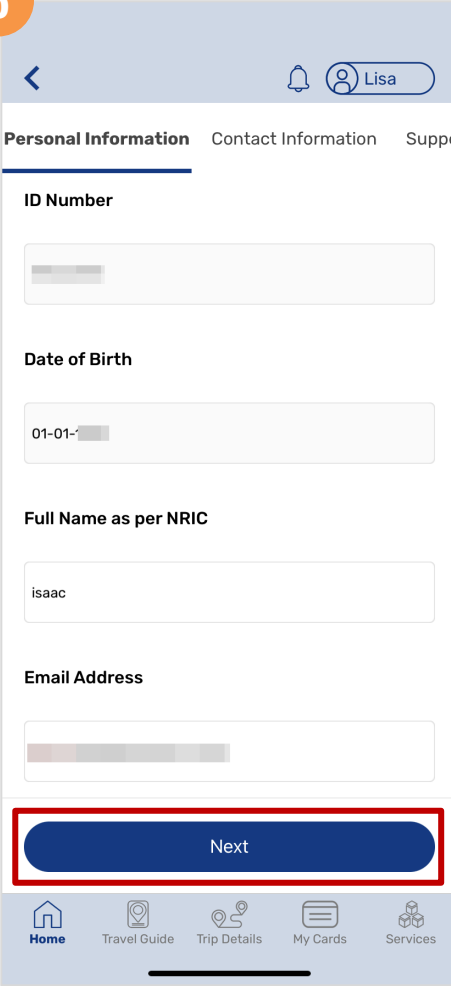
SimplyGo Concession card

Next

Home Travel Guide Trip Details My Cards Services

Select the Collection Mode and Type of Card then tap 'Next'

5



Personal Information Contact Information Support

ID Number

Date of Birth

01-01-_____

Full Name as per NRIC

isaac

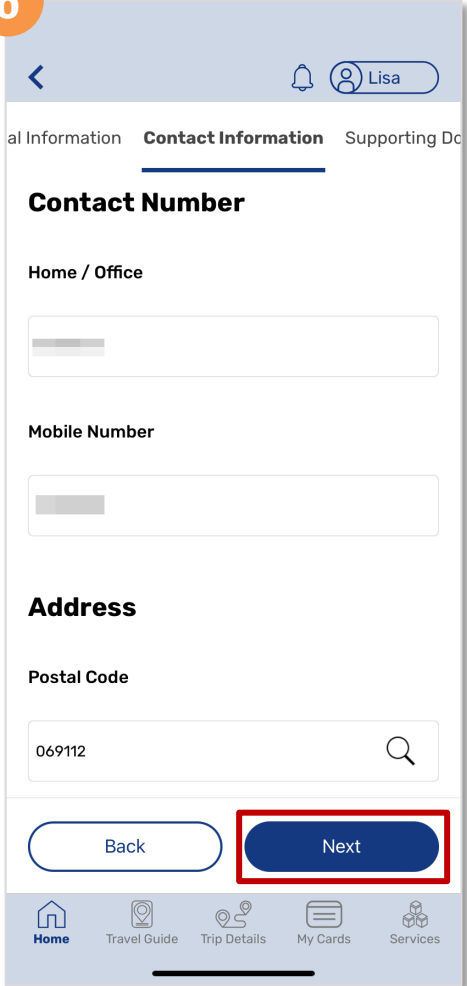
Email Address

Next

Home Travel Guide Trip Details My Cards Services

Enter your details and tap 'Next'

6



Personal Information **Contact Information** Supporting Documents

Contact Number

Home / Office

Mobile Number

Address

Postal Code

069112

Back Next

Home Travel Guide Trip Details My Cards Services

Enter your contact details and tap 'Next'

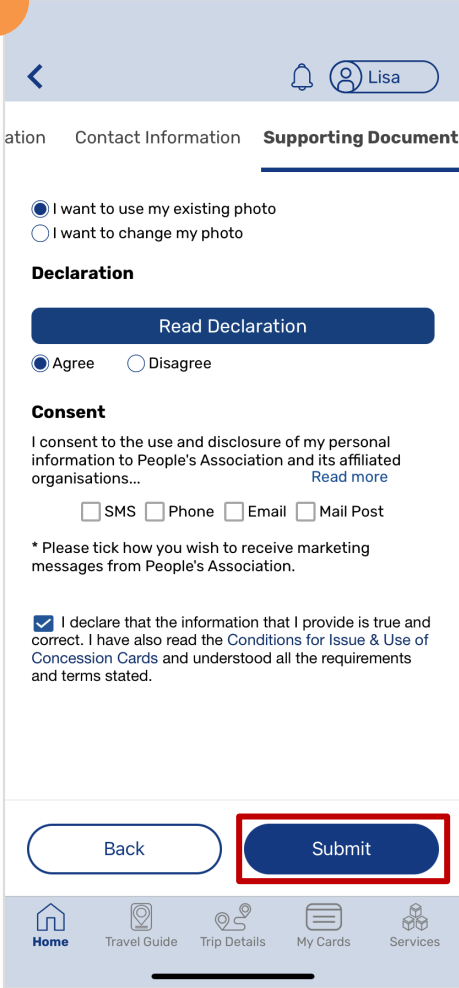
How To



Back to top

Apply For A Replacement Concession Card (Method 1)

7



Supporting Document

I want to use my existing photo
 I want to change my photo

Declaration

[Read Declaration](#)

Agree Disagree

Consent

I consent to the use and disclosure of my personal information to People's Association and its affiliated organisations... [Read more](#)

SMS Phone Email Mail Post

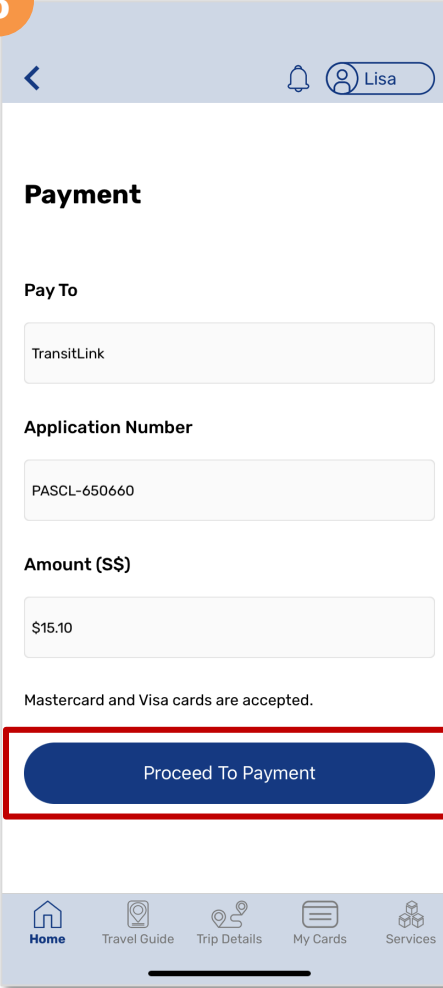
* Please tick how you wish to receive marketing messages from People's Association.

I declare that the information that I provide is true and correct. I have also read the Conditions for Issue & Use of Concession Cards and understood all the requirements and terms stated.

[Back](#) [Submit](#)

Indicate the necessary and tap 'Submit'

8



Payment

Pay To

TransitLink

Application Number

PASCL-650660

Amount (S\$)

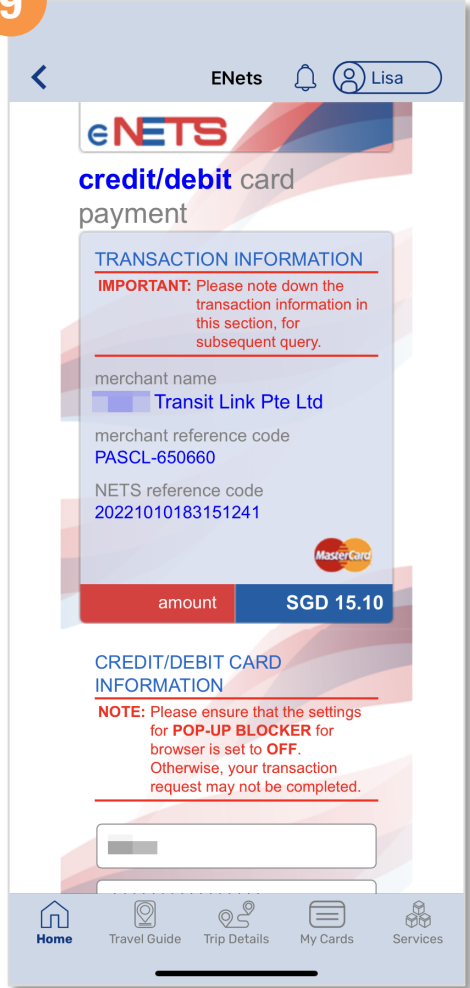
\$15.10

Mastercard and Visa cards are accepted.

[Proceed To Payment](#)

Then tap 'Proceed To Payment'

9



ENets

eNETS credit/debit card payment

TRANSACTION INFORMATION

IMPORTANT: Please note down the transaction information in this section, for subsequent query.

merchant name
Transit Link Pte Ltd

merchant reference code
PASCL-650660

NETS reference code
20221010183151241

amount **SGD 15.10**

CREDIT/DEBIT CARD INFORMATION

NOTE: Please ensure that the settings for **POP-UP BLOCKER** for browser is set to **OFF**. Otherwise, your transaction request may not be completed.

[Back](#) [Proceed](#)

Scroll down and enter your payment details

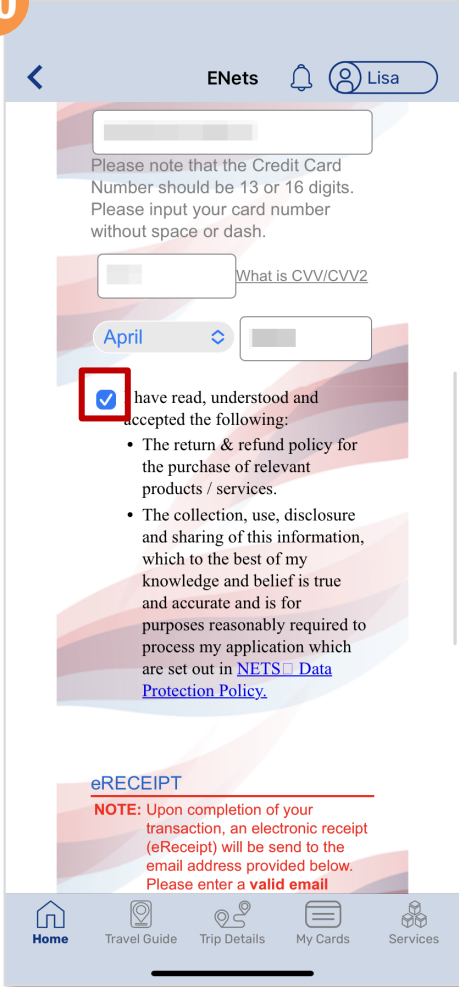
How To



Back to top

Apply For A Replacement Concession Card (Method 1)

10



Please note that the Credit Card Number should be 13 or 16 digits. Please input your card number without space or dash.

What is CVV/CVV2

April

I have read, understood and accepted the following:

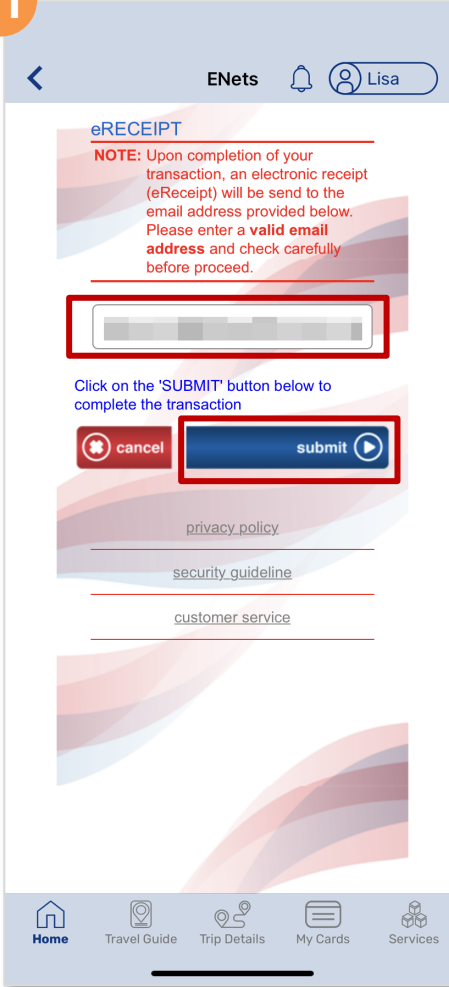
- The return & refund policy for the purchase of relevant products / services.
- The collection, use, disclosure and sharing of this information, which to the best of my knowledge and belief is true and accurate and is for purposes reasonably required to process my application which are set out in [NETS Data Protection Policy](#).

eRECEIPT
NOTE: Upon completion of your transaction, an electronic receipt (eReceipt) will be send to the email address provided below. Please enter a valid email

Home Travel Guide Trip Details My Cards Services

Tap the 'Check box' to give consent

11



eRECEIPT
NOTE: Upon completion of your transaction, an electronic receipt (eReceipt) will be send to the email address provided below. Please enter a valid email address and check carefully before proceed.

Click on the 'SUBMIT' button below to complete the transaction

cancel submit

[privacy policy](#)

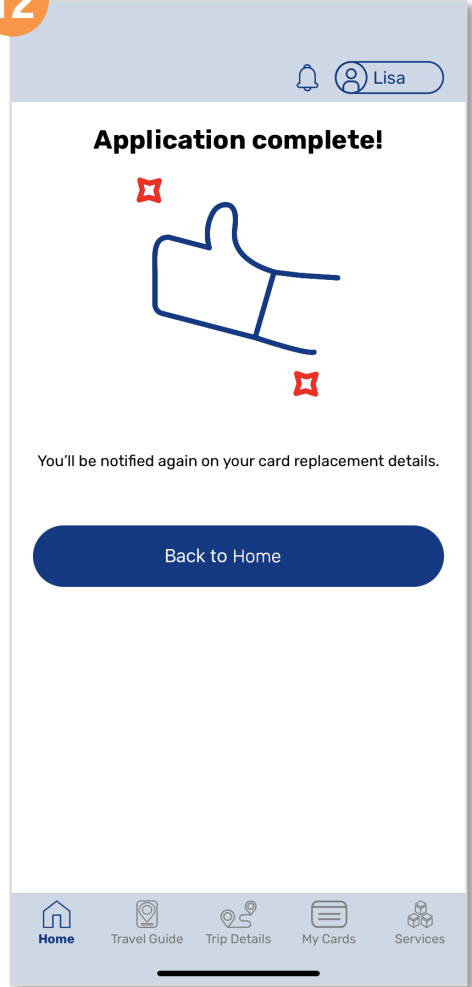
[security guideline](#)

[customer service](#)


Home Travel Guide Trip Details My Cards Services

Enter a valid email address and tap 'Submit'

12



Application complete!



You'll be notified again on your card replacement details.

Back to Home

Home Travel Guide Trip Details My Cards Services

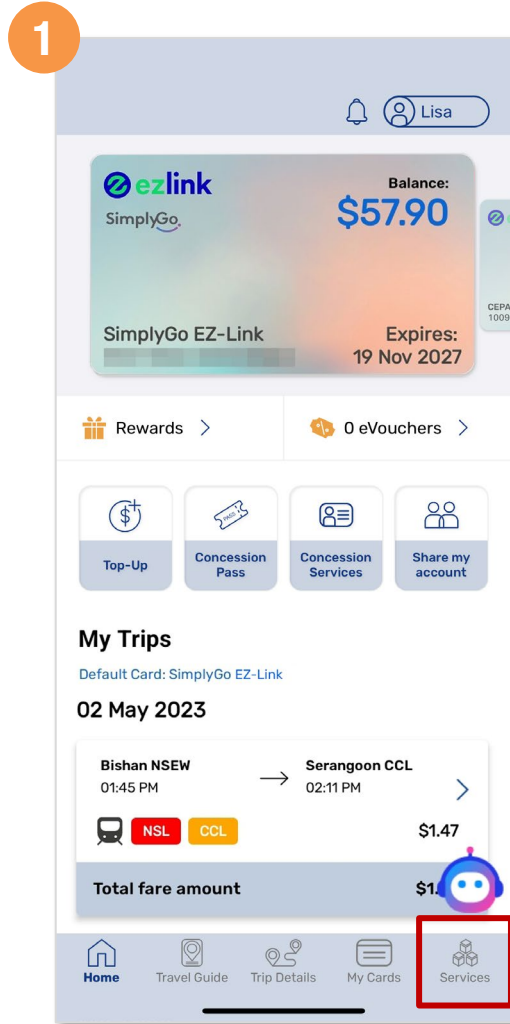
You have successfully submitted your replacement application

How To

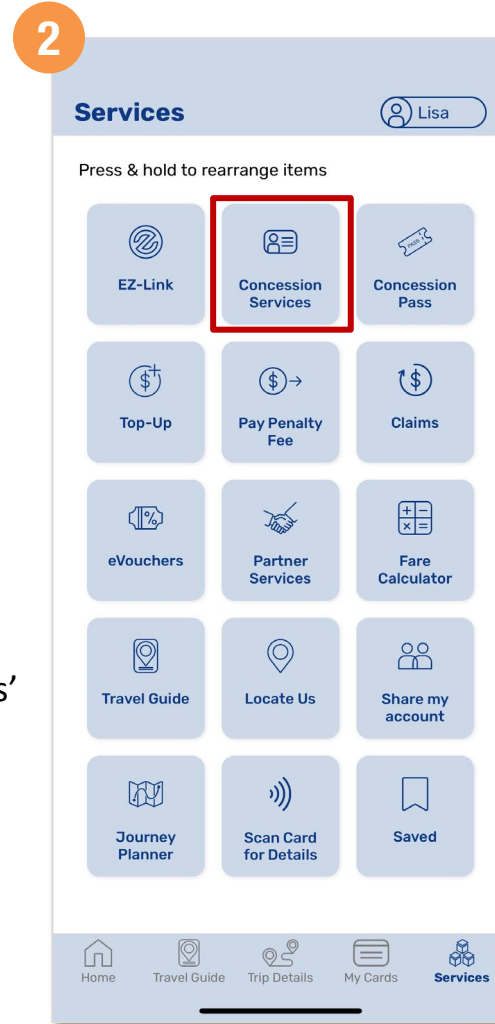


Back to top

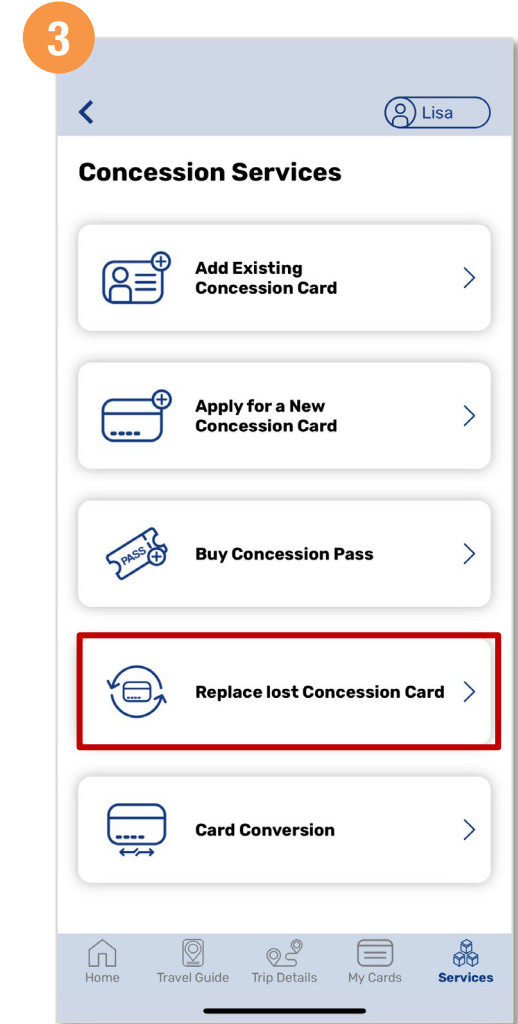
Apply For A Replacement Concession Card (Method 2)



Tap 'Services'



Tap 'Concession Services'



Tap 'Replace lost Concession Card'

continued on next page >

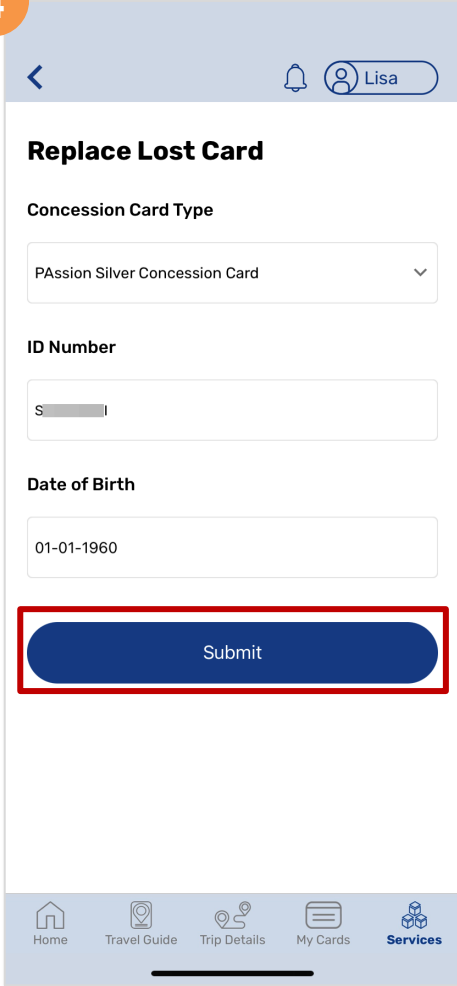
How To



Back to top

Apply For A Replacement Concession Card (Method 2)

4



Replace Lost Card

Concession Card Type

PAssion Silver Concession Card

ID Number

S

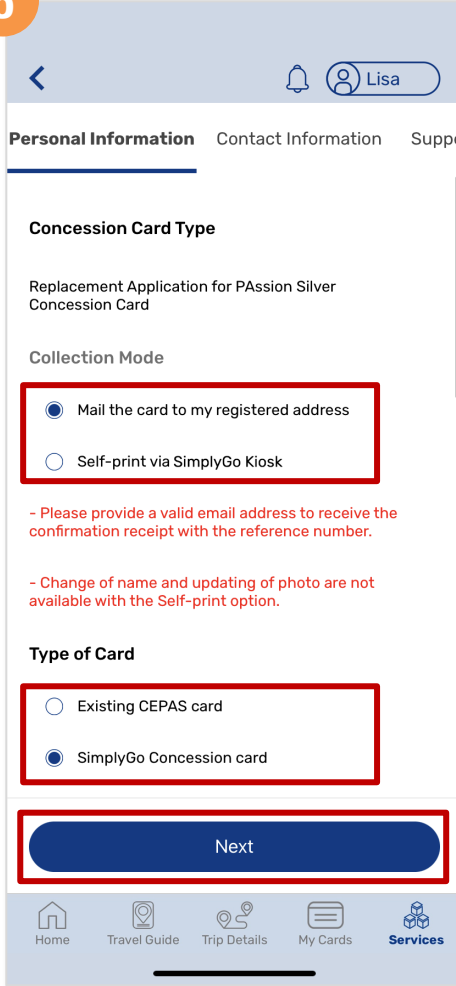
Date of Birth

01-01-1960

Submit

Select the type of concession card you wish to replace, enter your details and tap 'Submit'

5



Personal Information Contact Information Support

Concession Card Type

Replacement Application for PAssion Silver Concession Card

Collection Mode

Mail the card to my registered address

Self-print via SimplyGo Kiosk

- Please provide a valid email address to receive the confirmation receipt with the reference number.

- Change of name and updating of photo are not available with the Self-print option.

Type of Card

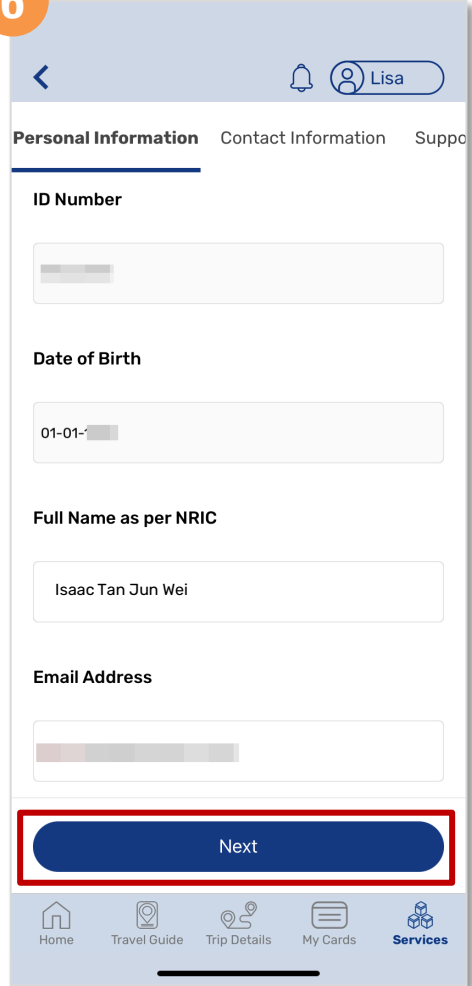
Existing CEPAS card

SimplyGo Concession card

Next

Select the Collection Mode and Type of Card then tap 'Next'

6



Personal Information Contact Information Support

ID Number

S

Date of Birth

01-01-

Full Name as per NRIC

Isaac Tan Jun Wei

Email Address

Next

Enter your details and tap 'Next'

continued on next page >

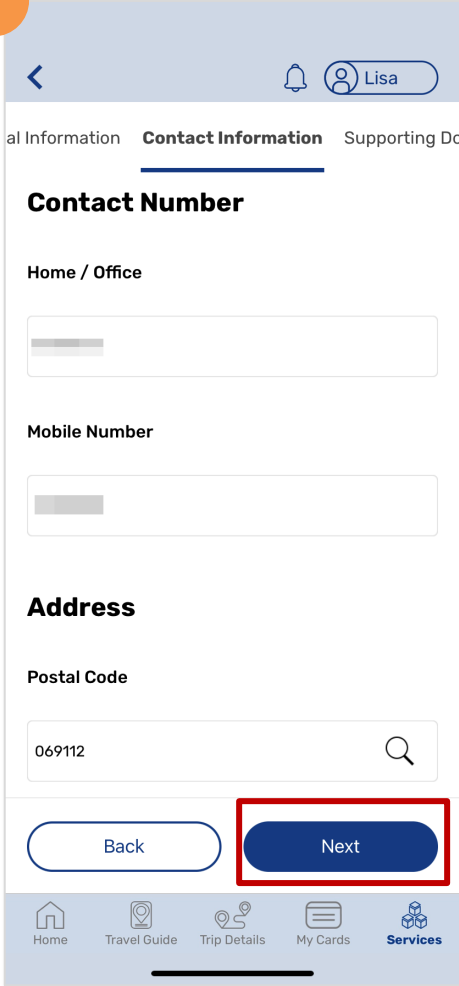
How To



Back to top

Apply For A Replacement Concession Card (Method 2)

7



al Information **Contact Information** Supporting Doc

Contact Number

Home / Office

Mobile Number

Address

Postal Code

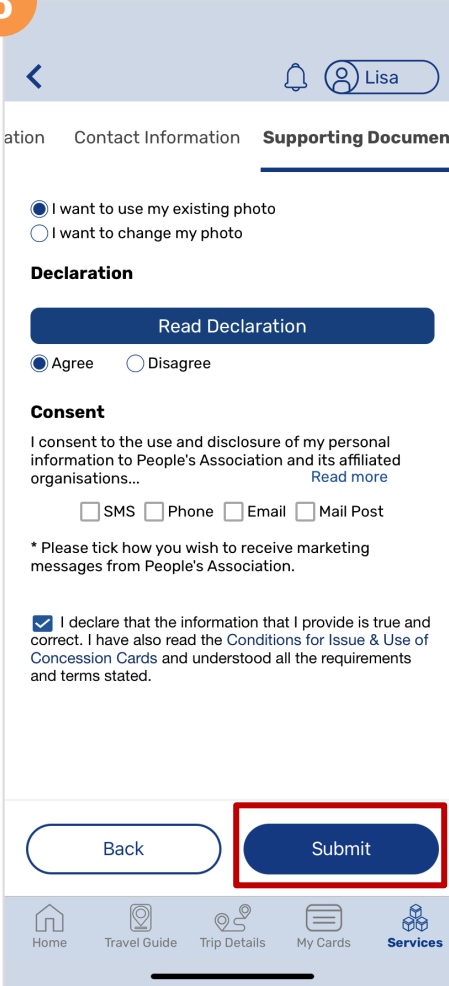
069112

Back Next

Home Travel Guide Trip Details My Cards Services

Enter your contact details and tap 'Next'

8



ation Contact Information **Supporting Document**

I want to use my existing photo
 I want to change my photo

Declaration

Read Declaration

Agree Disagree

Consent

I consent to the use and disclosure of my personal information to People's Association and its affiliated organisations... [Read more](#)

SMS Phone Email Mail Post

* Please tick how you wish to receive marketing messages from People's Association.

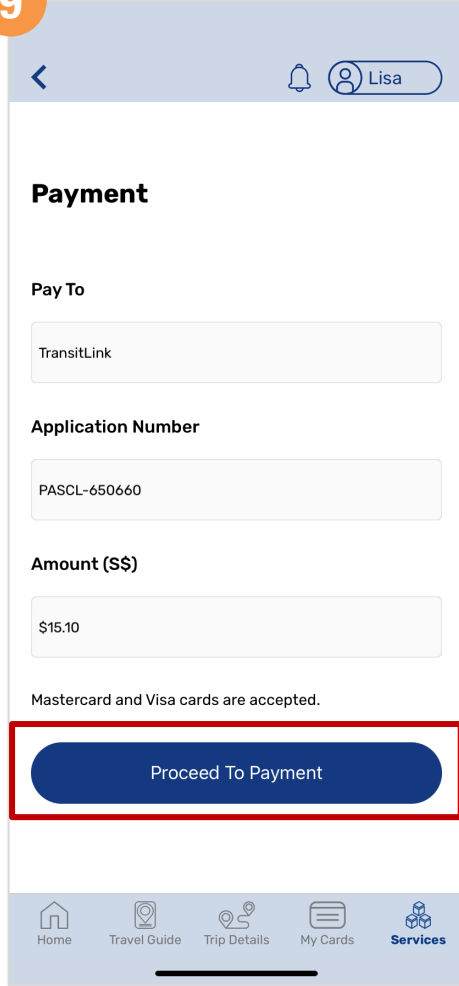
I declare that the information that I provide is true and correct. I have also read the Conditions for Issue & Use of Concession Cards and understood all the requirements and terms stated.

Back Submit

Home Travel Guide Trip Details My Cards Services

Indicate the necessary and tap 'Submit'

9



Payment

Pay To

TransitLink

Application Number

PASCL-650660

Amount (S\$)

\$15.10

Mastercard and Visa cards are accepted.

Proceed To Payment

Home Travel Guide Trip Details My Cards Services

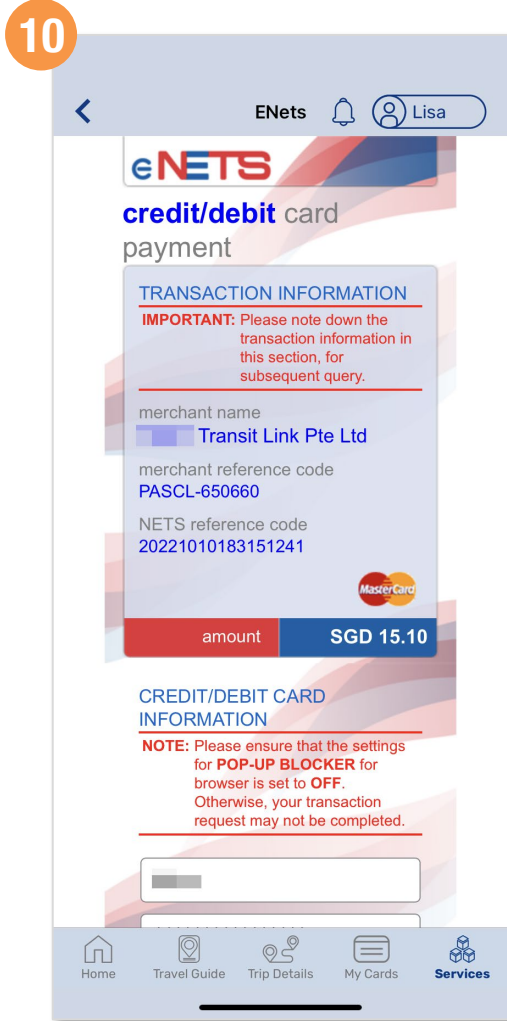
Then tap 'Proceed To Payment'

How To

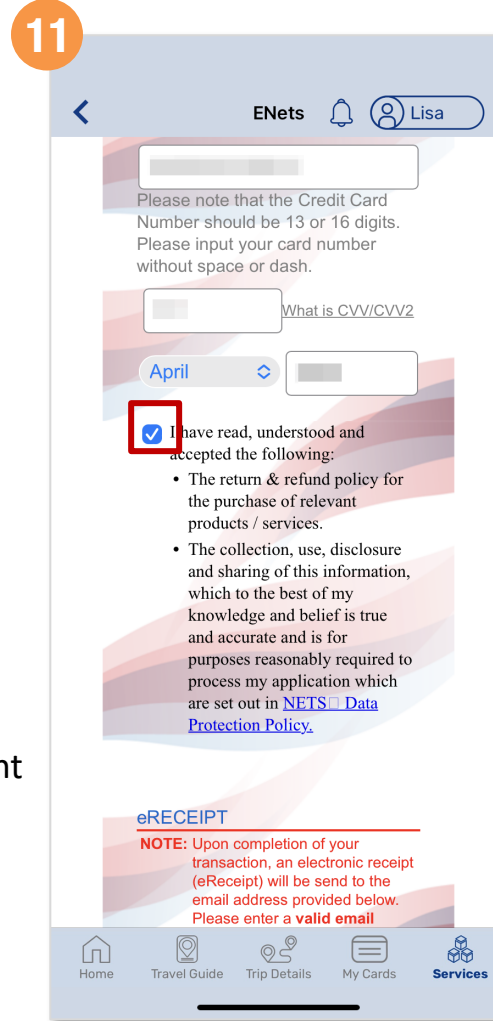


Back to top

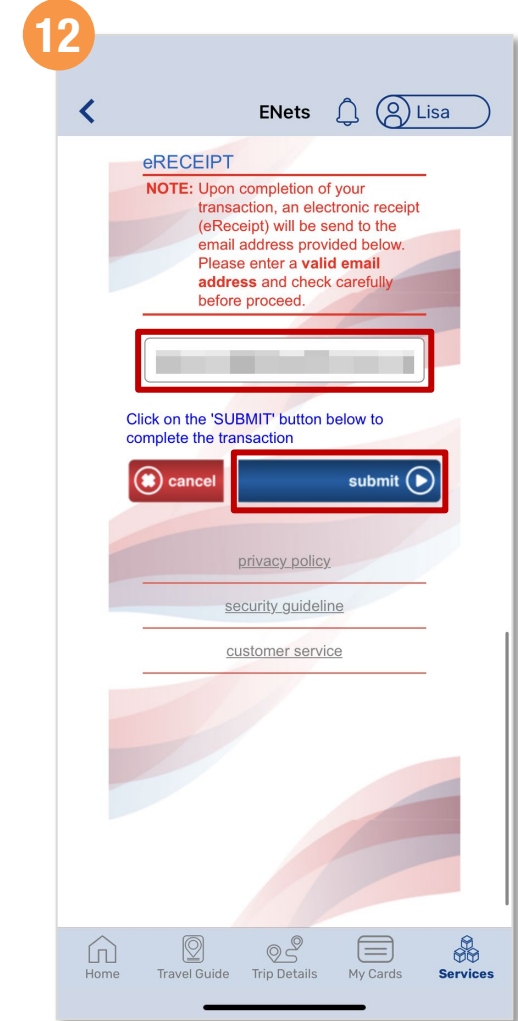
Apply For A Replacement Concession Card (Method 2)



Scroll down and enter your payment details



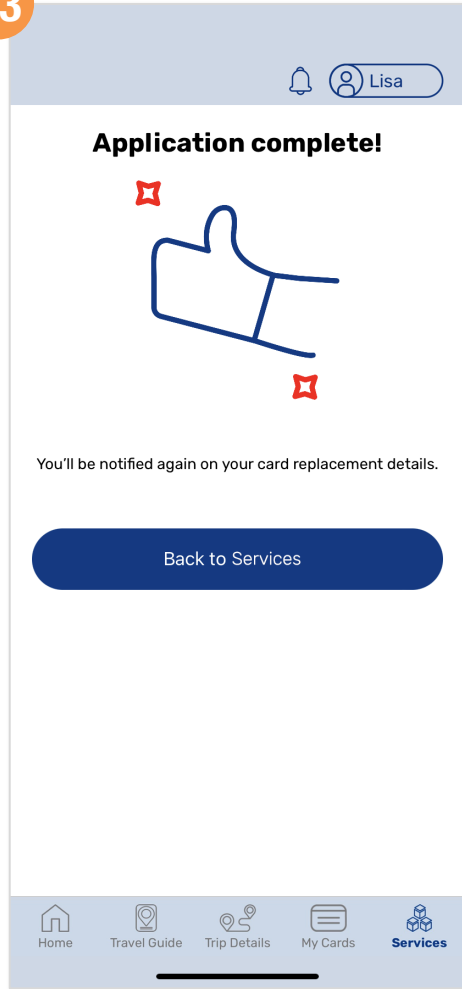
Tap the 'Check box' to give consent



Enter a valid email address and tap 'Submit'

Apply For A Replacement Concession Card (Method 2)

13



You have successfully submitted your replacement application

How To



Back to top

Log Out Of The App

