

HOW DO I USE MY CONTACTLESS CREDIT AND DEBIT CARD, OR MOBILE PAYMENT ON PUBLIC TRANSPORT?

Simply tap your contactless bank card (e.g. credit or debit card) or mobile device at the MRT fare gates or card reader on buses as you would usually do with your current travel card.

If you are using your mobile device, remember to place your device a little longer at the fare gates or card reader.



FREQUENTLY ASKED QUESTIONS

My fares and card balance are no longer displayed at the fare gates and card readers on buses. How do I check my fares and card balance then?

SimplyGo works on an 'account-based' system where fares are computed back-end. You can view your travel history and more via the TransitLink SimplyGo Portal or the TL SimplyGo mobile app. You can enable app notifications to receive alerts on fare charges.

Are there any additional charges to the fares when using my contactless credit or debit card for transit?

No, the fares charged using contactless credit or debit cards are the same as travel card fares. However, concessionary fares and travel passes are not available for usage with contactless credit and debit cards.

How do I identify a contactless credit or debit card with an ez-link and/or NETS FlashPay functionality?



Flip over to the back of your credit/debit card. If you see a 'CePAS' logo, that means your contactless credit or debit card comes with an ez-link and/or NETS FlashPay functionality.

Will foreign-issued contactless credit and debit cards be accepted for use on public transport in Singapore? Are there any extra charges to use these cards?

Foreign-issued contactless credit and debit cards are accepted for payment on our public transport network. An administrative fee of up to \$0.50 will be applicable per posting. Additionally, foreign cardholders may be subjected to other fees imposed by their issuing banks.

How do I know if my mobile device is compatible for payment on public transport?

You can refer to the list of compatible mobile devices at simplygo.com.sg. However, this list may not be exhaustive.

Who can assist me should I encounter problems at the point of boarding/alighting?

You can approach any of the station staff or bus captains for assistance.

Information contained is correct as of April 2019.



WHAT IS

SimplyGo?

Using credit or debit cards on transit is now a reality with SimplyGo.

SimplyGo lets you use your contactless credit or debit card (starting with Mastercard® from 4 April 2019*) or mobile wallet** for fare payment on public transport and skip top-ups altogether!

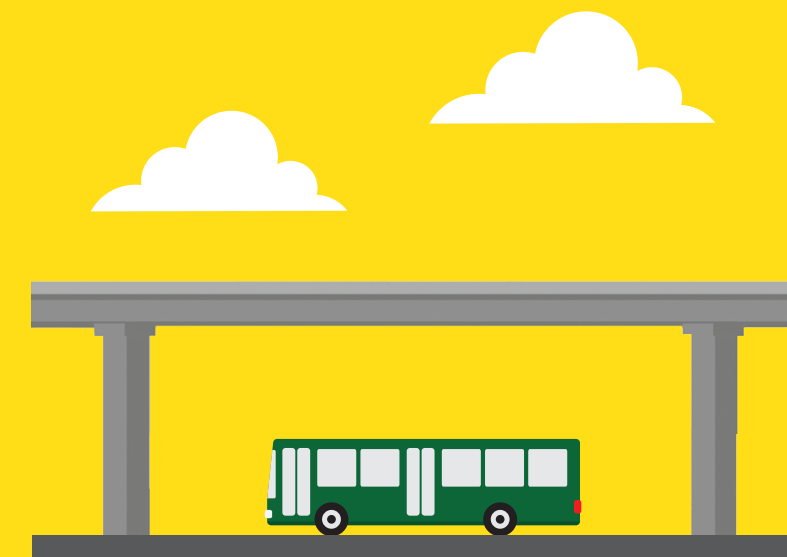
If you prefer to use your existing travel card†, you can also enjoy the ease of topping up on-the-go in the near future.

What's more, SimplyGo also offers you the convenience of checking your travel history, fares and more, anytime, anywhere, no matter which card you choose to use!

*Visa will come on board later

†ez-link or NETS FlashPay card

**Apple Pay, Fitbit Pay, Google Pay® and Samsung Pay



HOW DO I VIEW MY TRAVEL HISTORY?

You will need to sign up for a SimplyGo account at simplygo.com.sg or via the TL SimplyGo Mobile app.

Follow these three easy steps to set up your account:



Scan to sign up!

- 1 Create an account at simplygo.com.sg
- 2 Add your preferred card:
 - Contactless credit or debit card (starting with Mastercard from 4 April 2019)
 - Current travel card
- 3 Check your travel history, fares and more anytime, anywhere!

HOW TO AVOID CARD CLASH

Tapping a wallet containing multiple payment cards at the MRT fare gates/card readers on buses could result in 'card clash'. This is because the devices are unable to ascertain the card you wish to pay with.

Here's how you can avoid card clash:

- 1 Take out your card and tap – this will ensure quicker entry and exit, and you can also avoid being charged more than necessary.
- 2 Tap in and out with the same card - if you have used Card A to tap in, remember to tap out with the same card to avoid multiple charges.



QUICK TIPS WHEN USING SIMPLYGO

Tip 1: Ensure your credit or debit card is 'contactless-enabled'



If your credit or debit card is 'contactless-enabled', you will see this logo ())) on the front of your card. This means your credit or debit card is enabled for fare payment on transit.

Just tap your contactless credit or debit card at the MRT fare gate or card reader on buses.

Tip 2: Enable your contactless credit or debit card for transit if it comes with ez-link or NETS FlashPay functionality

For contactless credit or debit cards that come with ez-link/NETS FlashPay functionality, the ez-link/NETS FlashPay function will be the default payment mode for transit. You can visit the General Ticketing Machines to switch to contactless payment mode. Don't worry as there will be instructions on screen to help you along!

Tip 3: Always ensure there is sufficient credit in your contactless credit card



In the event of insufficient credit, you will not be able to use your credit card to pay for your fares.

QUICK TIPS WHEN USING MOBILE PAYMENT ON PUBLIC TRANSPORT

Tip 1: Tap in and out using the same payment mode

A transaction will not be successful if there is a mixture of card and mobile payment usage, even if the card is the same. They will be treated as separate transactions and you may incur multiple charges.

Tip 2: Enable your mobile payment

Similar to retail transactions, you will need to enable your mobile payment and remember to do so before approaching the MRT fare gates or boarding the bus.

Tip 3: Using mobile payment may require data network for transactions to be completed

Contact your mobile payment provider for more information.

Tip 4: Ensure sufficient battery in your mobile device

Do make sure your mobile device has sufficient battery at the point of entry and exit.

