

Top FAQs for SimplyGo Users

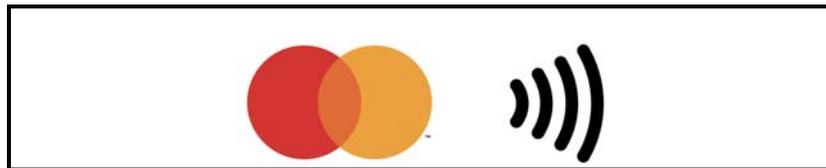
1. How do I register for a SimplyGo account?

You may visit the TransitLink SimplyGo Portal or download the TL SimplyGo mobile app to register for a SimplyGo account. You will be required to create a password to login to your account.

Please login to your account and go to “My Cards” page to add your contactless bank card.

2. How do I know if my Mastercard is a ‘contactless’ card?

All Mastercard contactless bank cards, including foreign-issued cards*, with the EMVCo Contactless Indicator, will be accepted in public transit. (*administrative and overseas transaction fees will apply)



Mastercard logo and the EMVCo Contactless Indicator

3. Can I use my Mastercard contactless bank card to make payment for all train and public bus services?

You can pay for both train and public bus fares (basic, premium and express bus services) with your Mastercard contactless bank card.

Please note that for premium bus services, your Mastercard contactless bank card can be used to pay for fares only if they are operated by public transport operators (PTOs) and not private operators. All PTO-operated buses (basic, premium and express bus services) are installed with a standard card reader as shown below.



4. What is the difference between using contactless bank cards under SimplyGo and the contactless credit/debit cards with EZ-Link or NETS FlashPay functionality?

Commuters who currently use contactless bank cards with EZ-Link/NETS FlashPay functionality require upfront top-ups. With the launch of SimplyGo, such top-ups are not necessary, and commuters would be able to use their contactless credit and debit cards for fare payments directly, subject to the availability of credit/funds in their bank cards. The transactions will be processed, accumulated and charged to their credit or debit cards, as with any other contactless bank card purchase.

To find out if your bank card has an EZ-Link or NETS FlashPay functionality, turn to the back of your card and look for the CEPAS logo. If it exists, the card has EZ-Link/NETS FlashPay functionality.



CEPAS Logo

To use SimplyGo with these cards, you can switch the payment mode of your card to Mastercard contactless payment at the General Ticketing Machines (GTMs) located at all MRT and LRT stations.

5. Will the fare amount be displayed on the fare reader when I tap to exit using my Mastercard contactless bank card?

When using your Mastercard contactless bank card for transit payment, the fare reader will display “Bank Card Usage” when you tap to enter and exit. You will be able to view the details of each transaction in your SimplyGo account on the TransitLink SimplyGo Portal or TL SimplyGo mobile app. You can choose to turn on push notifications on your mobile devices to receive alerts on fare charges from the mobile app each time you tap out.

6. How would I be billed for transit payments using Mastercard contactless bank card?

The transactions will be processed, accumulated and charged to your contactless bank cards with the merchant descriptor name “BUS/MRT”. Depending on your Issuing Bank, postings may not be reflected immediately in your credit/debit/prepaid card accounts.

For Mastercard contactless bank cards, fare charges will be accumulated for up to 5 days or when a total of \$15 is spent on transit fares, whichever is earlier.

To view the breakdown of the aggregated fares, please login to your SimplyGo account on the TransitLink SimplyGo Portal or TL SimplyGo mobile app.

7. What should I do if I encounter issues when using my Mastercard contactless bank card for train and public bus services?

You may wish to contact your Issuing Bank’s call centre for assistance.

For disputes regarding fares, you may visit the TransLink Ticket Office or file a claim for refund via the TransitLink SimplyGo Portal or TL SimplyGo Mobile App.