

## Top FAQs for SimplyGo Users

### 1. How do I register for a SimplyGo account?

You may visit the TransitLink SimplyGo Portal ([simplygo.com.sg](http://simplygo.com.sg)) 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 the “My Cards” page to add your contactless card.

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

All Mastercard and Visa<sup>1</sup> contactless cards, including foreign-issued cards<sup>2</sup>, with the EMVCo Contactless Indicator, will be accepted in public transit.



*EMVCo Contactless Indicator*

### 3. Can I use my 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 or Visa contactless card.

Please note that for premium bus services, your Mastercard or Visa contactless 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.



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<sup>1</sup> Some Visa contactless cards need to be upgraded to be compatible with SimplyGo. Impacted cardholders will be notified by their banks.

<sup>2</sup> Administrative and overseas transaction fees apply.

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

Commuters who currently use contactless 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 cards for fare payments directly, subject to the availability of credit/funds in their cards. The transactions will be processed, accumulated and charged to their credit, debit or prepaid contactless cards, as with any other contactless card purchase.

To find out if your contactless 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 or Visa 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 contactless card?**

When using your Mastercard or Visa contactless 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 trip in your SimplyGo account on the TransitLink SimplyGo Portal ([simplygo.com.sg](http://simplygo.com.sg)) 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 or Visa contactless card?**

The transactions will be processed, accumulated and charged to your contactless cards with the merchant descriptor name “BUS/MRT”.

For Mastercard contactless cards, fare charges will be accumulated for up to 5 days or \$15, whichever is earlier.

For Visa, fare charges will be accumulated daily. The daily accumulated amount will be sent to your respective banks for settlement after 3 days. The settlements will be reflected in your credit, debit or pre-paid card account based on the processing time of your Issuing Bank.

To view the breakdown of the aggregated fares, please login to your SimplyGo account on the TransitLink SimplyGo Portal ([simplygo.com.sg](http://simplygo.com.sg)) or TL SimplyGo mobile app.

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

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

In the meantime, please consider using an alternative travel card for your travel needs.

**8. What should I do if there are any discrepancies in my transactions/billings for my SimplyGo account?**

If there are any discrepancies in your travel transactions or billings, you may submit claims for the travel transactions of the cards that are linked to your SimplyGo account via the "My Claims" page on the TransitLink SimplyGo Portal ([simplygo.com.sg](http://simplygo.com.sg)) or TL SimplyGo mobile app.

For commuters who have not signed up for a SimplyGo account or linked their cards to their account, please do so via the TransitLink SimplyGo Portal ([simplygo.com.sg](http://simplygo.com.sg)) or TL SimplyGo mobile app. Please note that you can only view your transaction history up to the last 180 days.