

TL SimplyGo app user guide



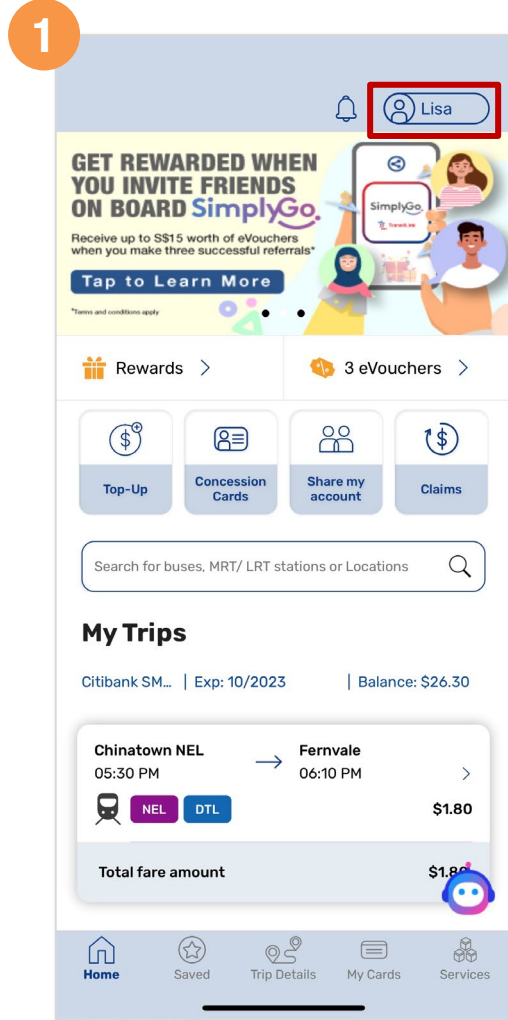
How to

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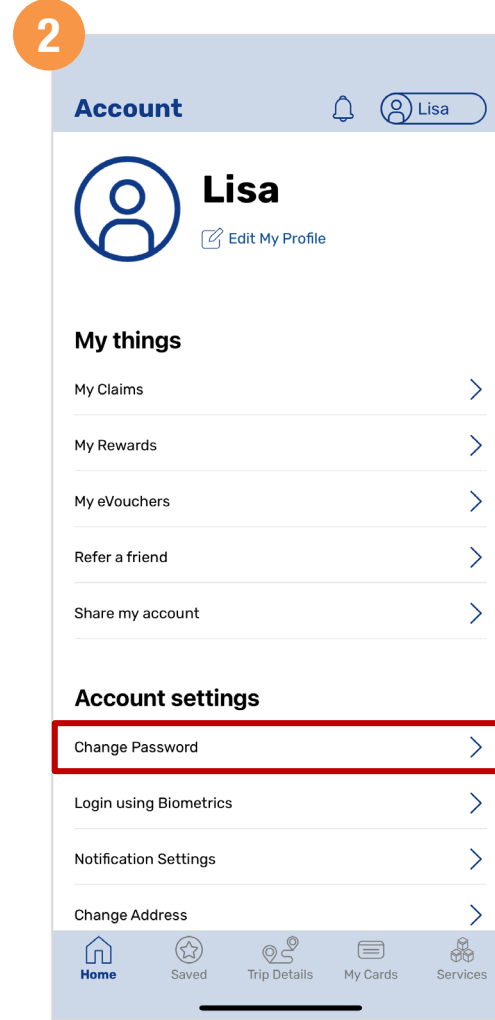
How To ?

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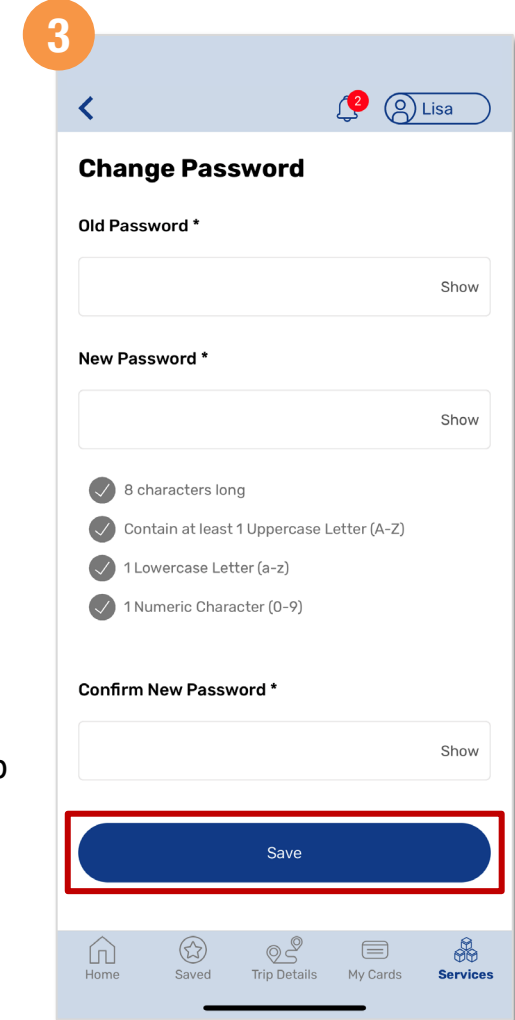
Change Your Password



Tap your 'Profile'

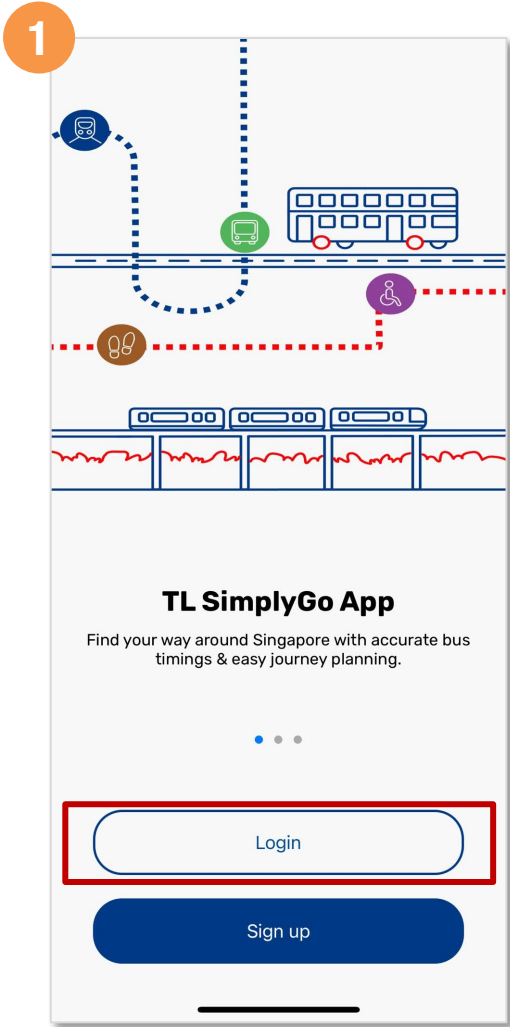


Under 'Account settings' tap 'Change Password'

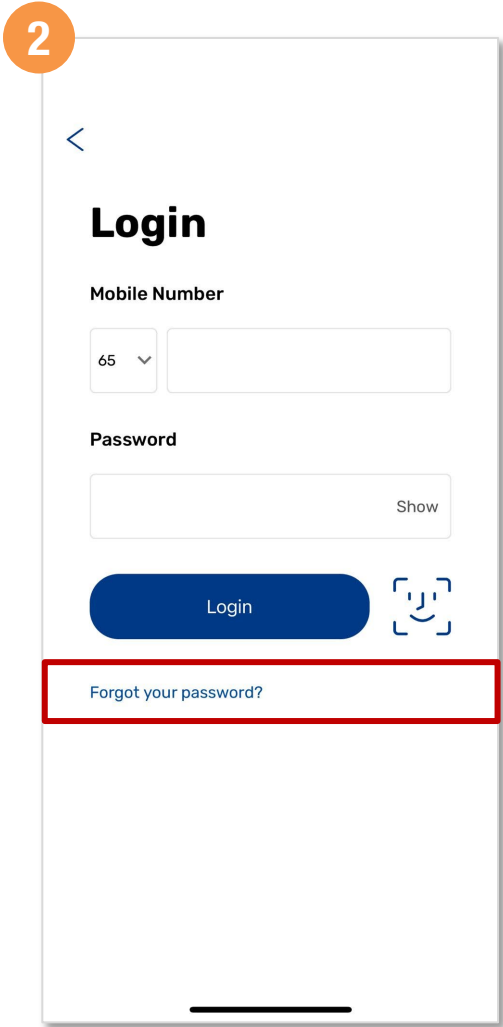


Enter your old and new password then tap 'Save'

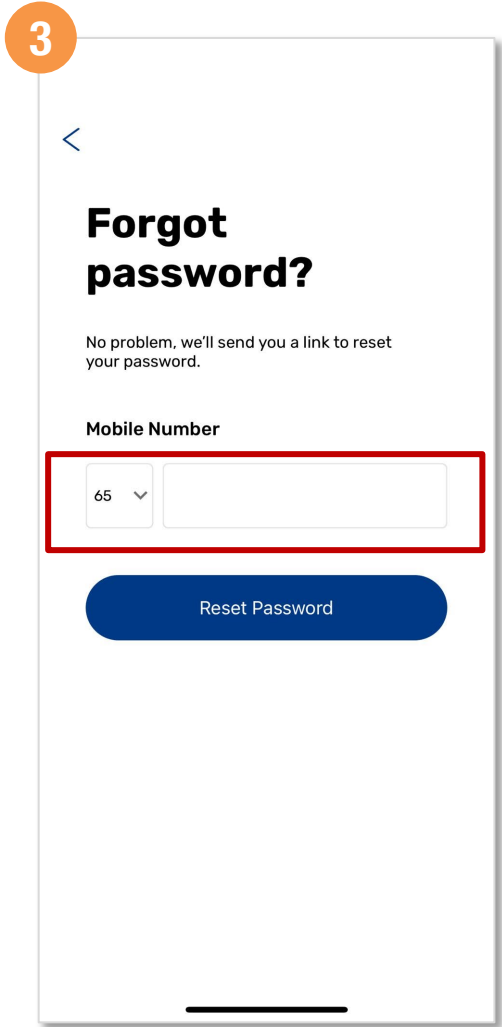
Reset Your Password



Tap 'Login'



Tap 'Forgot your password?'



Enter your mobile number and tap 'Reset Password?'

continued on next page >

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.

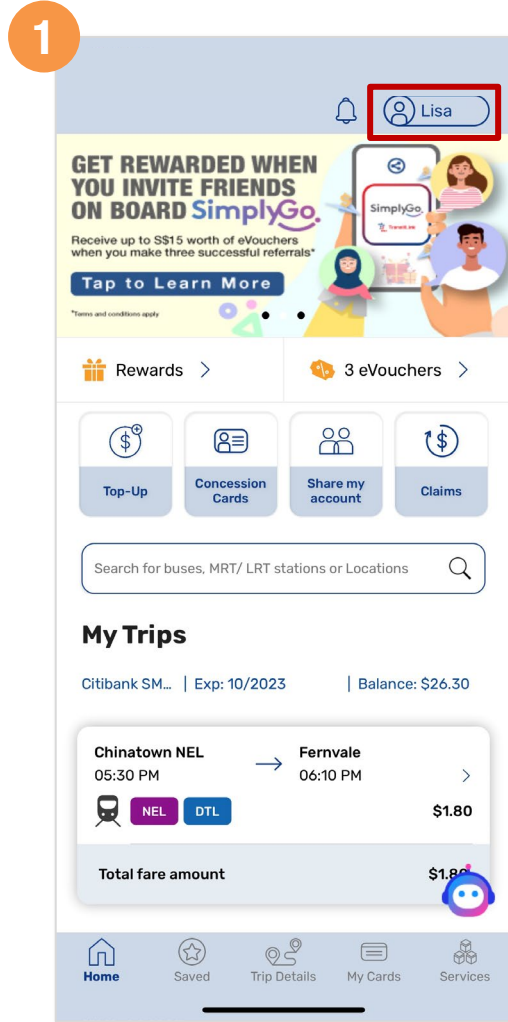
Login

You will see this message once your password has been reset successfully

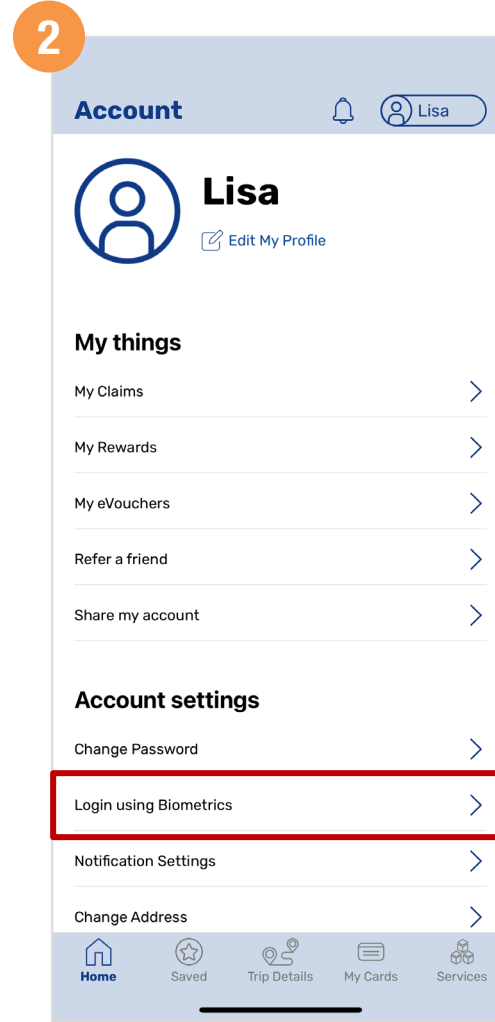
How To ?

Back to top

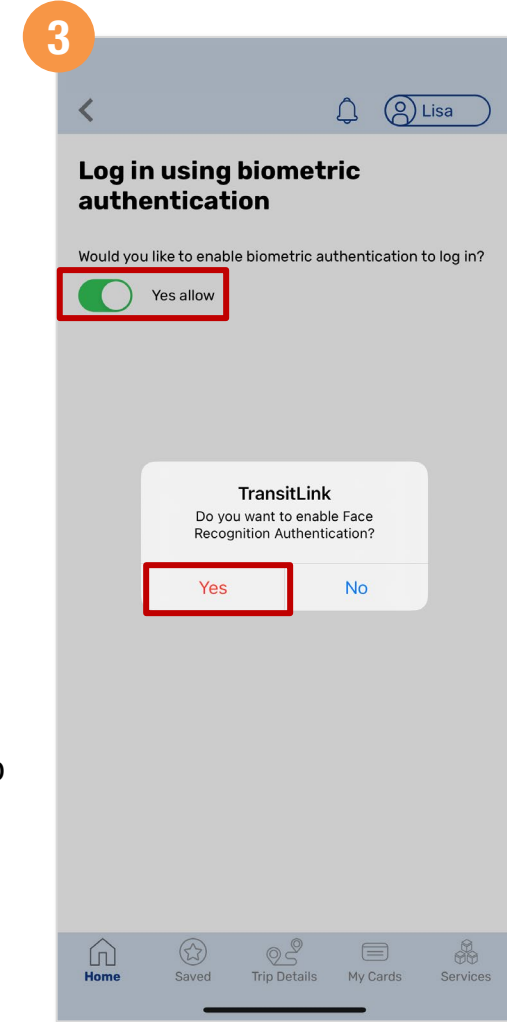
Use Biometrics To Log In



Tap your
'Profile'



Under
'Account
settings' tap
'Login using
Biometrics'



Swipe right to
allow and tap
'Yes'

continued on next page >

Use Biometrics To Log In

4

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Face Recognition Login Setup

Mobile Number

65 ▾

Password

Show

Login

Forgot your password?

Home Saved Trip Details My Cards Services

Enter your mobile number and password, then tap 'Login'

5

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Face Recognition Login Setup

Mobile Number

65 ▾ 9 6

Password

Show

TransitLink

Please note that any face registered on this device will be able to access SimplyGo account through face id login.

Ok Cancel

Forgot your password?

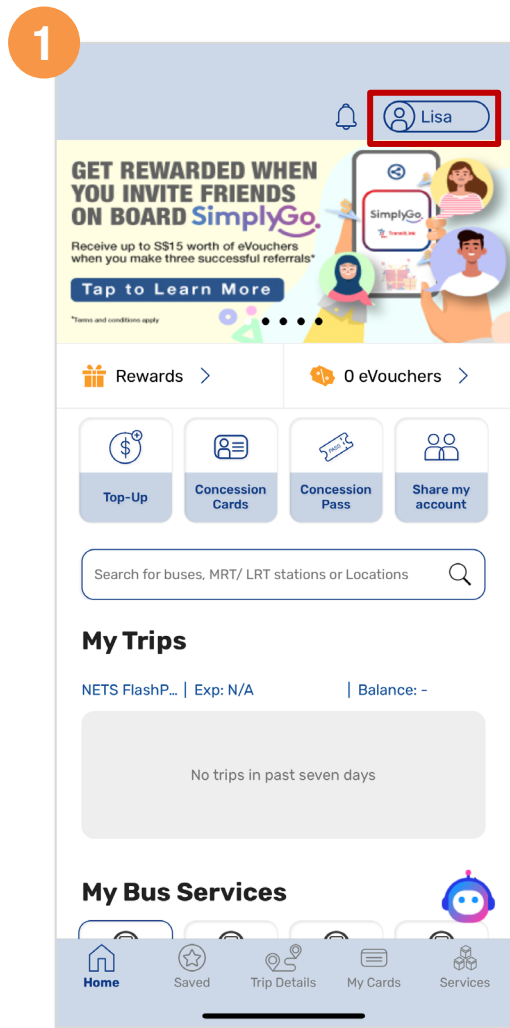
Home Saved Trip Details My Cards Services

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

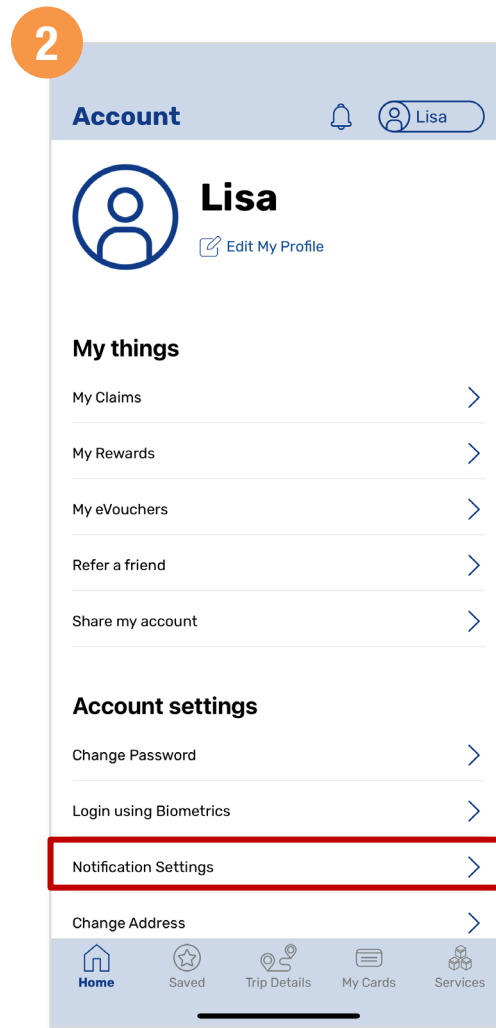
How To ?

Back to top

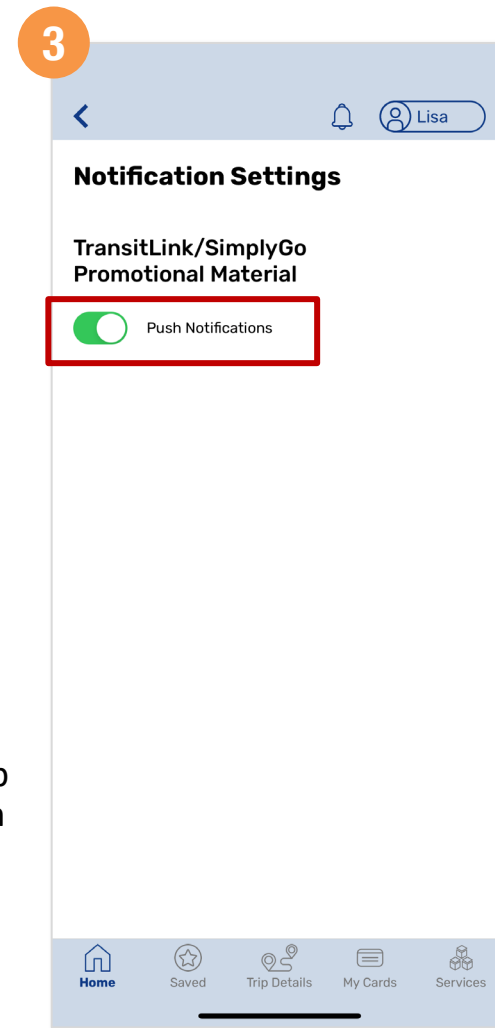
Opt-In To Receive Marketing Promotion-Related Updates



Tap your 'Profile'



Under 'Account settings', tap 'Notification Settings'

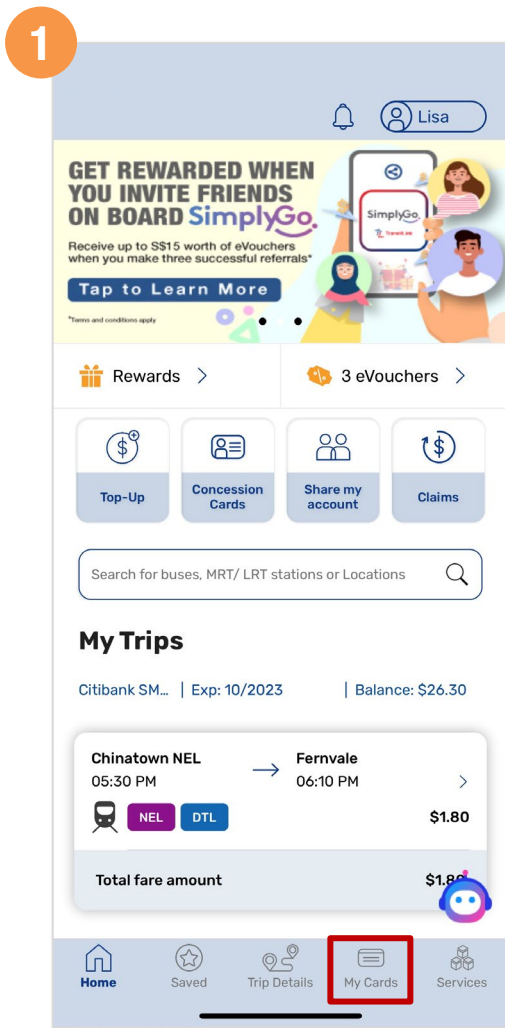


Swipe right to enable 'Push Notifications'

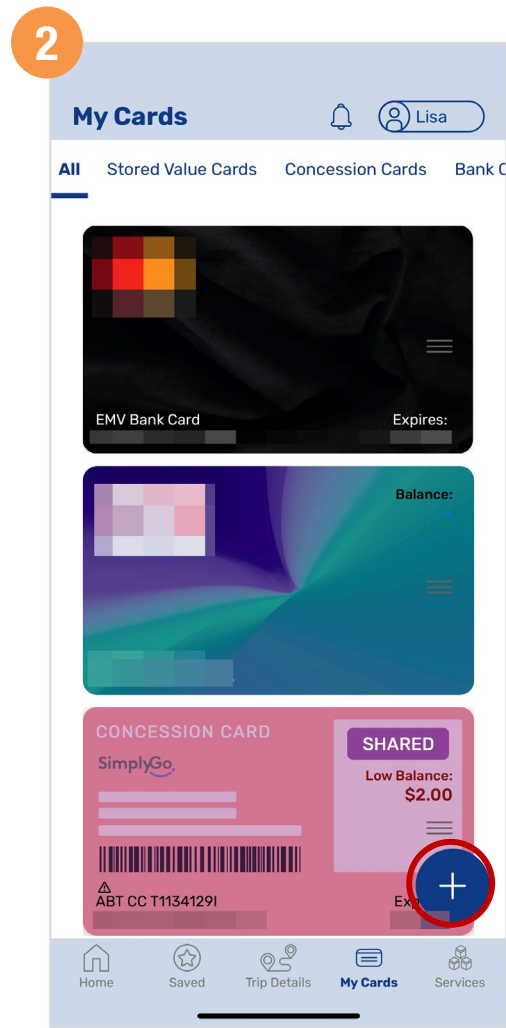
How To ?

Add A Card To Your Account

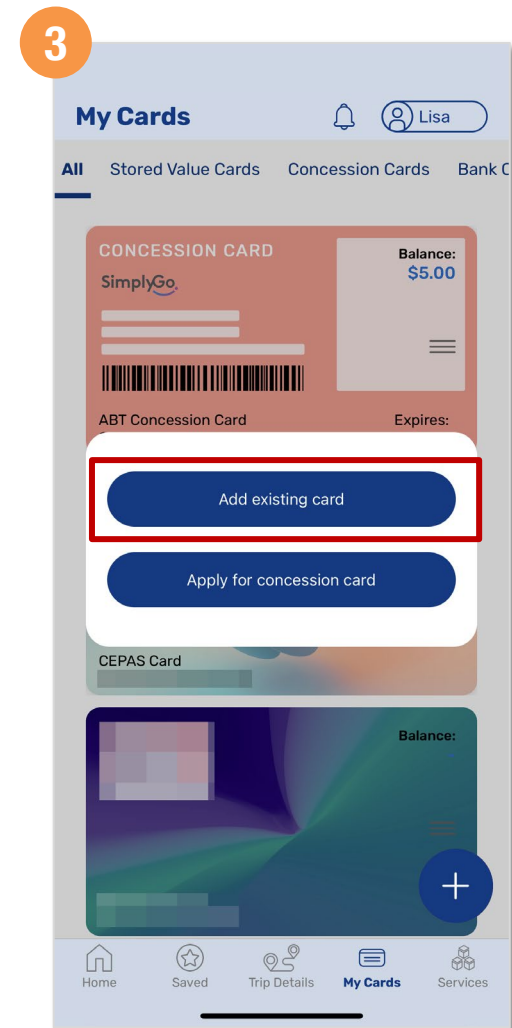
Back to top



Tap 'My Cards'



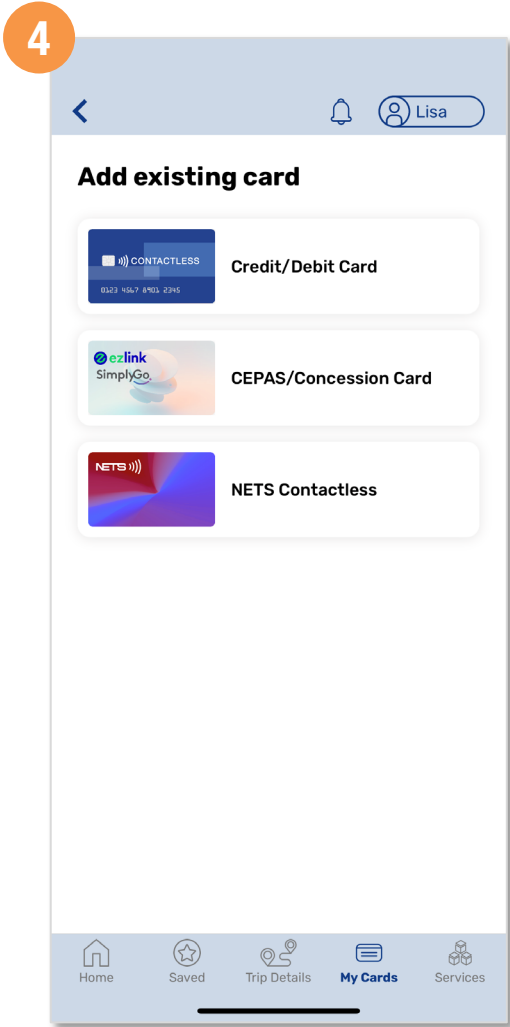
Tap the '+' button



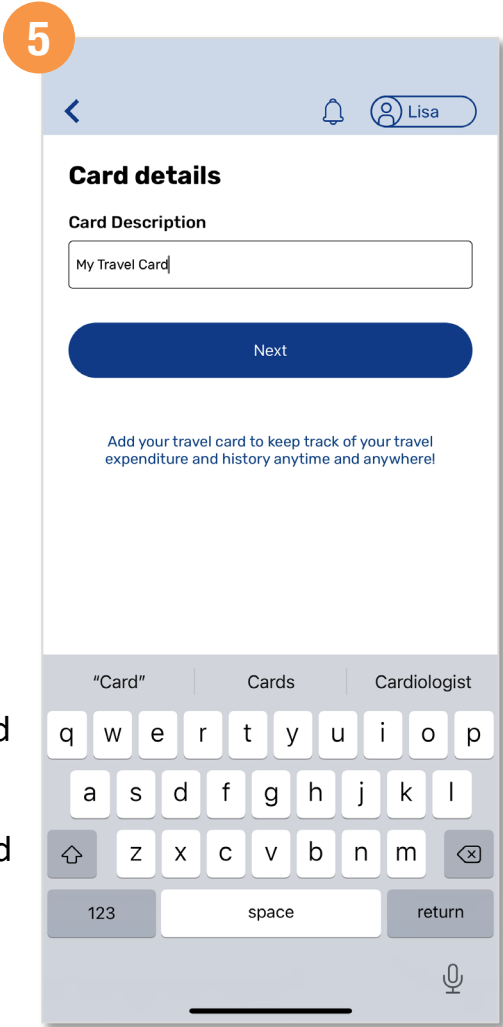
Select 'Add existing card' button

continued on next page >

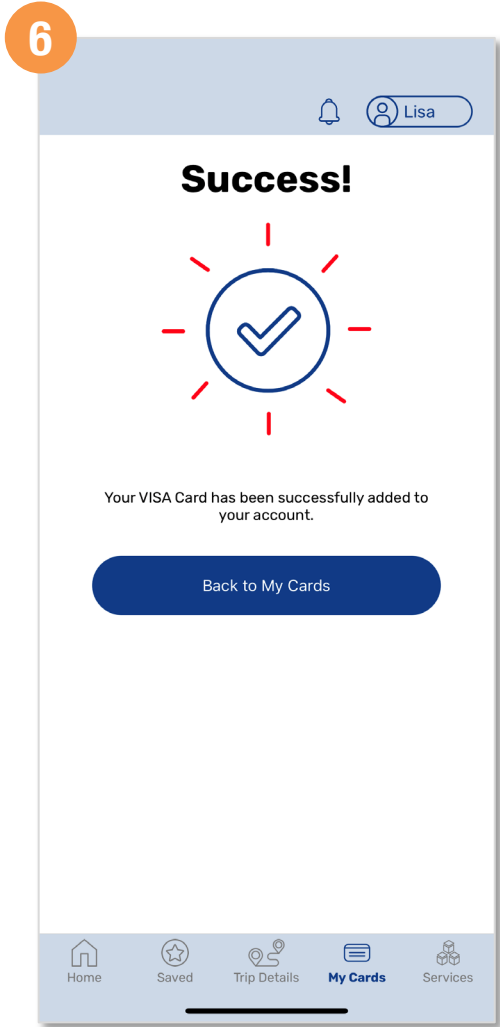
Add A Card To Your Account



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

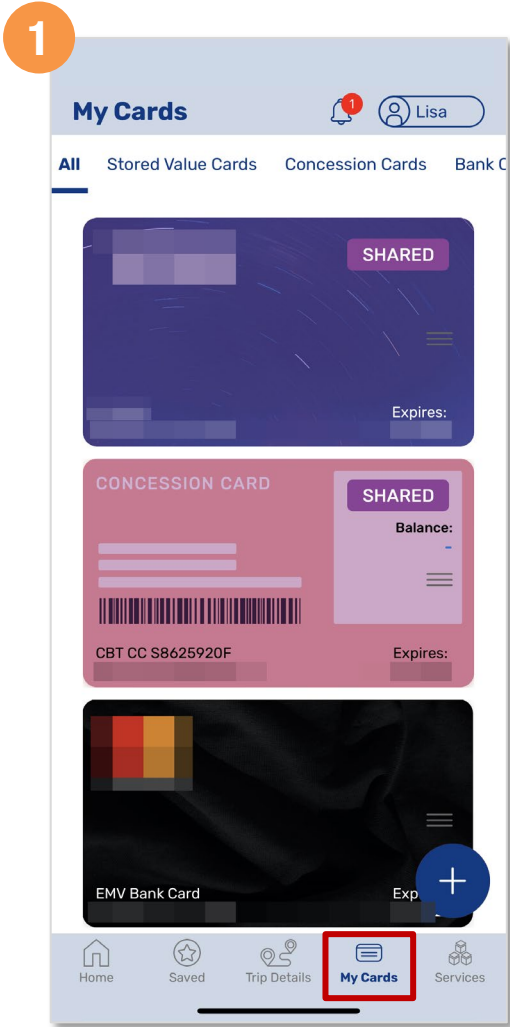


Fill in a card descriptor that best suits your card

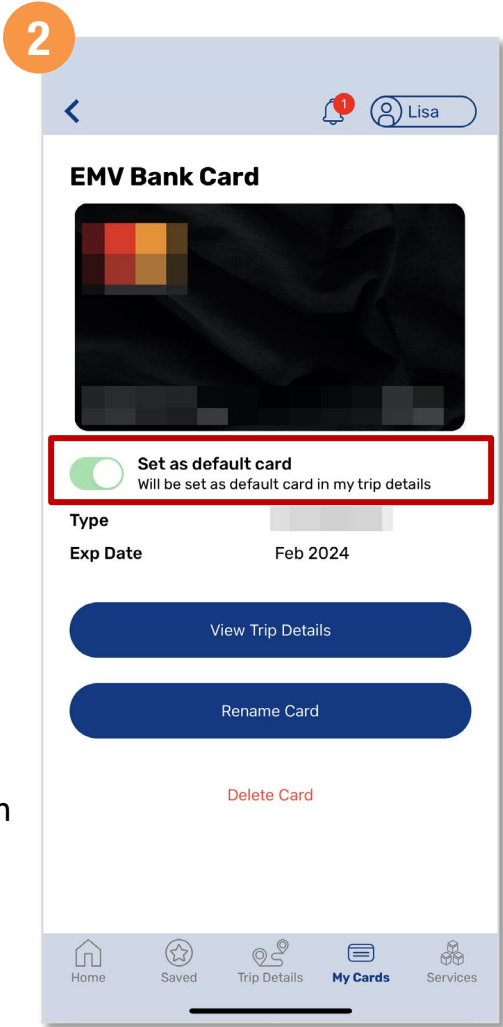


You will see this message once your card has been successfully added

Change Default Card Displayed (Method 1)



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

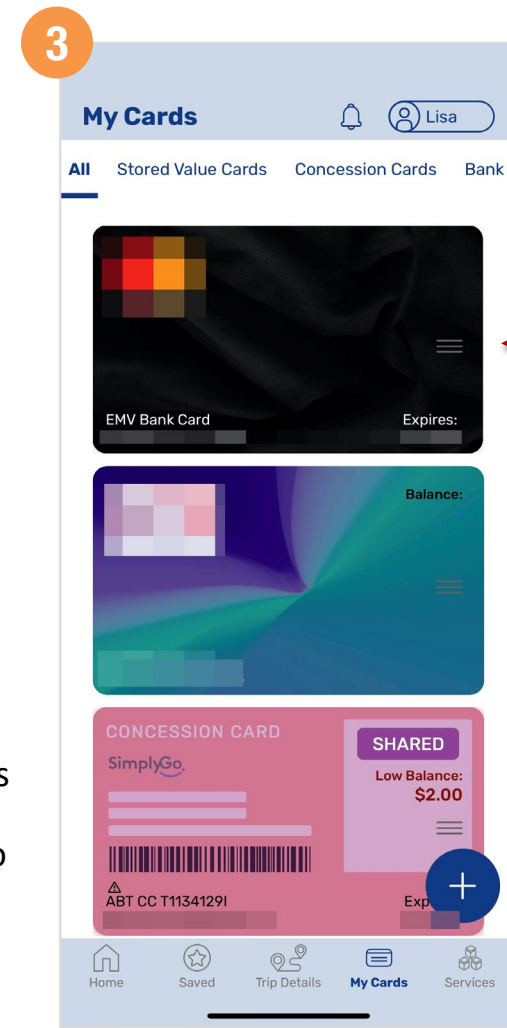
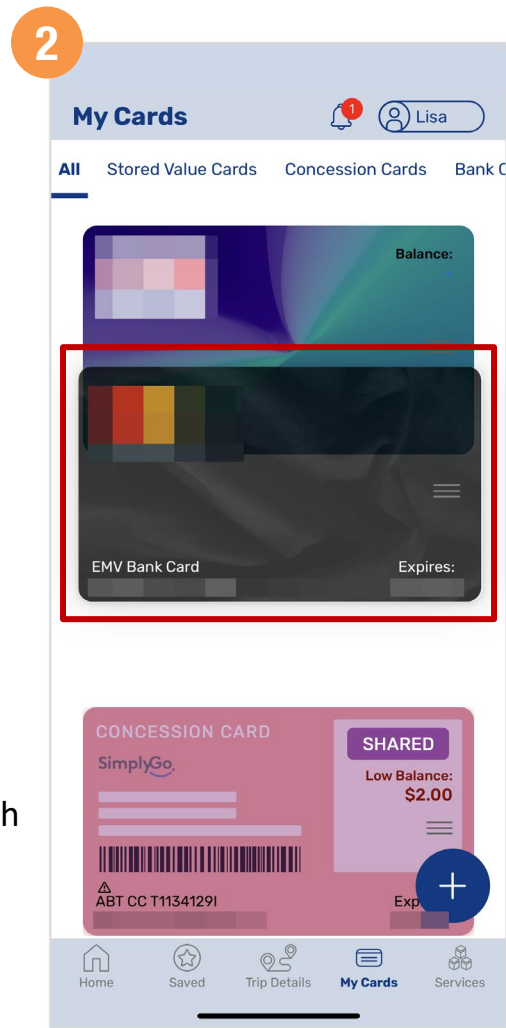
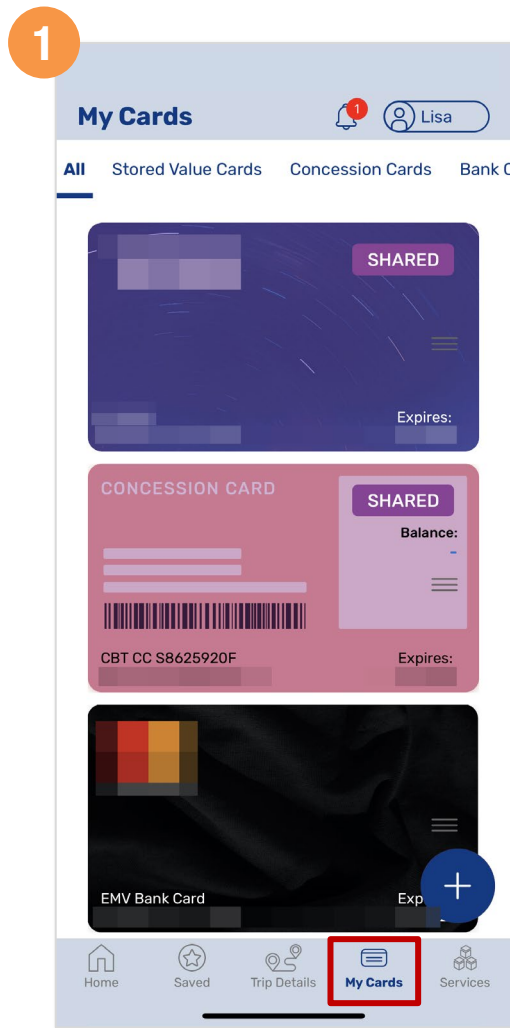


Swipe right to set the card as default

How To ?

Change Default Card Displayed (Method 2)

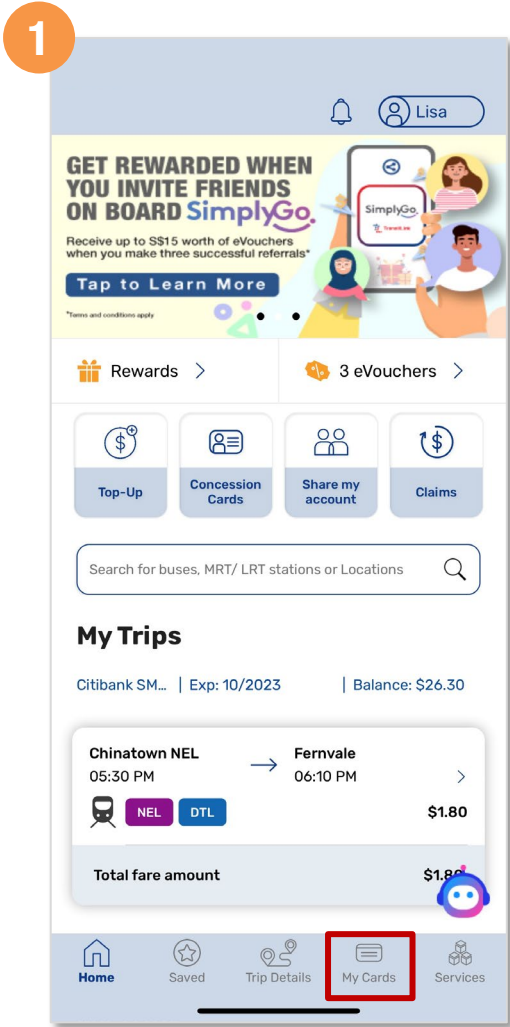
Back to top



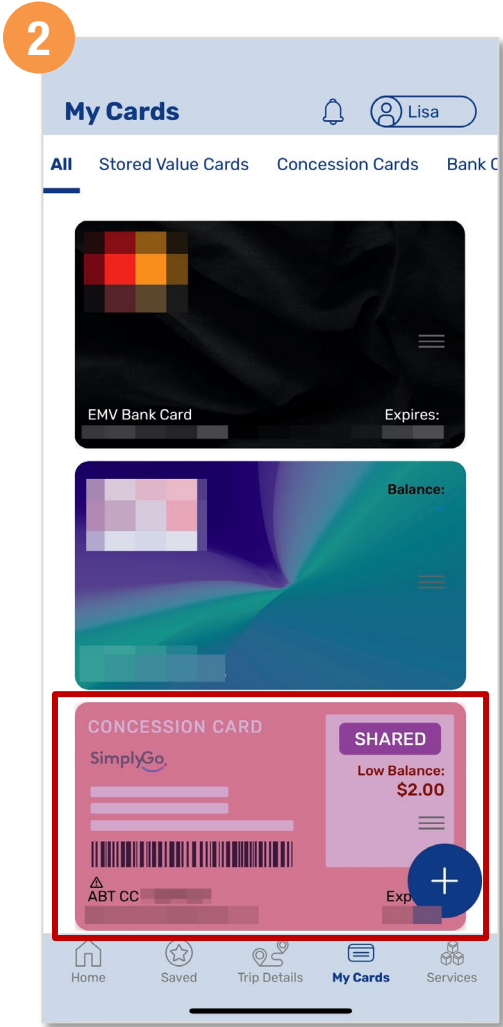
How To

View Card Details

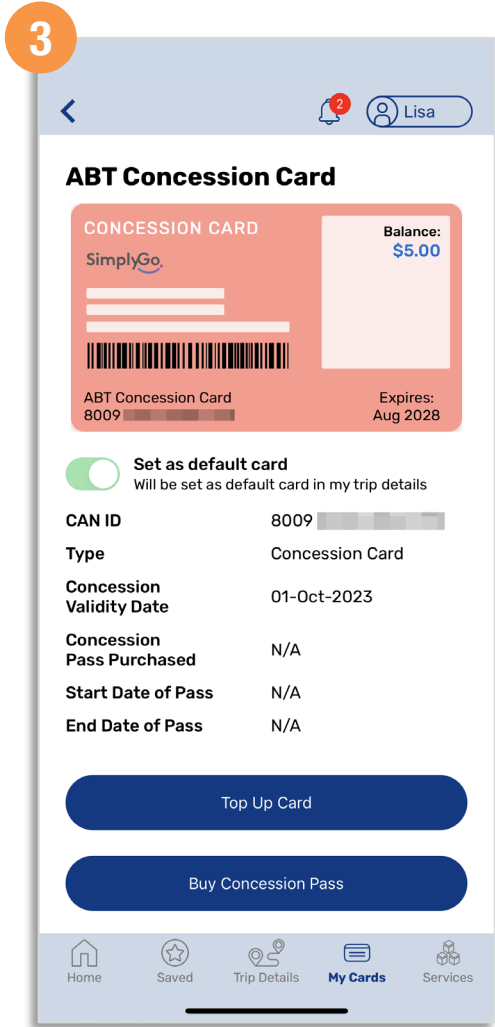
Back to top



Tap 'My Cards'



Tap the card you wish to view details of



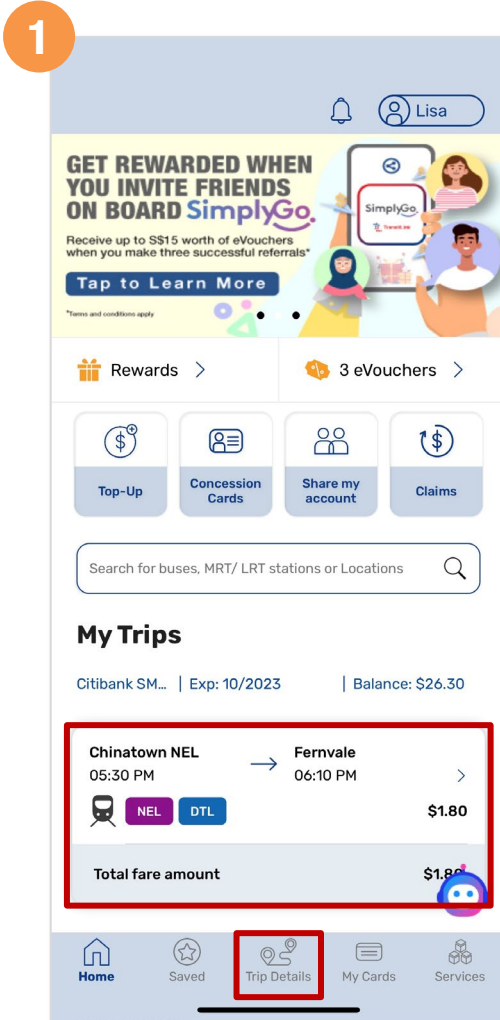
Card details will be displayed

continued on next page >

How To ?

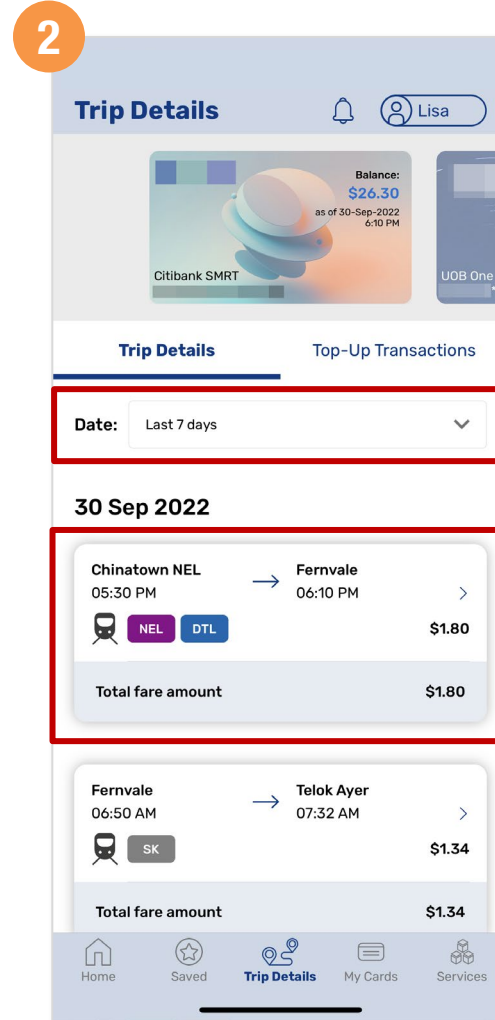
Back to top

View Balances And Trip Details



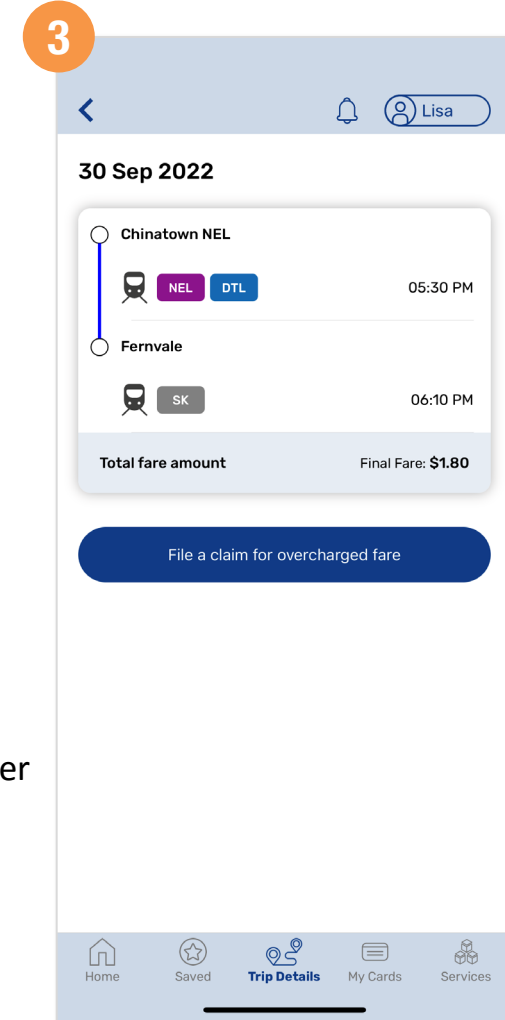
Tap 'Trip Details'

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



Tap the dropdown arrow to filter the dates

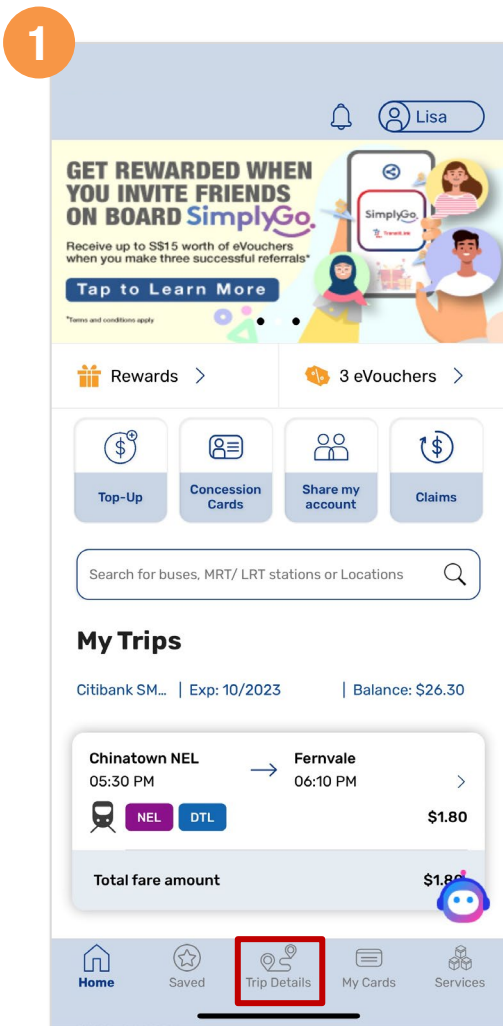
Tap the trip to view trip details



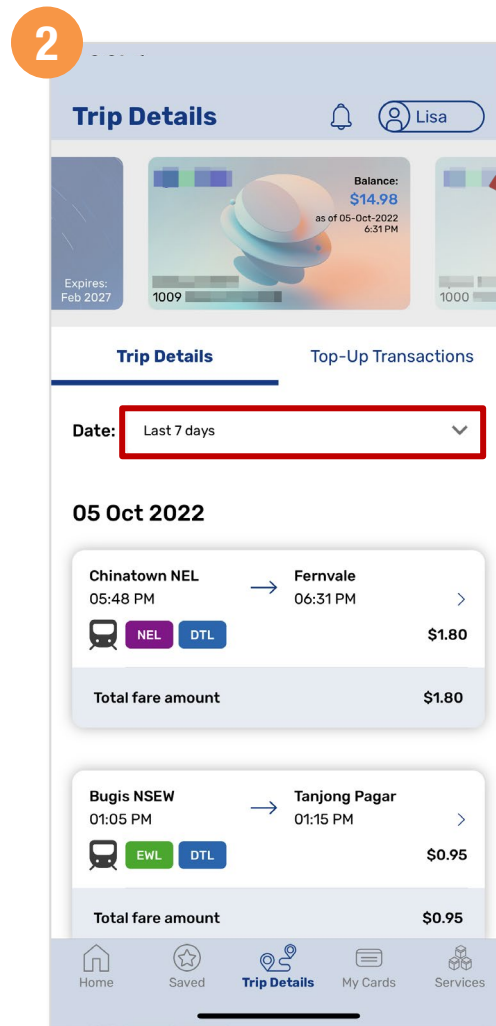
How To ?

File A Claim (Method 1)

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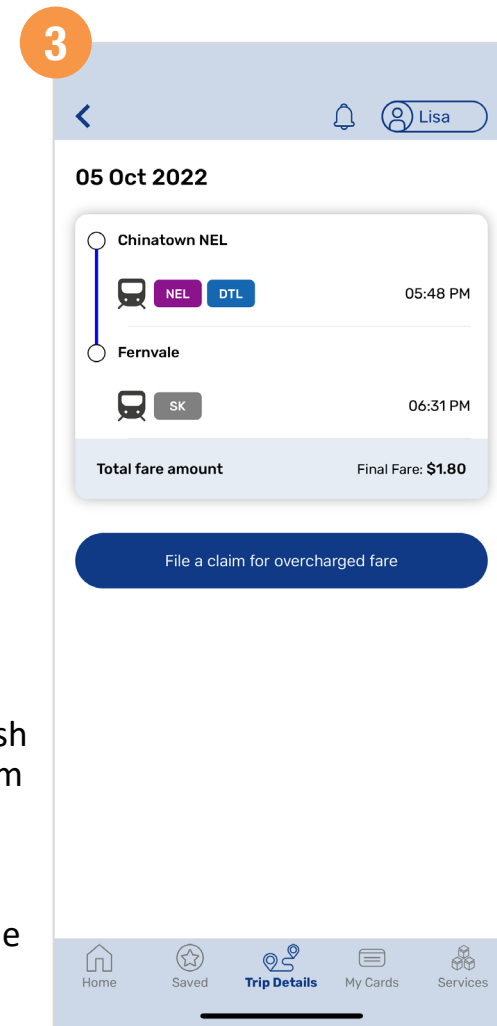


Tap 'Trip Details'



Select the card you wish to file a claim for

Filter the 'Date' for the disputed transaction



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

continued on next page >

How To ?

Back to top

File A Claim (Method 1)

4

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🔔

Lisa

Claim Trip

Please provide information about the trip.

Chinatown NEL

05:48 PM

NEL

DTL

Fernvale

06:31 PM

Final Fare: \$1.80

Reason for Claim

Train Breakdown

Select Claim Reason

Train Breakdown

Concession card charged with adult fare

2 Card Scanned

Incident Time

05:48 PM

Home

Saved

Trip Details

My Cards

Services

Select from the dropdown list the 'Reason for Claim'

5

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🔔

Lisa

05:48 PM

🕒

Mode of Transport

Bus

Train

Boarding Station

Chinatown (NE4/DT19)

Alighting Station

Which station did you exit?

Fernvale (SW5)

Other details (Optional / 199 characters)

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

Submit

Home

Saved

Trip Details

My Cards

Services

Verify your details, scroll down and tap 'Submit'

6

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🔔

Lisa

Your Details

Please confirm your details below before proceeding.

Name

Lisa

Contact Number

Email Address

Next

Home

Saved

Trip Details

My Cards

Services

Verify your particulars and tap 'Next'

continued on next page >

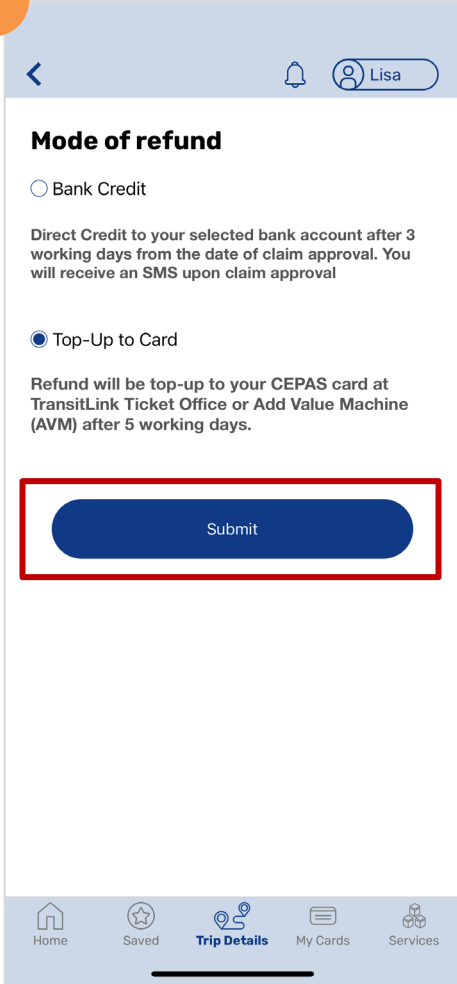
How To



Back to top

File A Claim (Method 1)

7



Mode of refund

☐ Bank Credit

Direct Credit to your selected bank account after 3 working days from the date of claim approval. You will receive an SMS upon claim approval

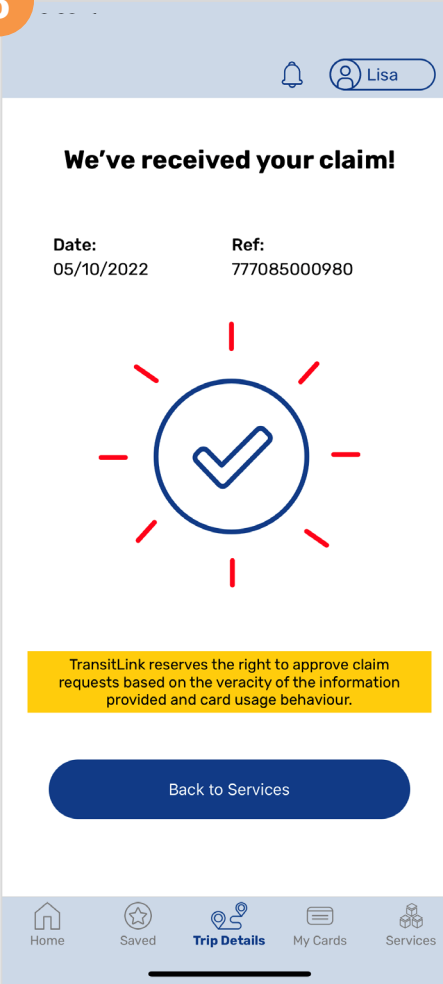
☒ Top-Up to Card

Refund will be top-up to your CEPAS card at TransitLink Ticket Office or Add Value Machine (AVM) after 5 working days.

Submit

Select your preferred 'Mode of refund' and tap 'Submit'

8



We've received your claim!

Date: 05/10/2022 Ref: 777085000980

TransitLink reserves the right to approve claim requests based on the veracity of the information provided and card usage behaviour.

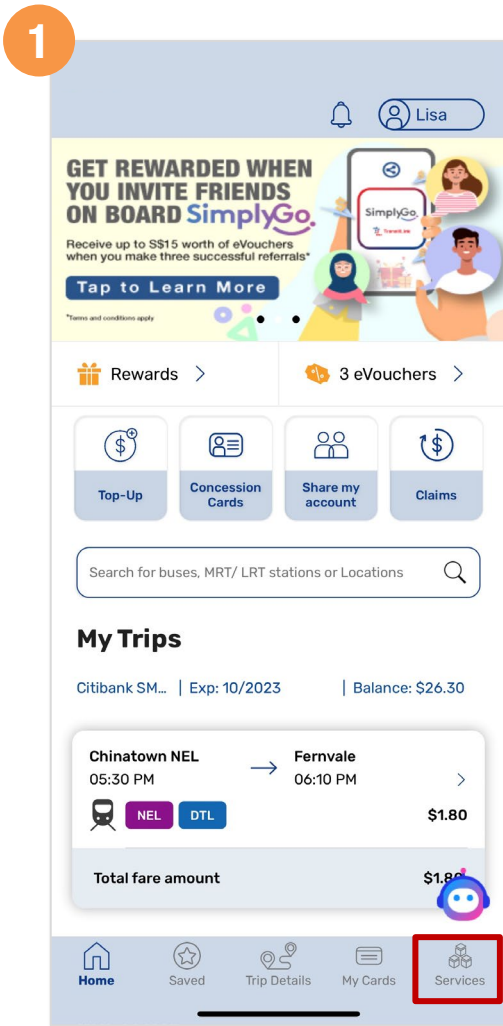
Back to Services

You will see this message once your claim has been successfully submitted

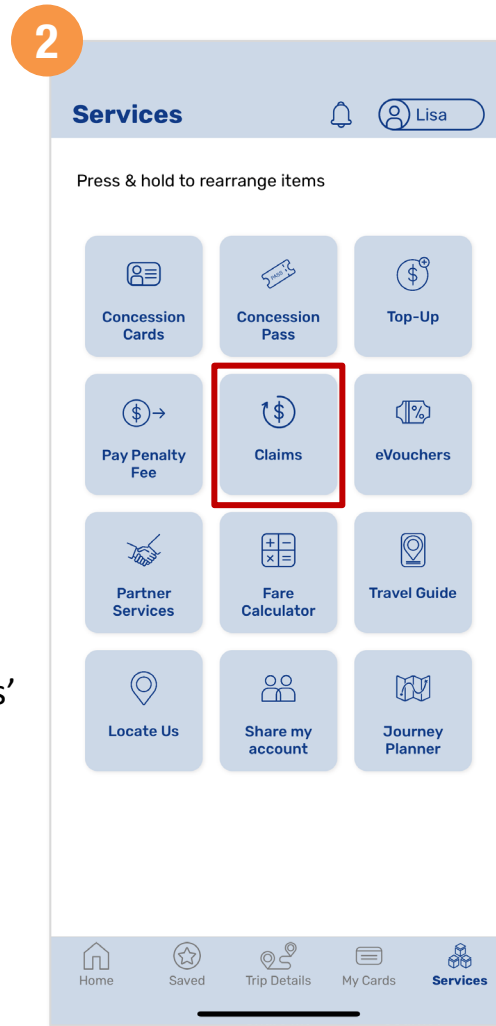
How To ?

File A Claim (Method 2)

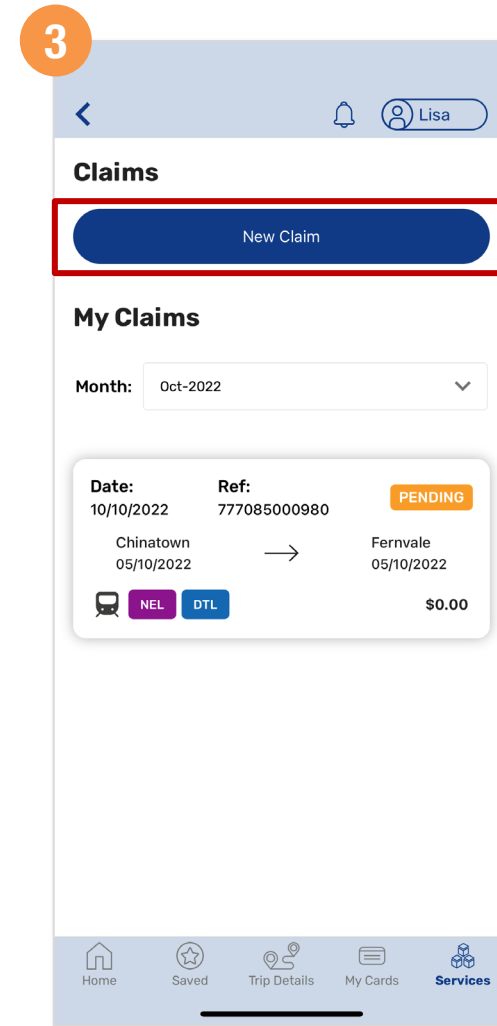
Back to top



Tap 'Services'



Tap 'Claims'



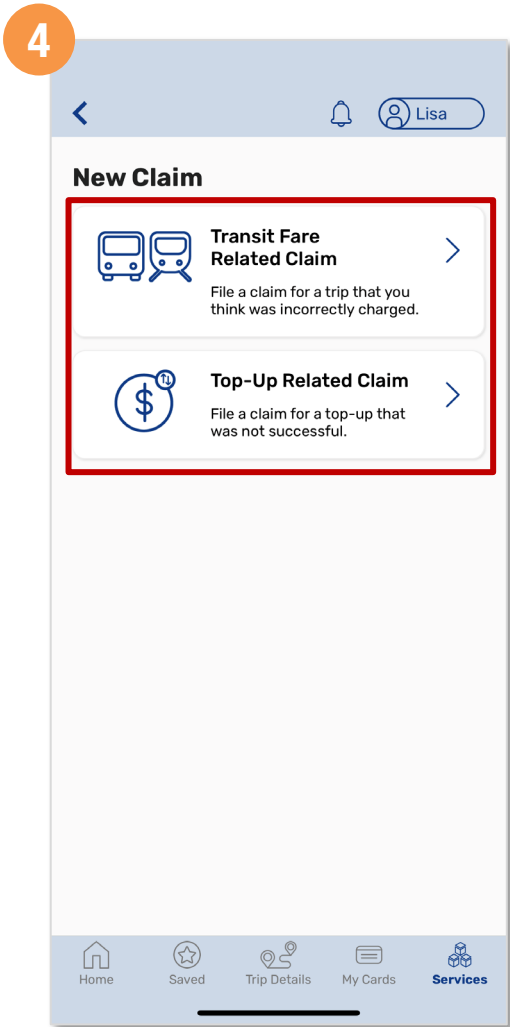
Tap 'New Claim'

continued on next page >

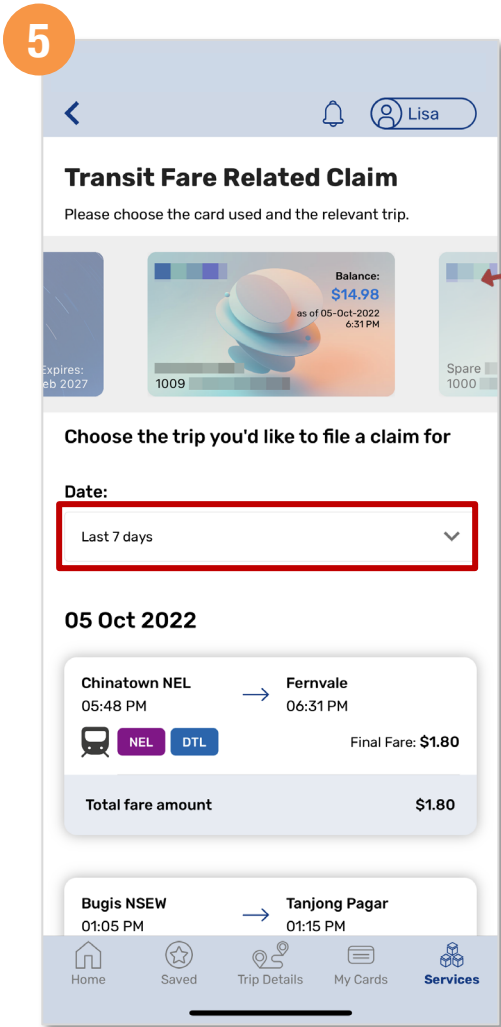
How To ?

Back to top

File A Claim (Method 2)

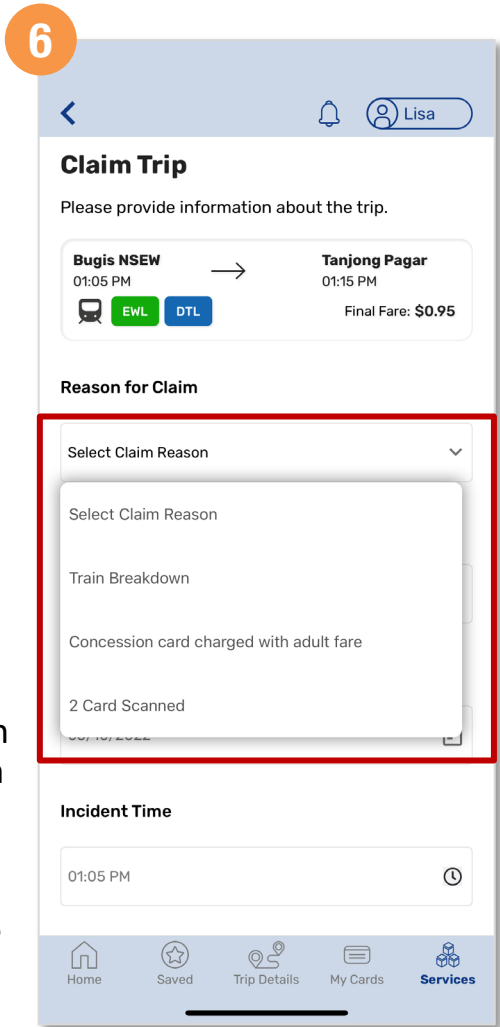


Select the type of claim you wish to file



Select the card you wish to file a claim for

Filter the 'Date' for the affected transaction



Select from the dropdown list the 'Reason for Claim'

continued on next page >

How To ?

File A Claim (Method 2)

Back to top

7

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🔔

Lisa

01:05 PM

Mode of Transport

☐ Bus

☒ Train

Boarding Station

Bugis (EW12/DT14)

Alighting Station

Which station did you exit?

Tanjong Pagar (EW15)

Other details (Optional / 199 characters)

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

Submit

Home

Saved

Trip Details

My Cards

Services

Verify your details, scroll down and tap 'Submit'

8

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🔔

Lisa

Your Details

Please confirm your details below before proceeding.

Name

Lisa

Contact Number

Email Address

Next

Home

Saved

Trip Details

My Cards

Services

Verify your particulars and tap 'Next'

9

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🔔

Lisa

Mode of refund

☐ Bank Credit

Direct Credit to your selected bank account after 3 working days from the date of claim approval. You will receive an SMS upon claim approval

☒ Top-Up to Card

Refund will be top-up to your CEPAS card at TransitLink Ticket Office or Add Value Machine (AVM) after 5 working days.

Submit

Home

Saved

Trip Details

My Cards

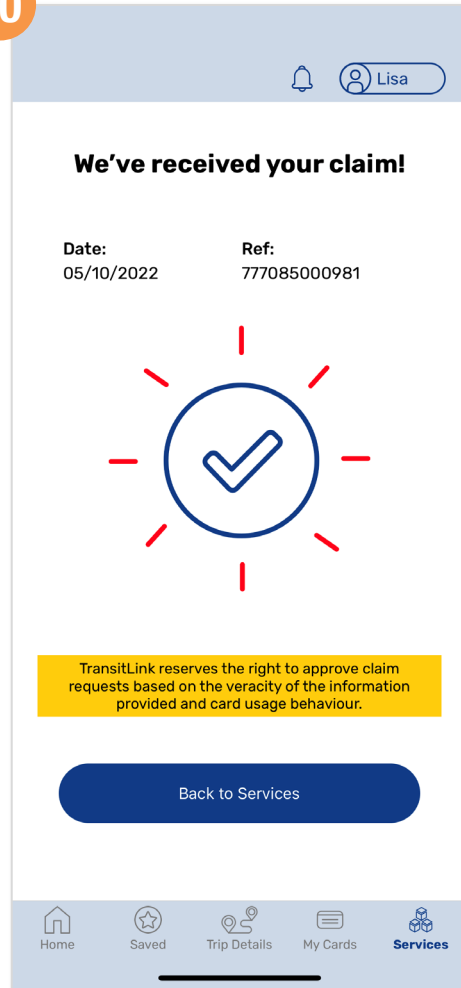
Services

Select your preferred 'Mode of refund' and tap 'Submit'

continued on next page >

File A Claim (Method 2)

10

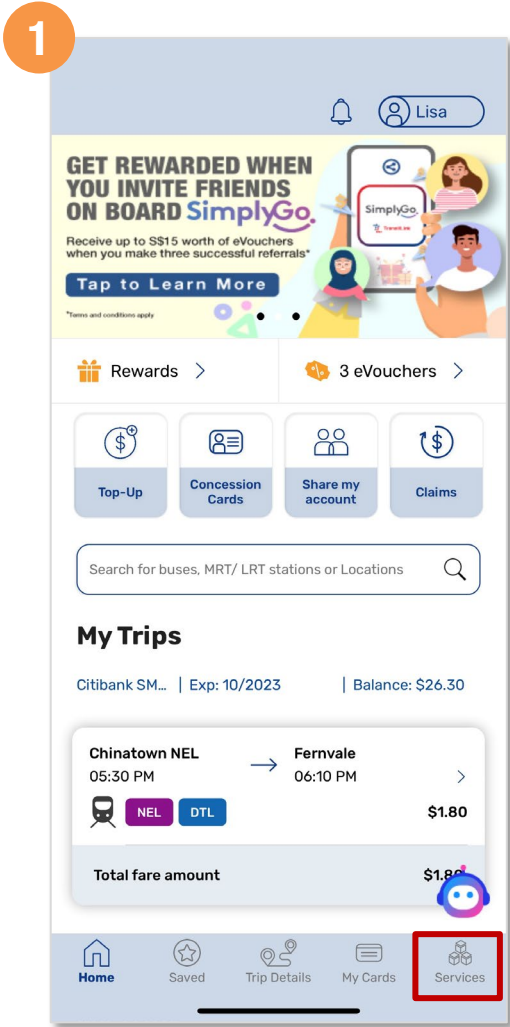


You will see this message once your claim has been successfully submitted

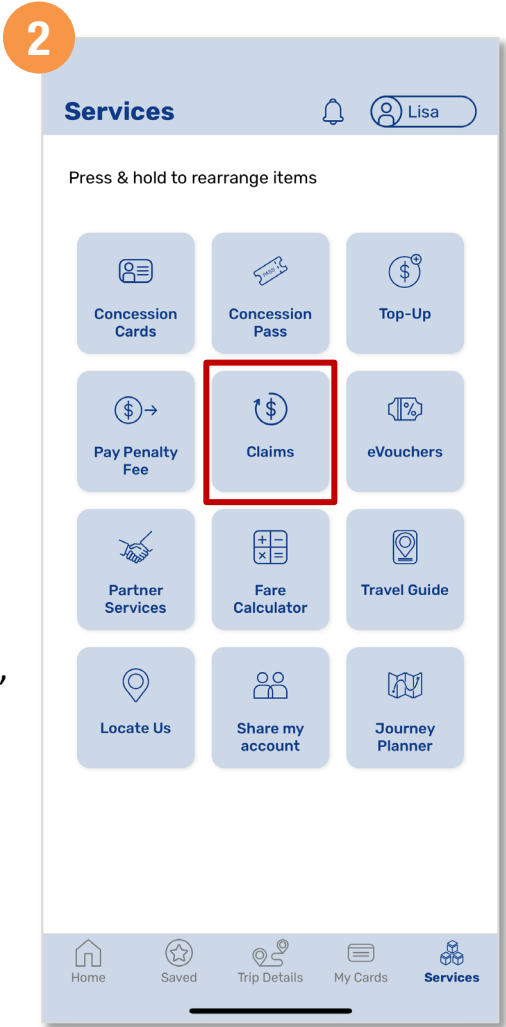
How To ?

Back to top

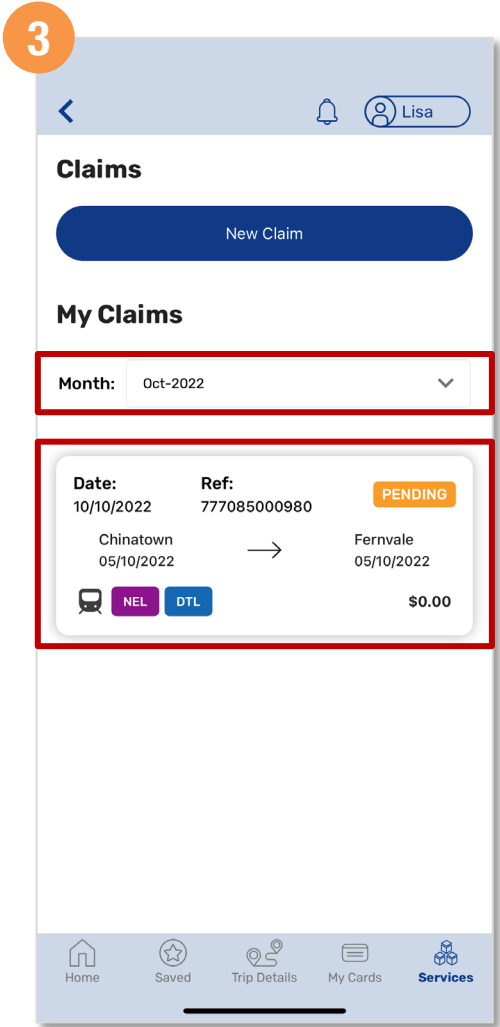
Check Your Claim Status



Tap 'Services'



Tap 'Claims'

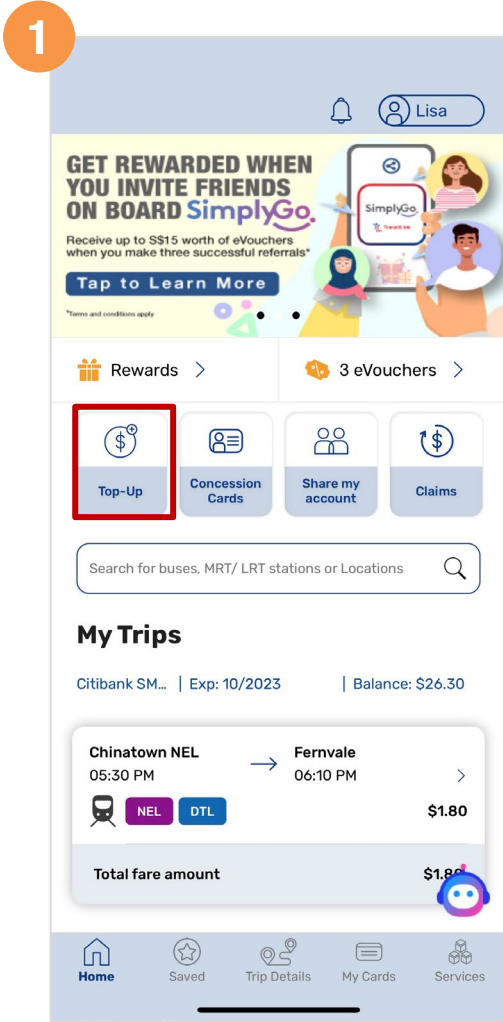


Claims filed would appear here and you may filter based on the 'Month' filed to check your claim status

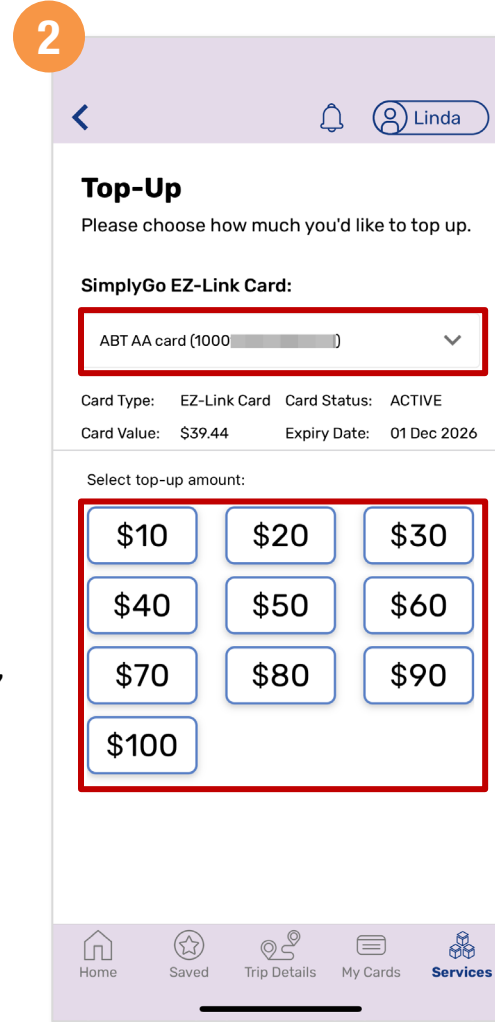
How To ?

Back to top

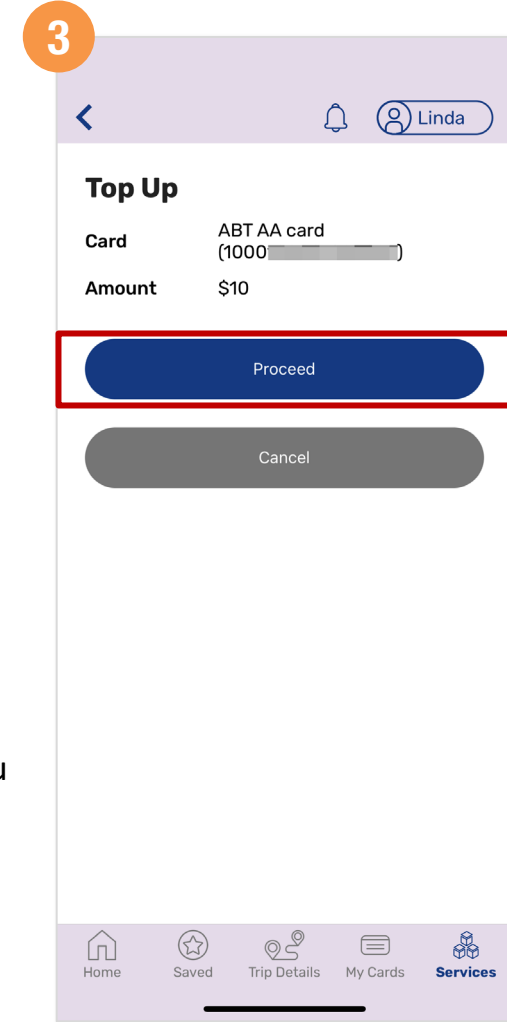
Top Up SimplyGo EZ-Link And Concession Cards (Method 1)



Tap 'Top-Up'



Select the card and amount you wish to top up



Once done, tap 'Proceed'

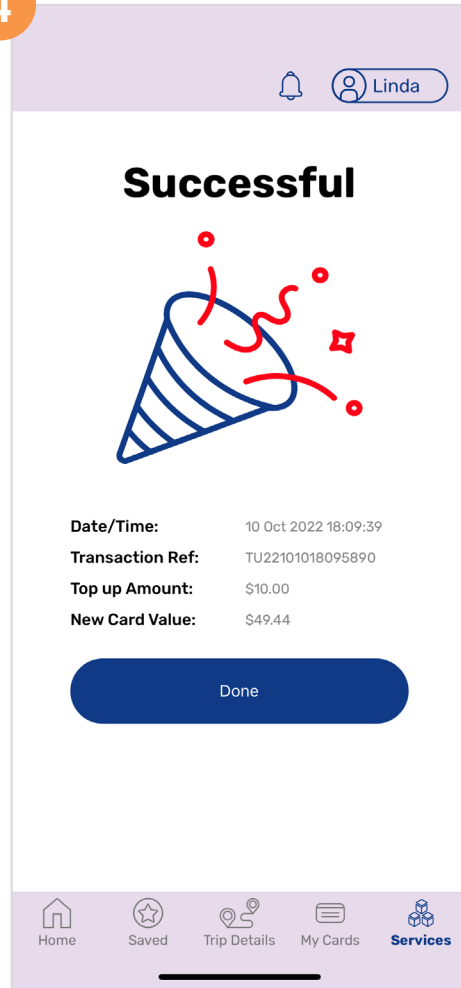
continued on next page >

How To

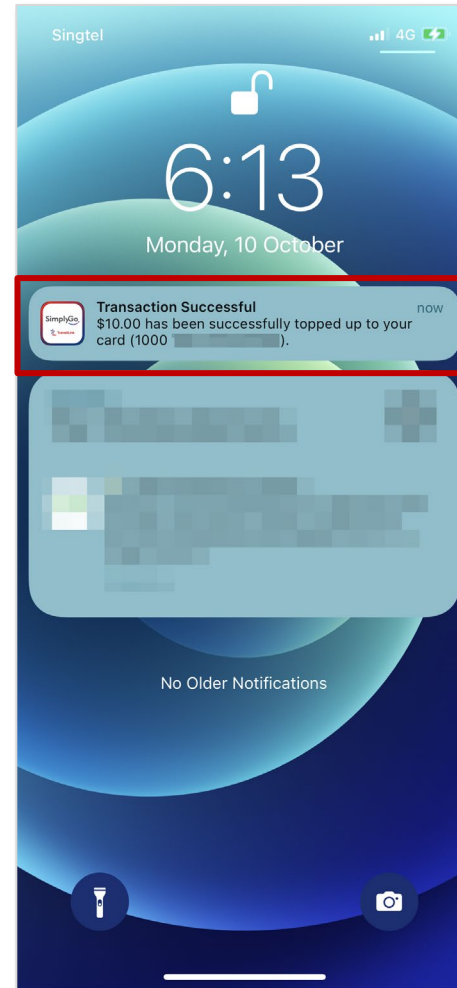
[Back to top](#)

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

4



You will see this message once you have successfully topped up your card

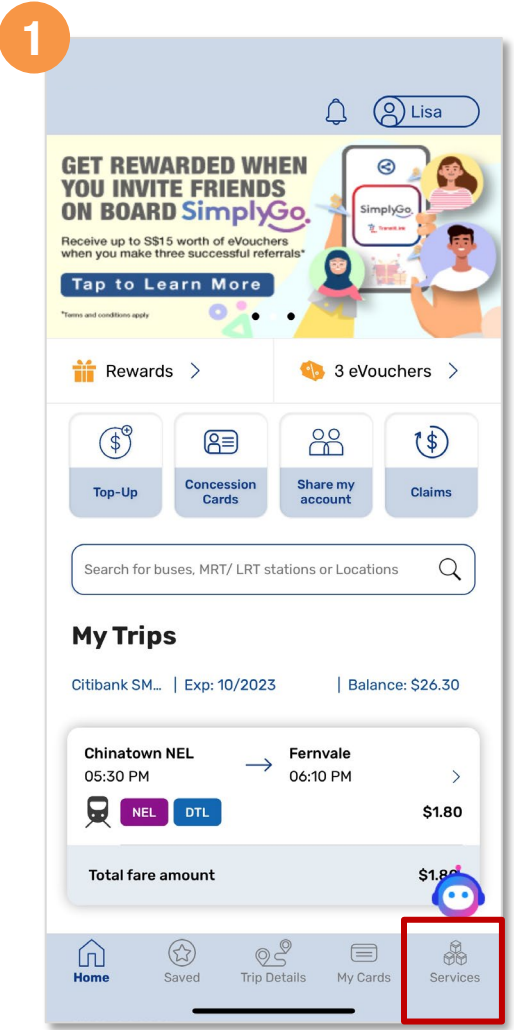


You will also receive a push notification on the top-up

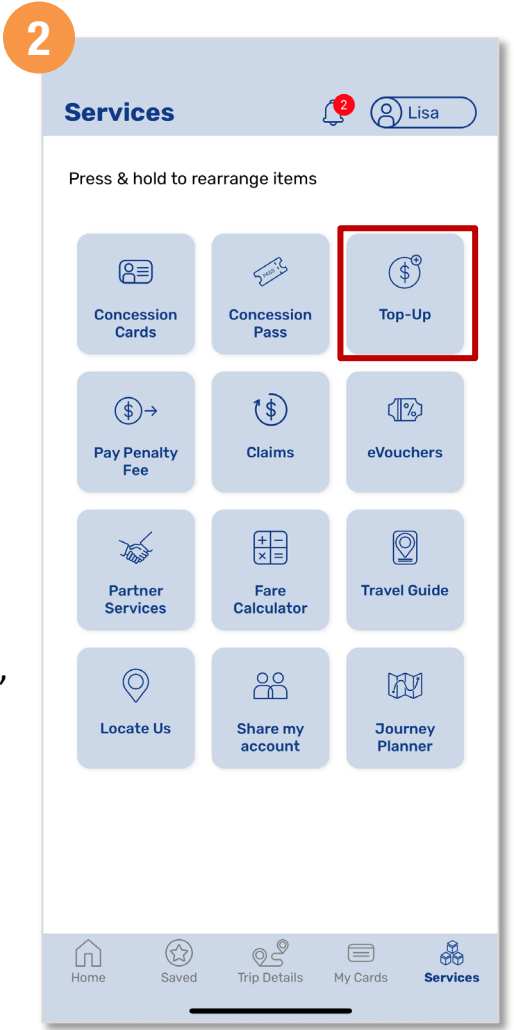
How To ?

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

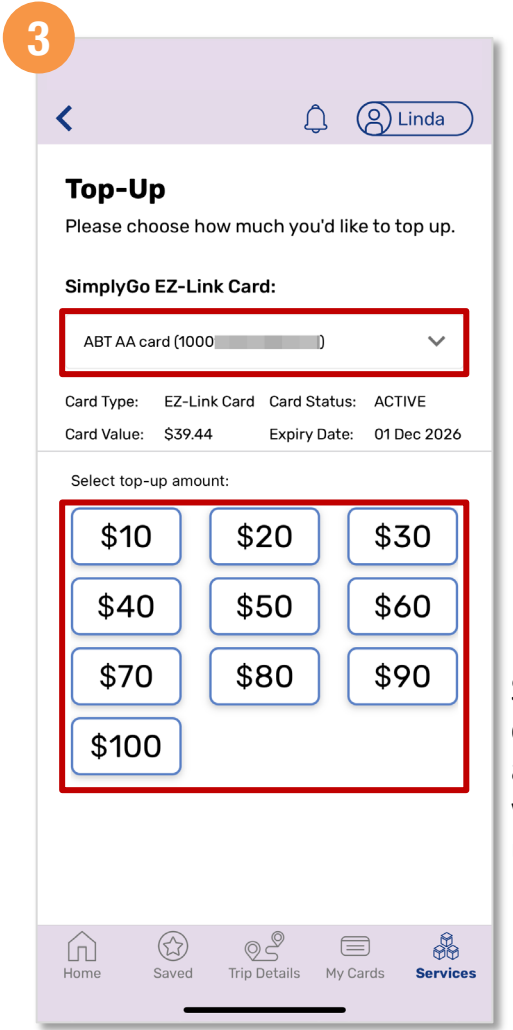
Back to top



Tap 'Services'



Tap 'Top-Up'



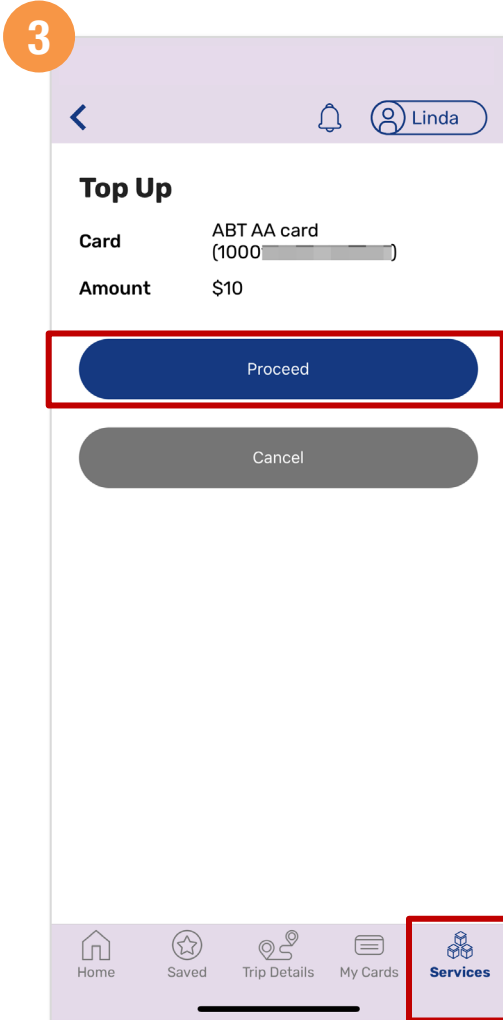
Select the card and amount you wish to top up

continued on next page >

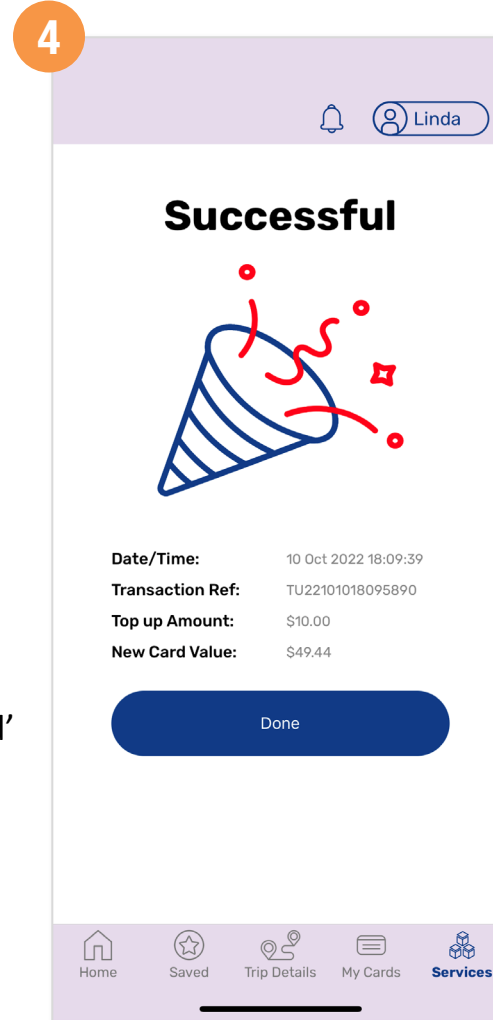
How To ?

Back to top

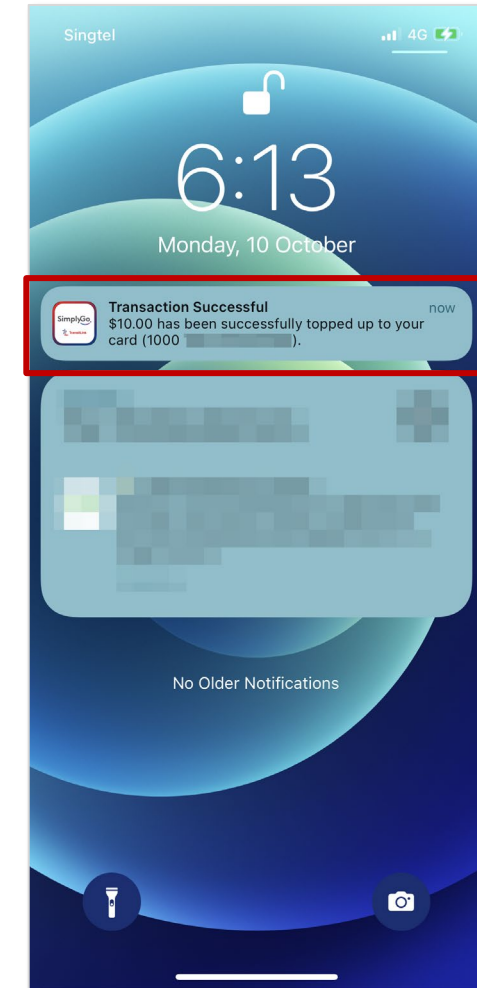
Top Up SimplyGo EZ-Link And Concession Cards (Method 2)



Once done,
tap 'Proceed'



You will see
this message
once you
have
successfully
topped up
your card

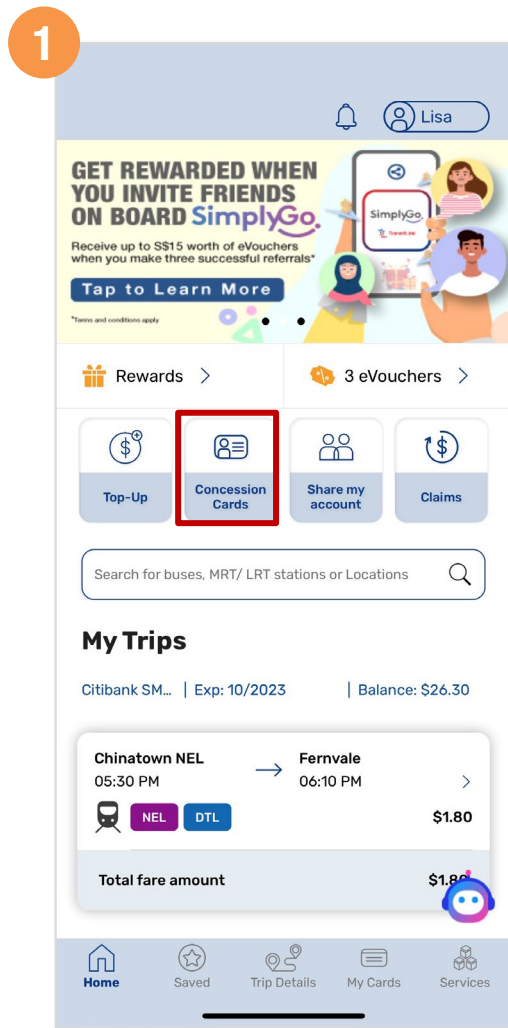


You will also
receive a
push
notification
on the top-up

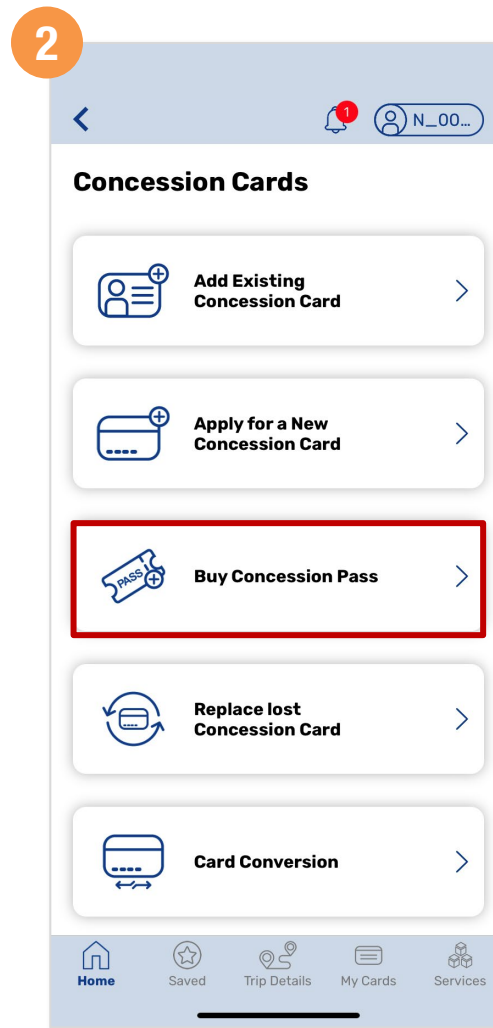
How To ?

Back to top

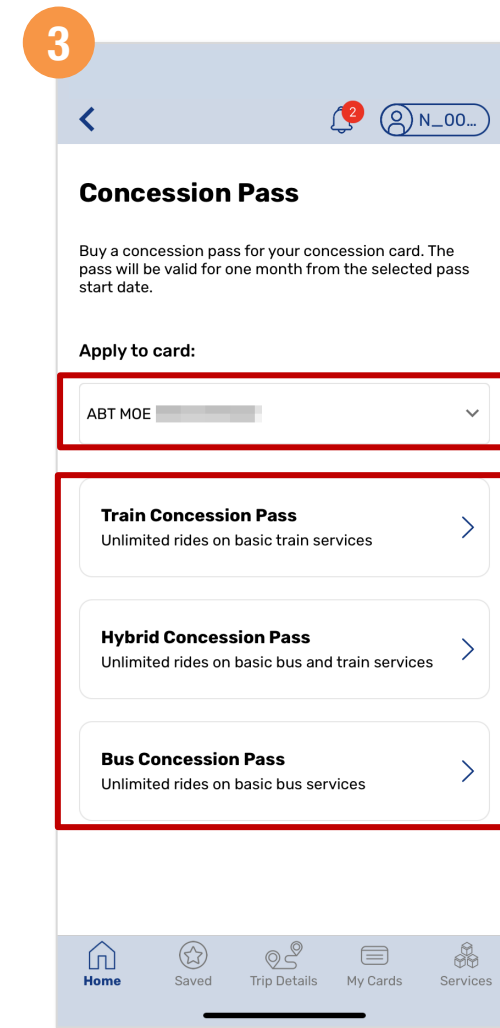
Purchase Monthly Concession Pass (Method 1)



Tap 'Concession Cards'



Tap 'Buy Concession Pass'



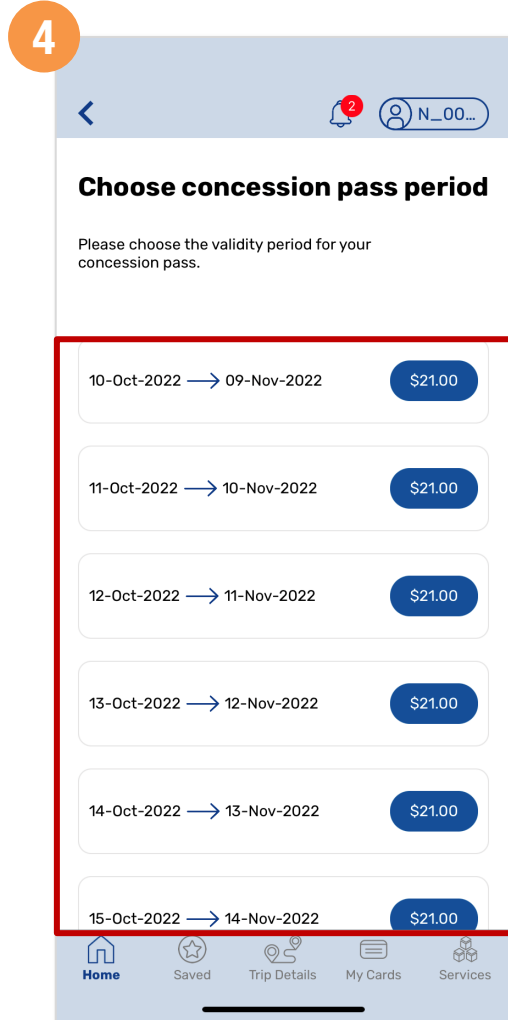
Select the card you wish to purchase the concession pass for and the concession pass type

continued on next page >

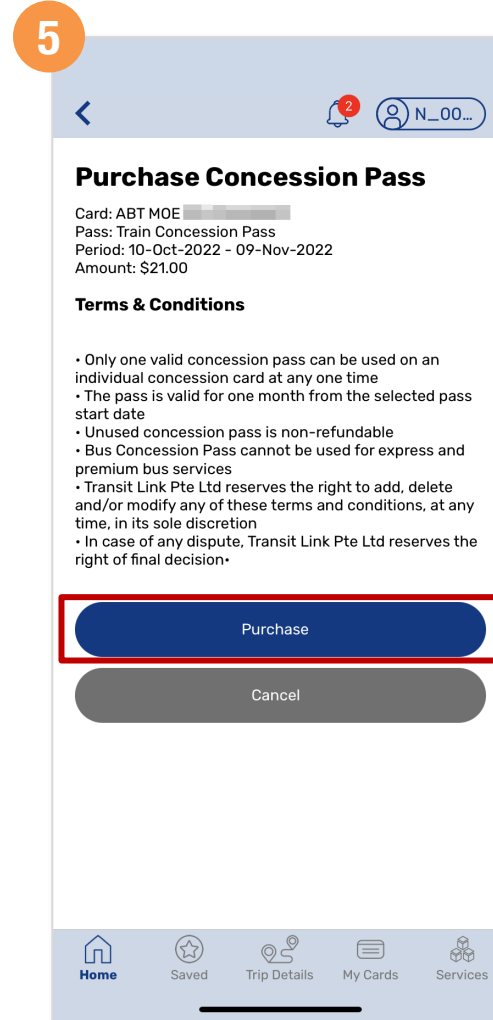
How To ?

Back to top

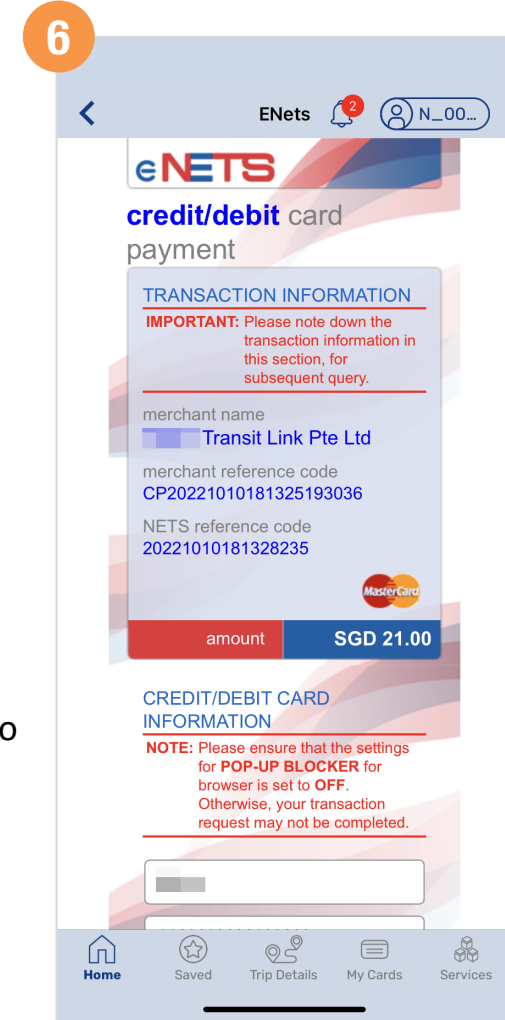
Purchase Monthly Concession Pass (Method 1)



Select the concession pass period



Tap 'Purchase' to proceed



Scroll down and enter your payment details

continued on next page >

How To ?

Back to top

Purchase Monthly Concession Pass (Method 1)

7

ENets 2 N_00...

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

June

☒ 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 Saved Trip Details My Cards Services

Tap the 'Check box' to give consent

8

ENets 2 N_00...

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

[privacy policy](#)

[security guideline](#)

[customer service](#)

Home Saved Trip Details My Cards Services

Enter a valid email address and tap 'Submit'

9

Success!

You can now use your concession pass for unlimited travel on train and/or bus services during its validity period.

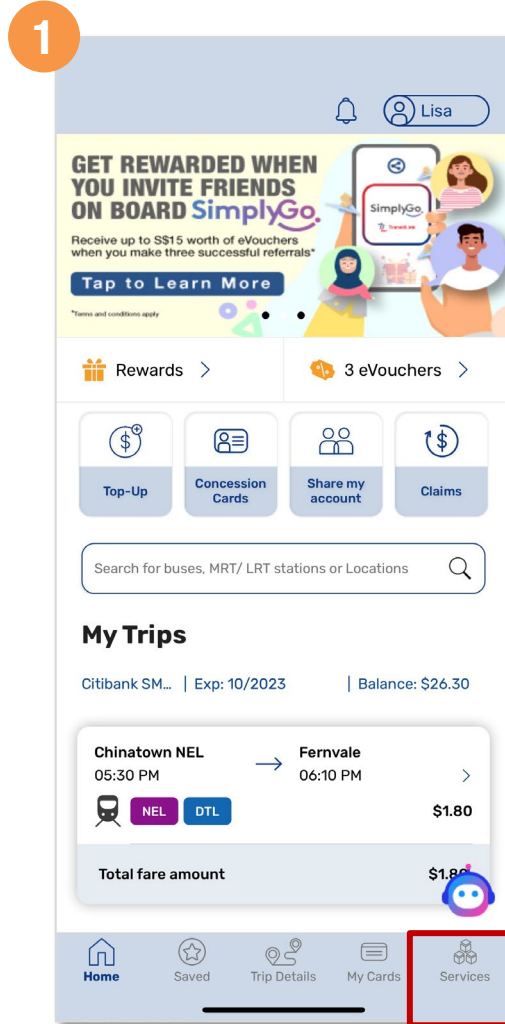
Home Saved Trip Details My Cards Services

You will see this message once you have successfully purchased your concession pass

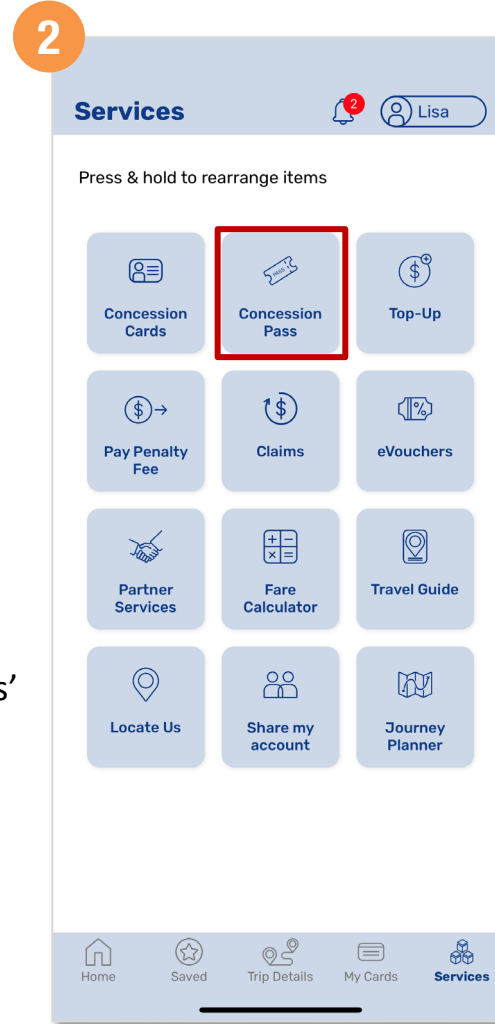
How To ?

Back to top

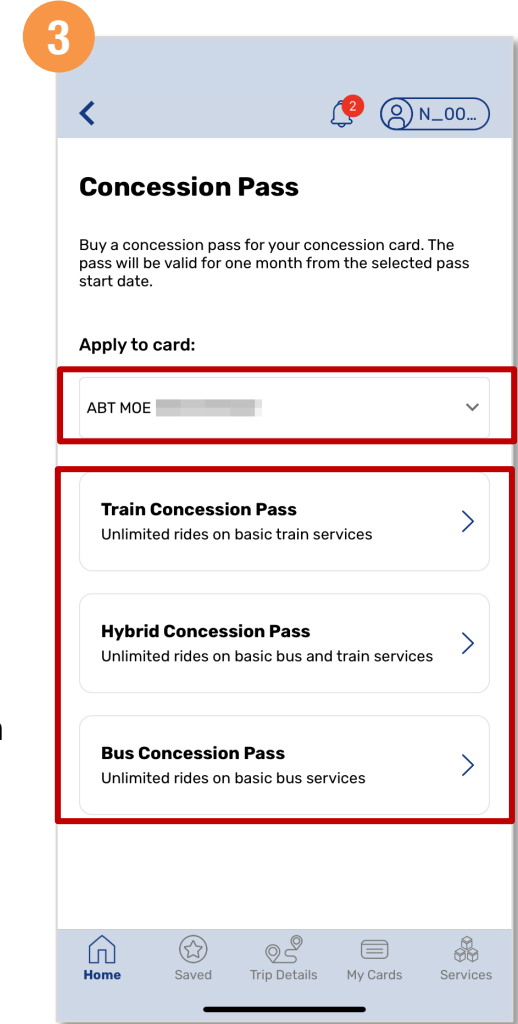
Purchase Monthly Concession Pass (Method 2)



Tap 'Services'



Tap 'Concession Pass'



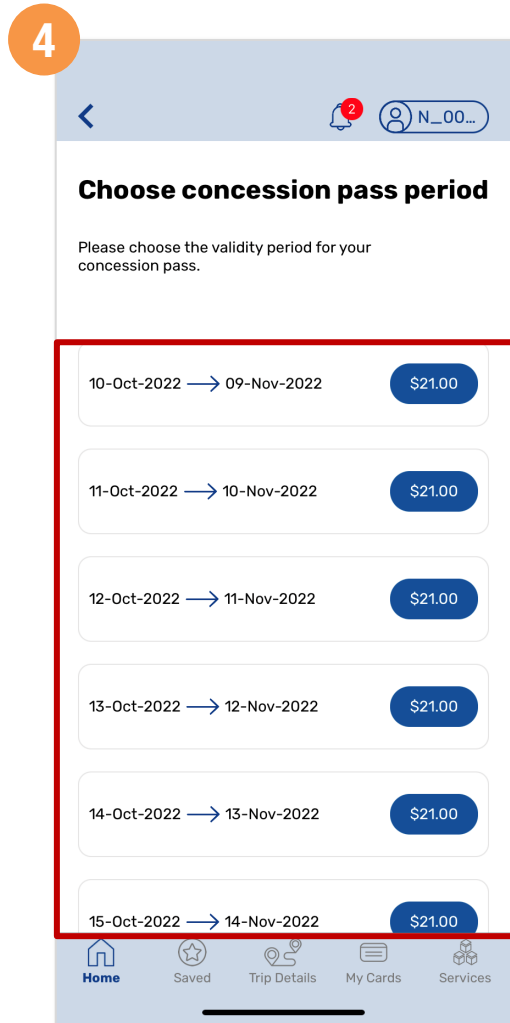
Select the card you wish to purchase the concession pass for and the concession pass type

continued on next page >

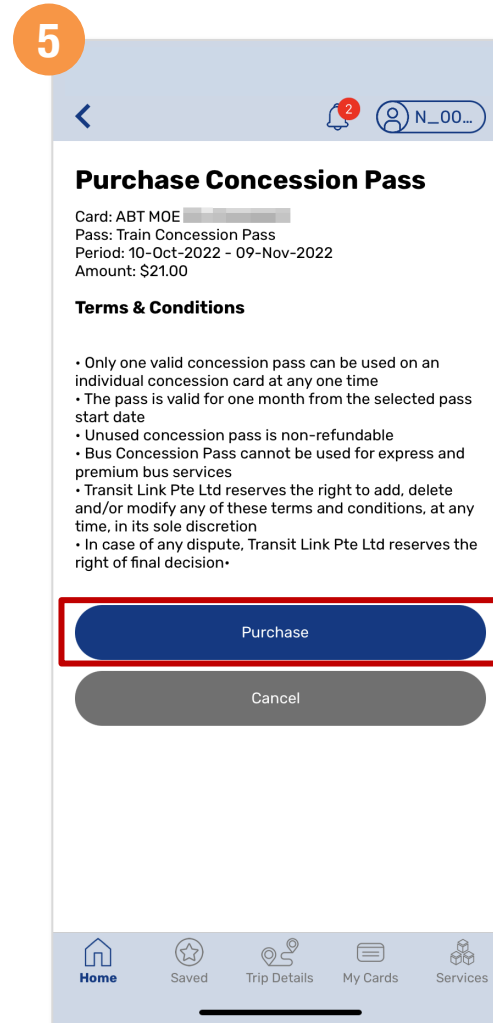
How To ?

Back to top

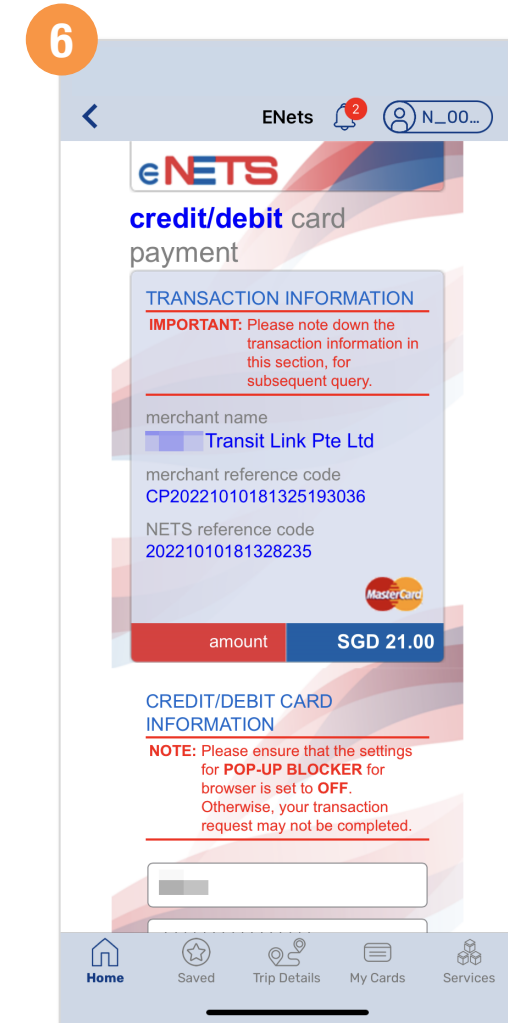
Purchase Monthly Concession Pass (Method 2)



Select the concession pass period



Tap 'Purchase' to proceed



Scroll down and enter your credit /debit card details

continued on next page >

How To ?

Back to top

Purchase Monthly Concession Pass (Method 2)

7

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

June

☒ 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 Saved Trip Details My Cards Services

Tap the 'Check box' to give consent

8

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 Saved Trip Details My Cards Services

Enter a valid email address and tap 'Submit'

9

Success!

You can now use your concession pass for unlimited travel on train and/or bus services during its validity period.

Back to Services

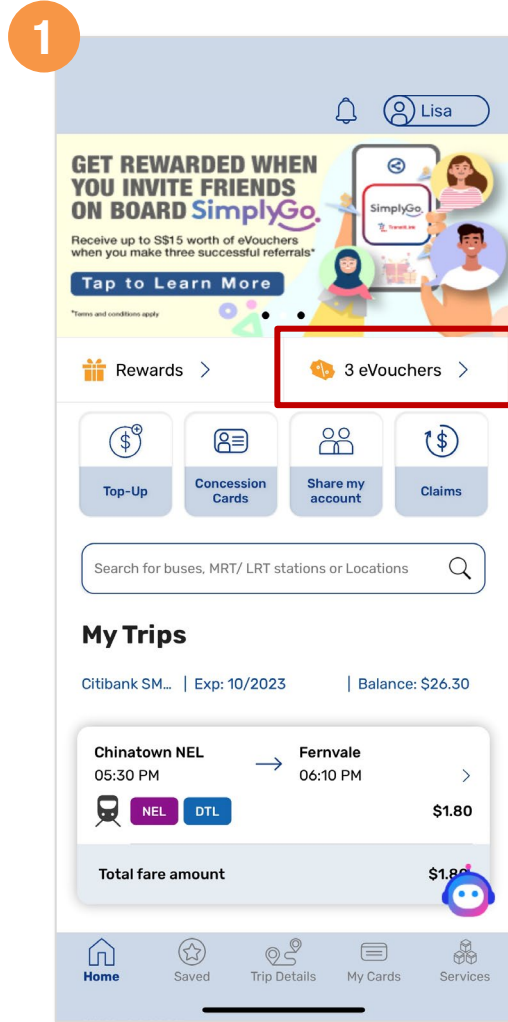
Home Saved Trip Details My Cards Services

You will see this message once you have successfully purchased your concession pass

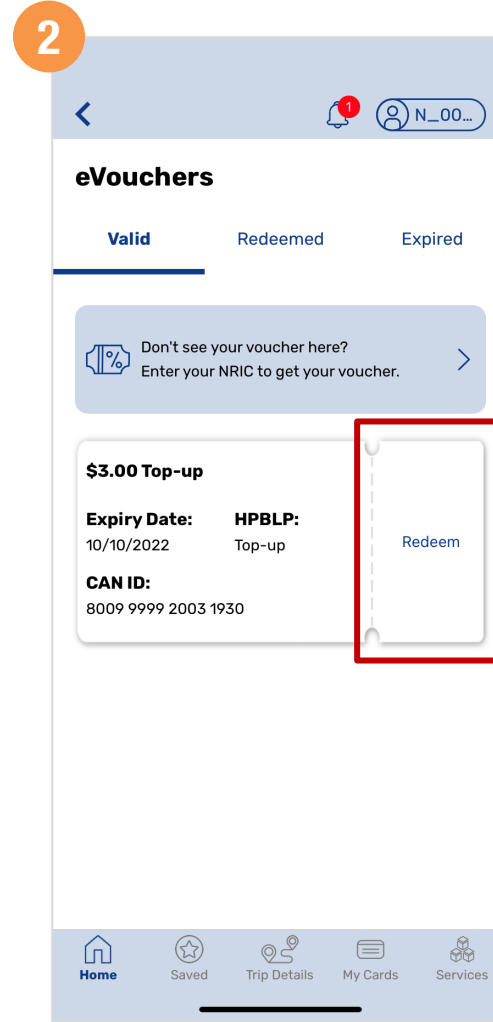
How To ?

Back to top

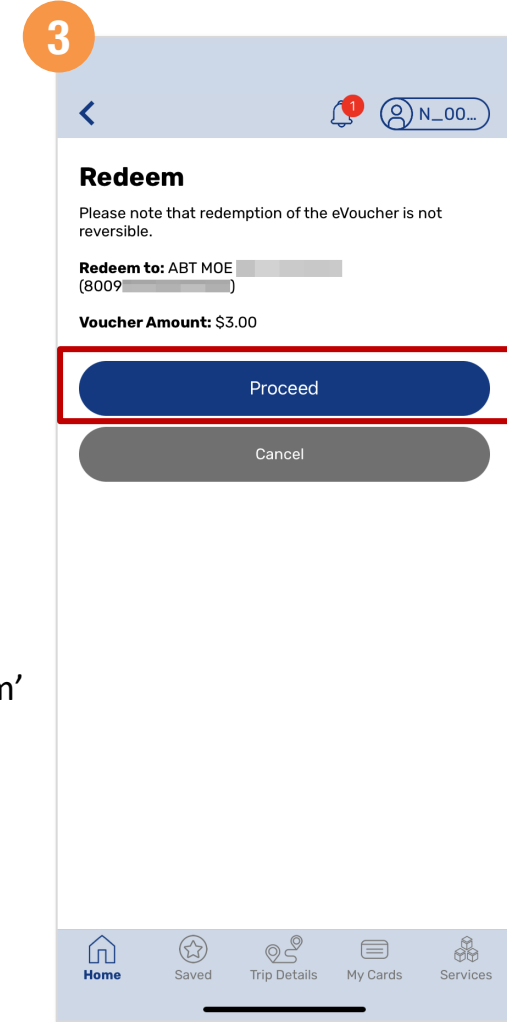
Redeem An eVoucher To Your SimplyGo EZ-Link And Concession Cards



Tap 'eVouchers'



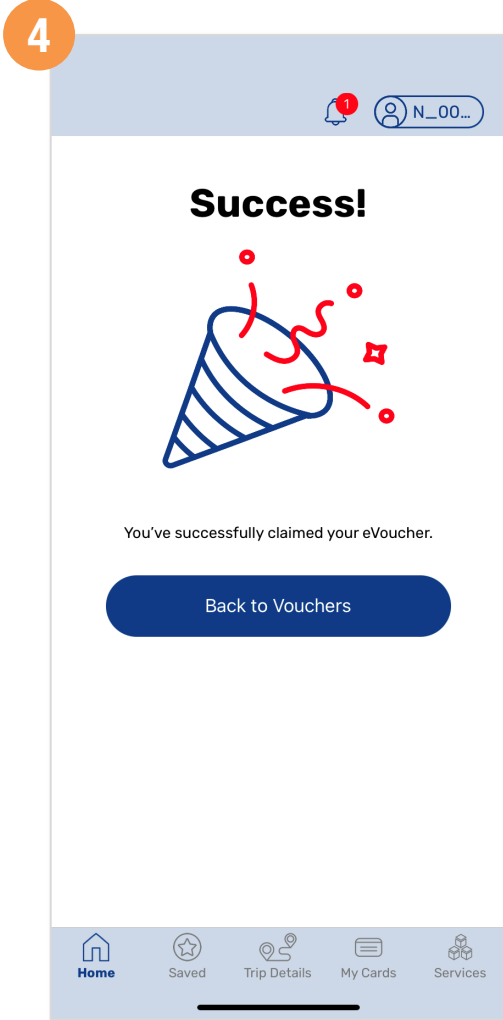
Tap 'Redeem'



Then tap 'Proceed'

continued on next page >

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

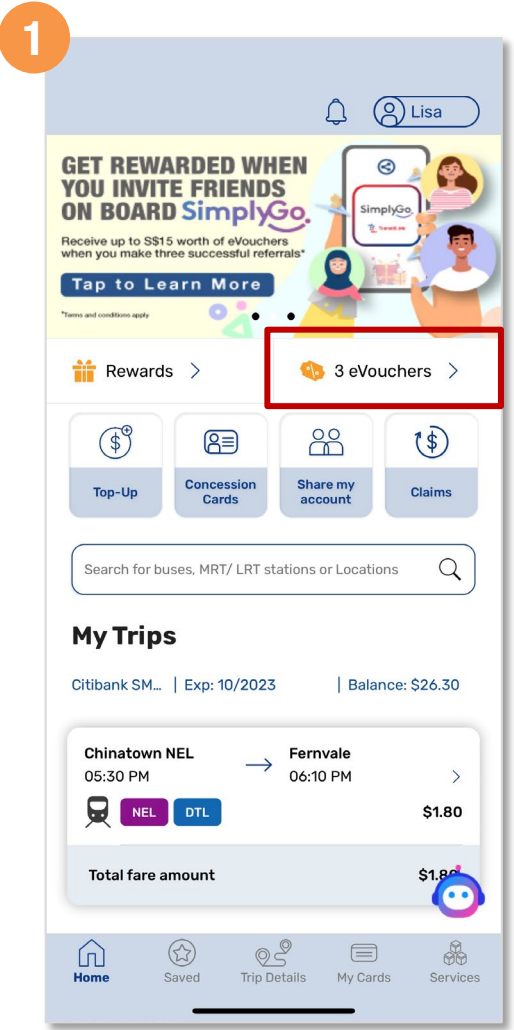


You will see this message once you have successfully redeemed your eVoucher

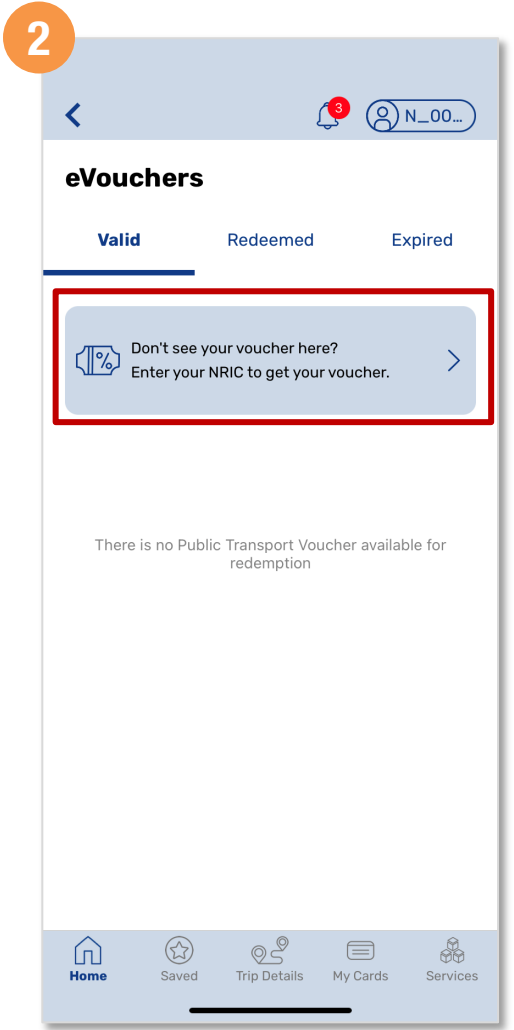
How To ?

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

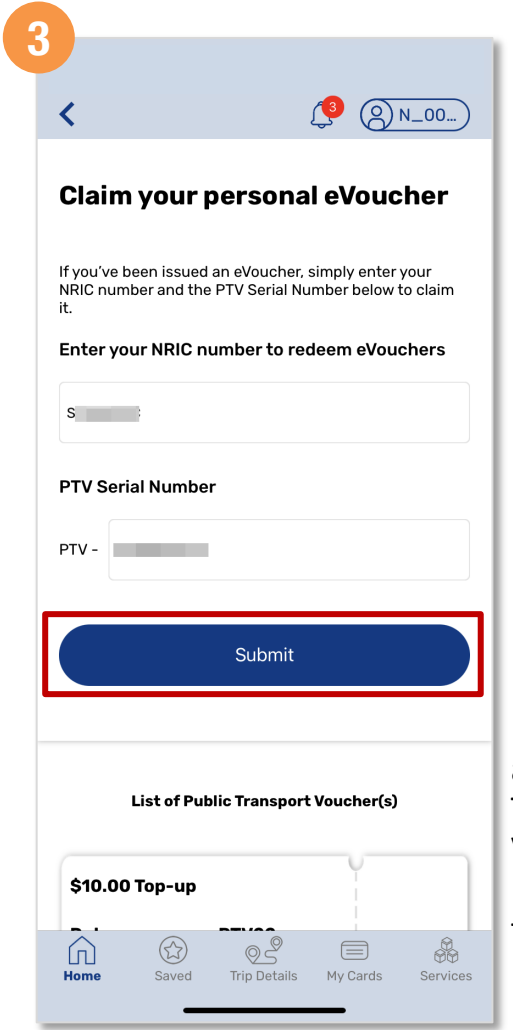
Back to top



Tap 'eVouchers'



Tap the blue box



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

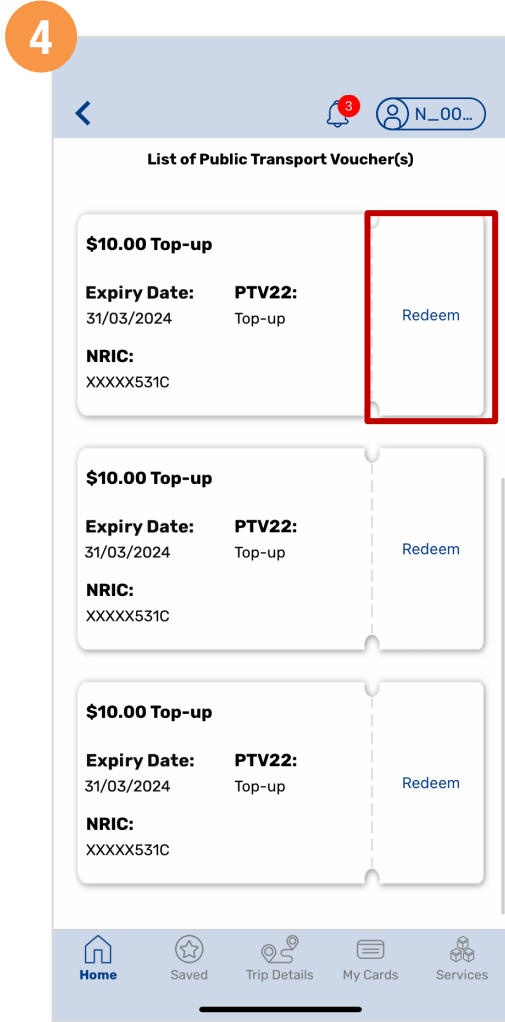
continued on next page >

How To

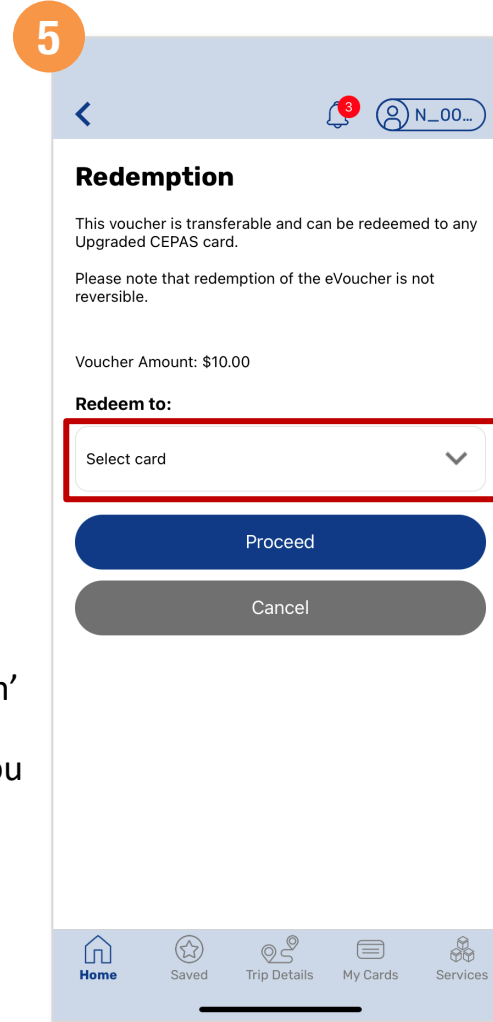


Back to top

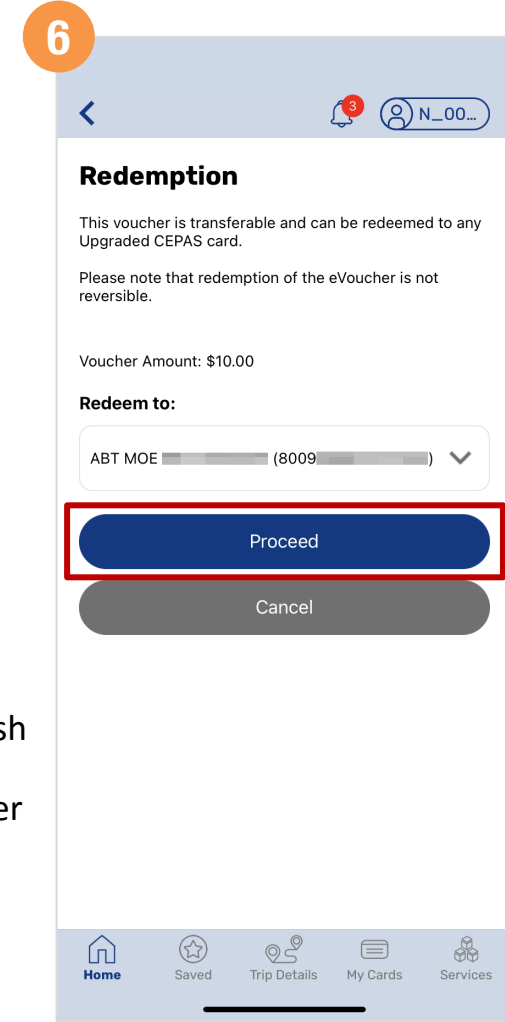
Redeem A Public Transport eVoucher To Your SimplyGo EZ-Link And Concession Cards



Tap 'Redeem' for the eVoucher you wish to redeem



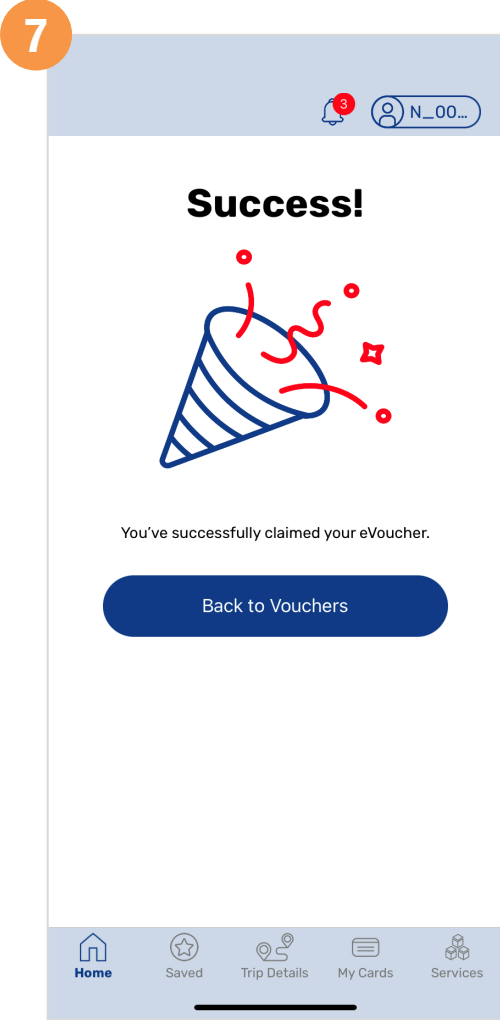
Select the card you wish to redeem the eVoucher to



Then tap 'Proceed'

continued on next page >

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

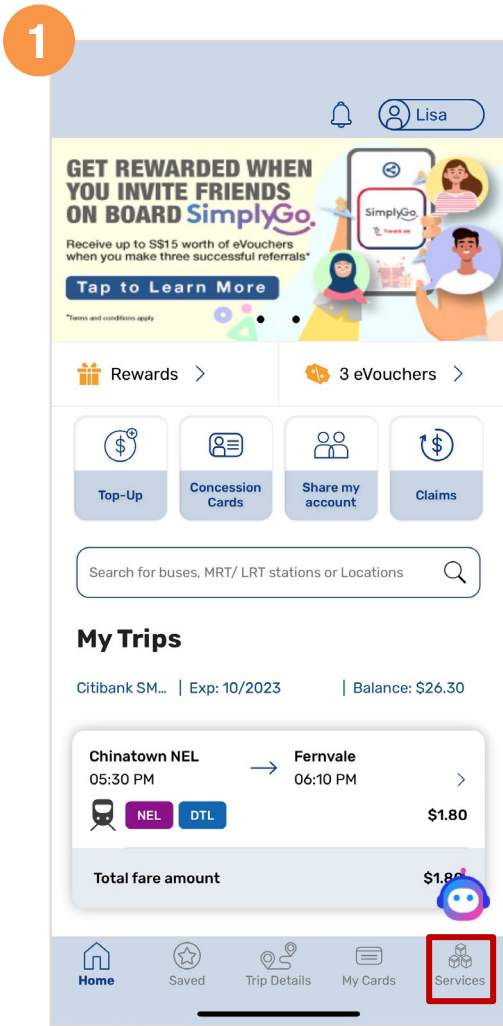


You will see this message once you have successfully redeemed your eVoucher

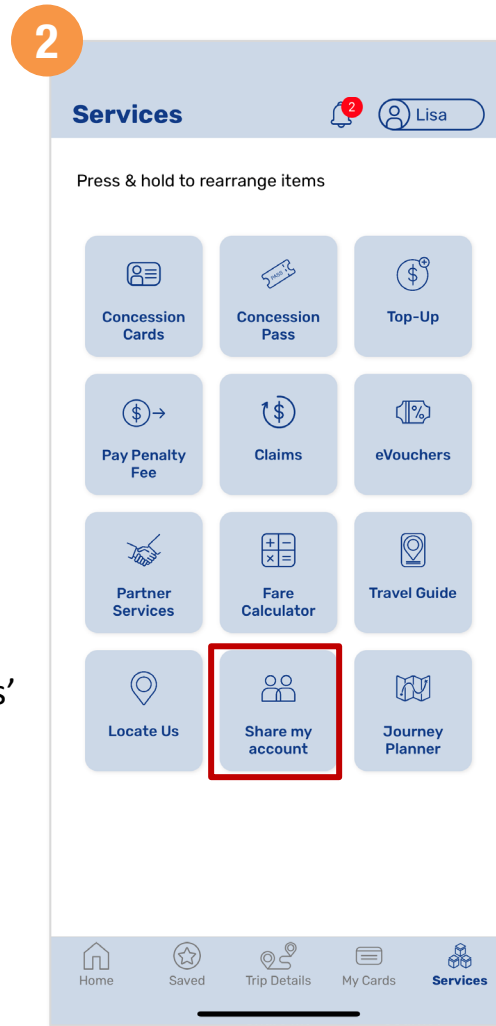
How To

Use The 'Share My Account' Feature

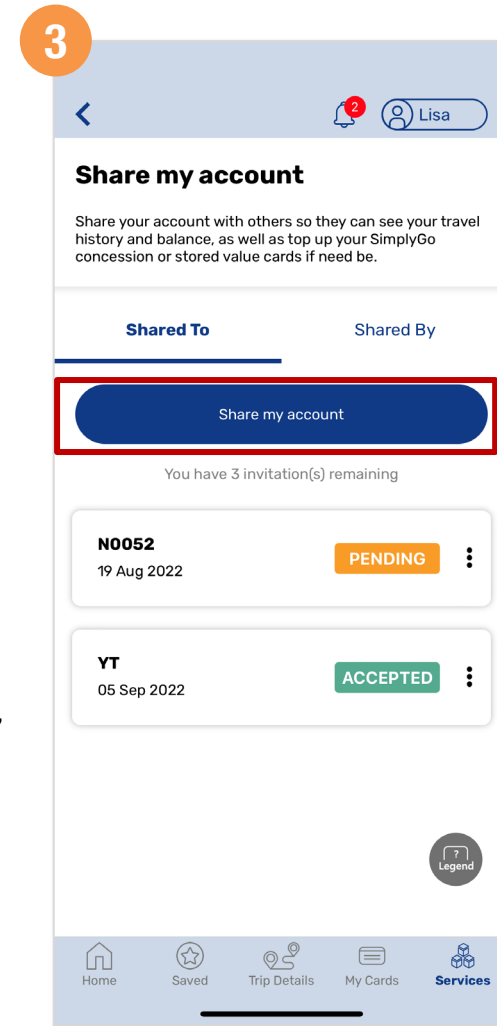
Back to top



Tap 'Services'



Tap 'Share my account'



Tap 'Share my account' button

continued on next page >

How To ?

Use The 'Share My Account' Feature

Back to top

4

Share my account

1. By sharing your card, you will grant other TL SimplyGo account holders the permission to:

- View Card Details
- View Card Transaction History
- View Card Monthly Statistics (for CEPAS cards only)


2. Invitee's email address must be registered under his/her TL SimplyGo account.


3. You may invite other TL SimplyGo account holders to view your cards.


Invitee's Mobile Number

65

Please select card(s) to be shared:

☐  **ABT Concession Card**

☐  **CEPAS Card**

☐  **EMV Bank Card**

Home Saved Trip Details My Cards Services


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


5


Invitee's Mobile Number


65

Please select card(s) to be shared:

☐  **ABT Concession Card**

☐  **CEPAS Card**

☒  **EMV Bank Card**

☐  **CEPAS Card**

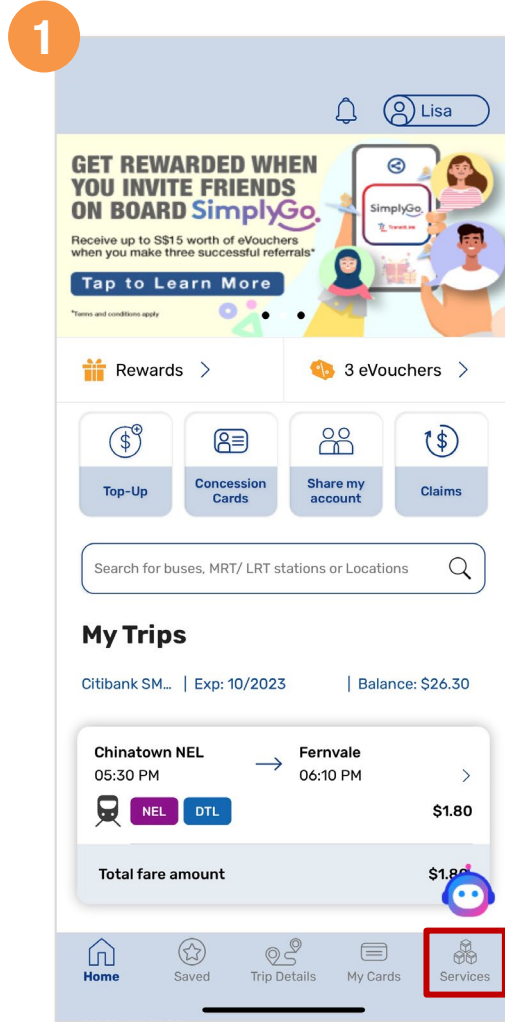
Home Saved Trip Details My Cards Services

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

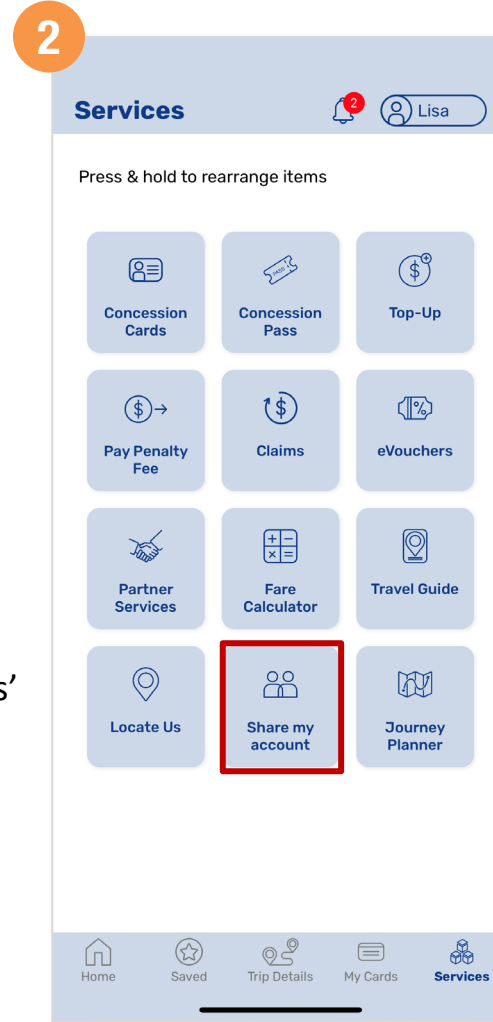
How To ?

Back to top

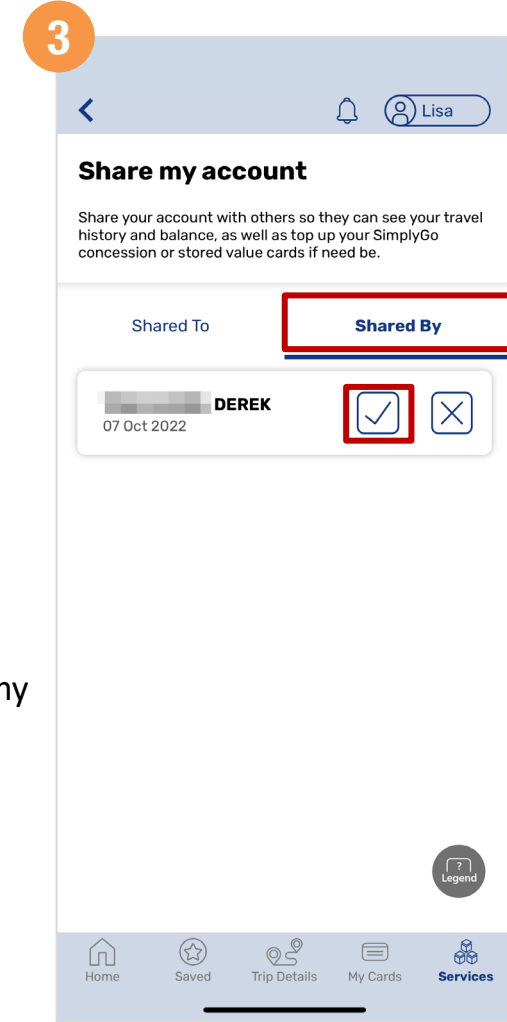
Accept Accounts Shared By Others



Tap 'Services'



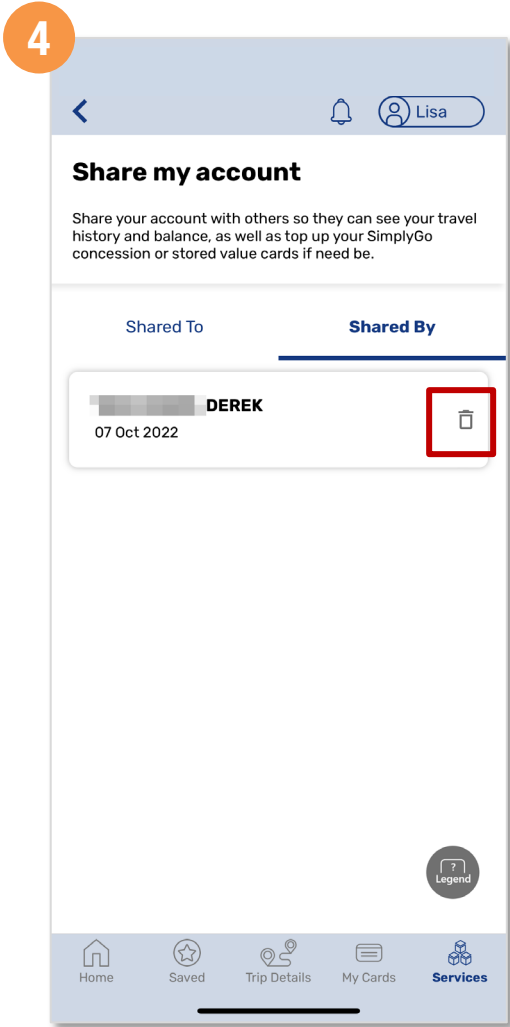
Tap 'Share my account'



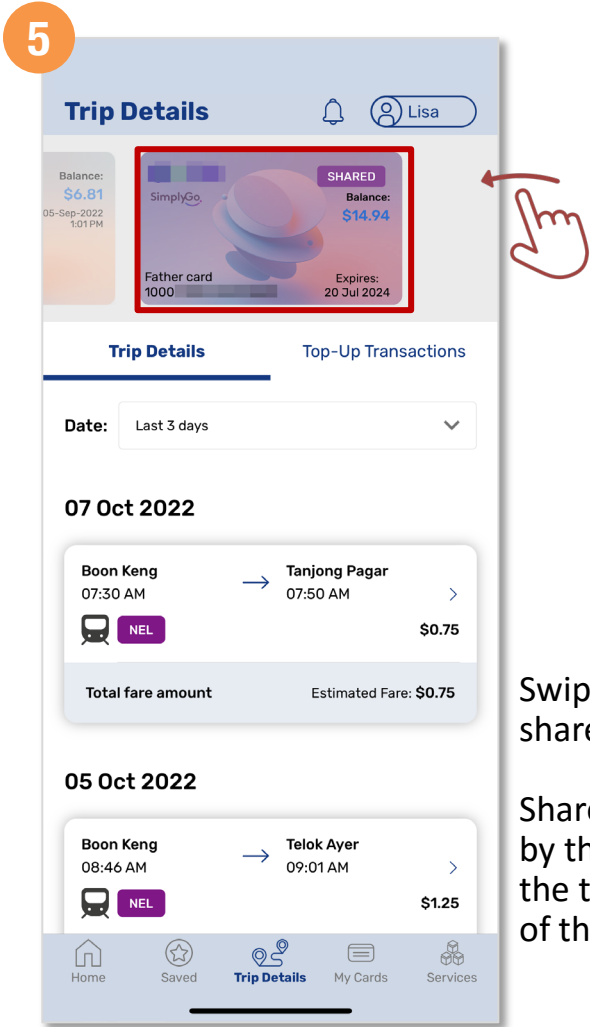
Tap 'Shared By' and tap the 'tick' to accept

continued on next page >

Accept Accounts Shared By Others



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



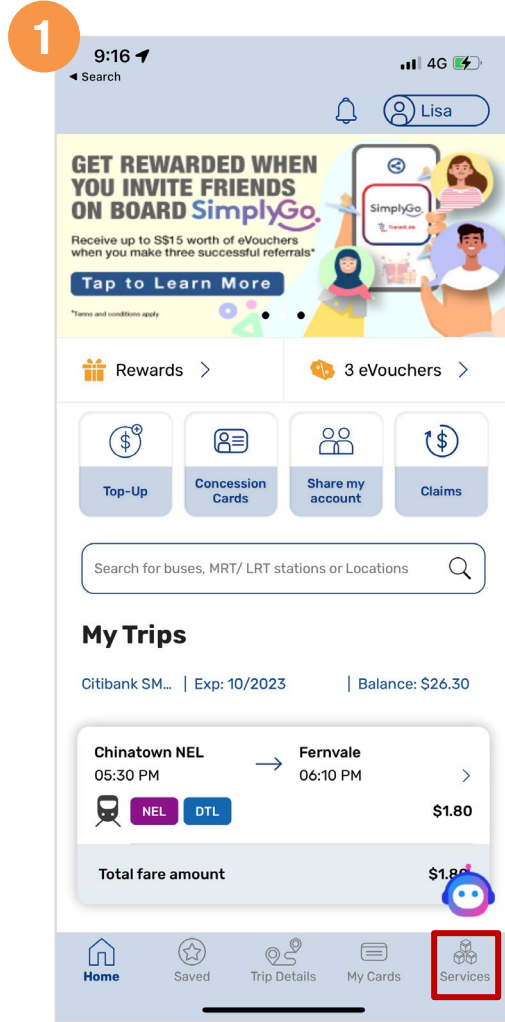
Swipe left to locate the shared card/s

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

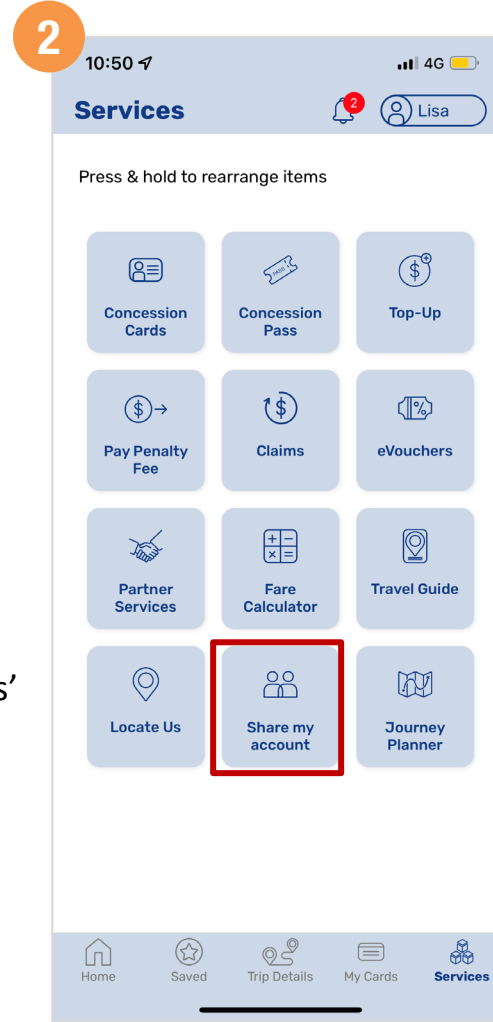
How To ?

Back to top

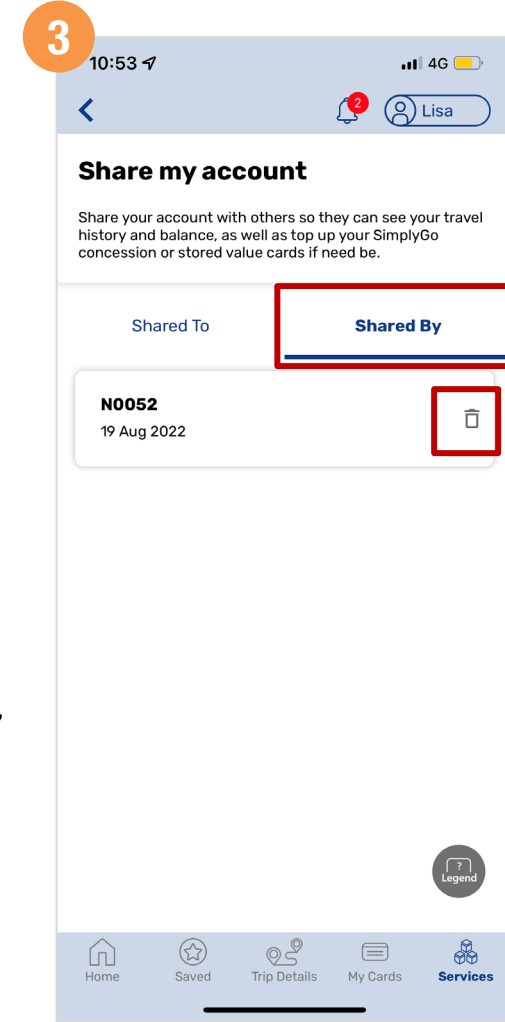
Remove Account Shared By Others



Tap 'Services'



Tap 'Share my account'

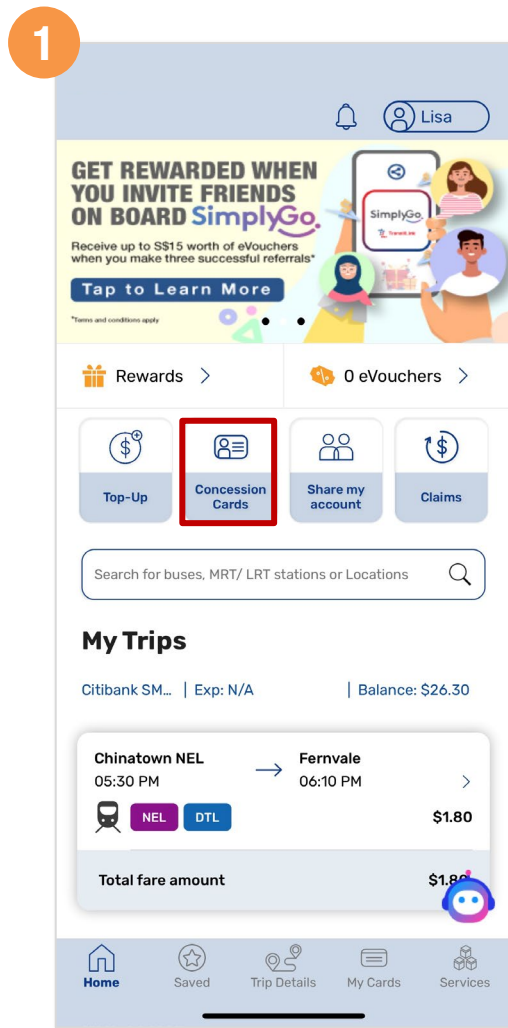


Tap the 'Shared By' tab to view, and the 'Bin' icon to remove account shared by others

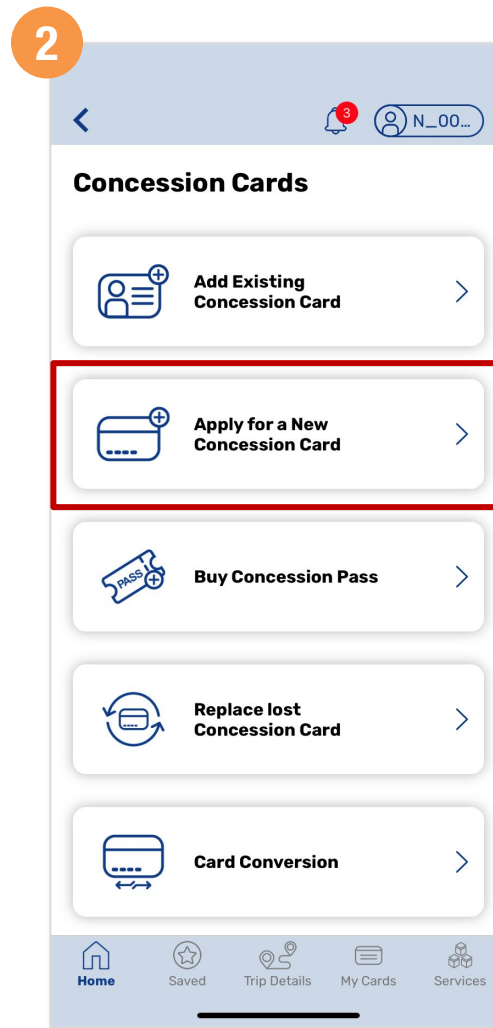
How To ?

Back to top

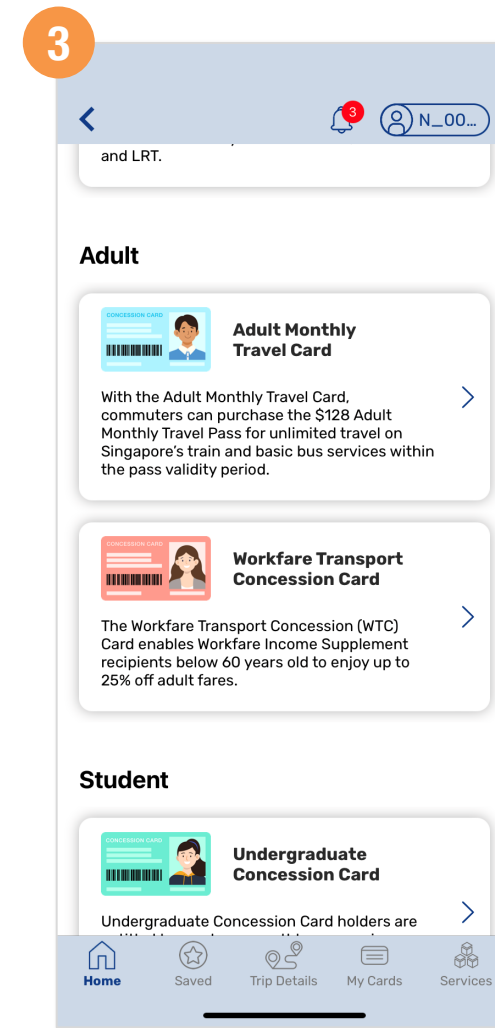
Apply For A New Concession Card (Method 1)



Tap
'Concession
Cards'



Tap 'Apply
for a New
Concession
Card'



Select the type
of concession
card you wish
to apply

continued on next page >

Apply For A New Concession Card (Method 1)

4

Adult Monthly Travel Card

CONCESSION CARD

With the Adult Monthly Travel Card, commuters can purchase the \$128 Adult Monthly Travel Pass for unlimited travel on Singapore's train and basic bus services within the pass validity period.

[Eligibility Criteria](#) [How to Apply](#) [Monthly Concessi](#)

Singapore Citizens and Permanent Residents are eligible to apply for the Adult Monthly Travel Card.

Apply now

Tap 'Apply now'

5

New Application:

Adult Monthly Travel Card

ID Number

Date of Birth

Submit

Enter your details and tap 'Submit'

6

Personal Information [Contact Information](#) [Support](#)

Concession Card Type

Adult Monthly Travel Card

ID Number

Date of Birth

Full Name as per NRIC

Next

Fill in the requested information and tap 'Next'

continued on next page >

How To ?

Apply For A New Concession Card (Method 1)

Back to top

7

al Information **Contact Information** Supporting Doc

Contact Number

Home / Office

Mobile Number

Address

Postal Code

069112

Back Next

Home Saved Trip Details My Cards Services

Enter your contact details and tap 'Next'

8

ation **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

Home Saved Trip Details My Cards Services

Upload a photo of your NRIC and a passport size photo then tap 'Submit'

9

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 Saved Trip Details My Cards Services

Tap 'Proceed To Payment'

continued on next page >

How To ?

Apply For A New Concession Card (Method 1)

Back to top

10

The screenshot shows the eNETS app interface. At the top, there's a header with 'eNETS' and a user profile icon. Below the header, it says 'credit/debit card payment'. A section titled 'TRANSACTION INFORMATION' contains an important note: 'IMPORTANT: Please note down the transaction information in this section, for subsequent query.' Below this, it lists 'merchant name' as 'Transit Link Pte Ltd', 'merchant reference code' as 'AMTC-650659', and 'NETS reference code' as '20221010182400198'. The amount is shown as 'SGD 8.10'. At the bottom, there's a section for 'CREDIT/DEBIT CARD INFORMATION' with a note about POP-UP BLOCKER settings. The bottom navigation bar includes 'Home', 'Saved', 'Trip Details', 'My Cards', and 'Services'.

Scroll down and enter your payment details

11

The screenshot shows the eNETS app interface. It prompts the user to enter their credit card number, with a note: 'Please note that the Credit Card Number should be 13 or 16 digits. Please input your card number without space or dash.' Below this, it asks for the CVV/CVV2. A checkbox is highlighted with a red box, and the text says: 'I have read, understood and accepted the following:'. Below the checkbox, there are two bullet points: 'The return & refund policy for the purchase of relevant products / services.' and '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](#).' At the bottom, there's a section for 'eRECEIPT' with a note: 'NOTE: Upon completion of your transaction, an electronic receipt (eReceipt) will be send to the email address provided below. Please enter a valid email'. The bottom navigation bar is the same as in the previous screenshot.

Tap the 'Check box' to consent

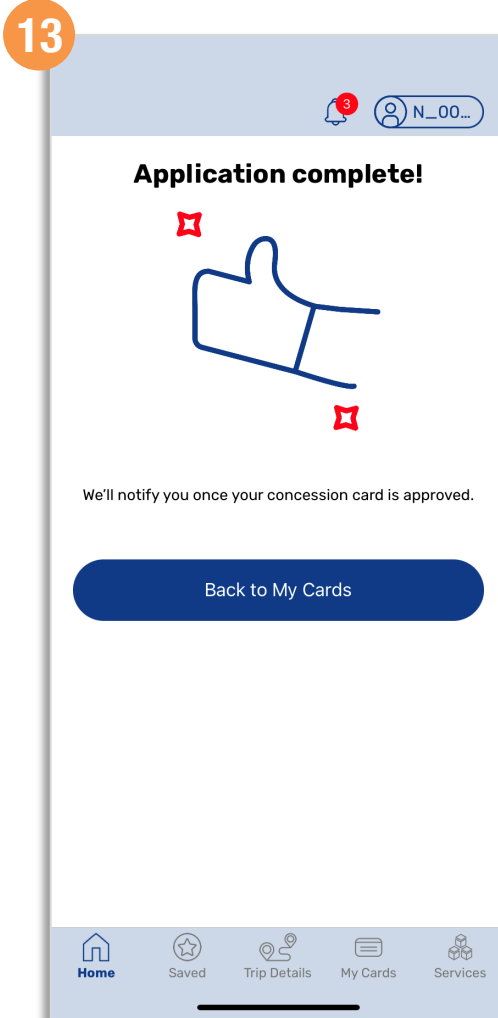
12

The screenshot shows the eNETS app interface. It prompts the user to enter a valid email address, with a note: '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.' Below this, there's a red box around the 'SUBMIT' button. The text says: 'Click on the 'SUBMIT' button below to complete the transaction'. Below the button, there are links for 'privacy policy', 'security guideline', and 'customer service'. The bottom navigation bar is the same as in the previous screenshots.

Enter a valid email address and tap 'Submit'

continued on next page >

Apply For A New Concession Card (*Method 1*)

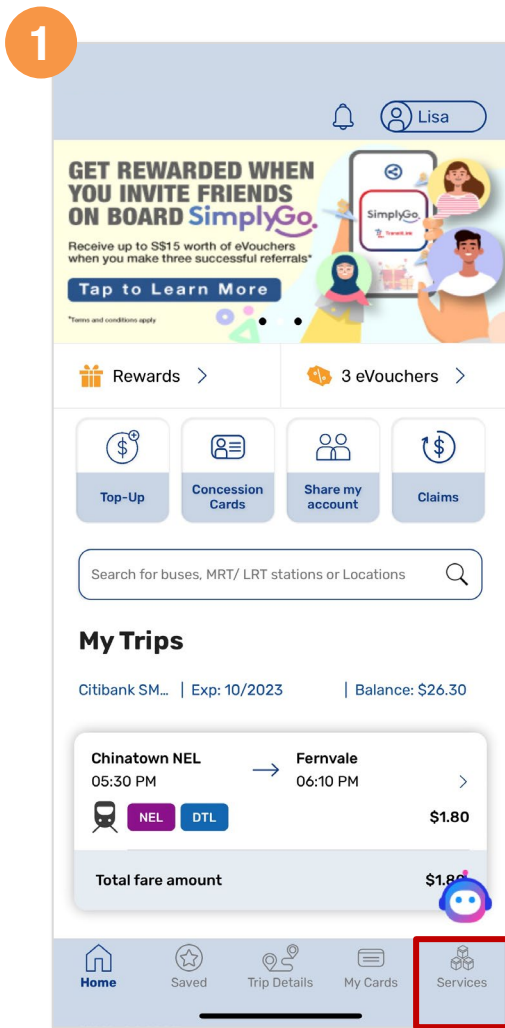


You will see this message once you have successfully submitted your application

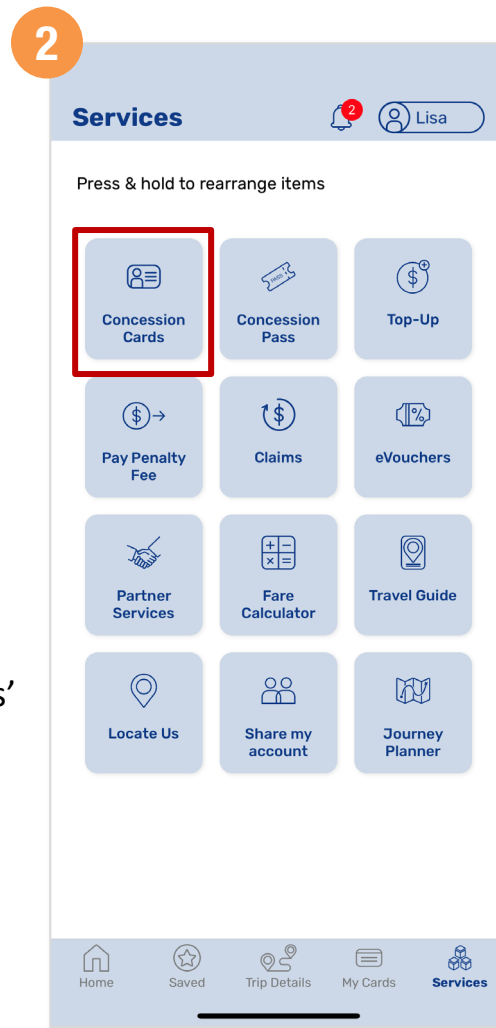
How To ?

Apply For A New Concession Card (Method 2)

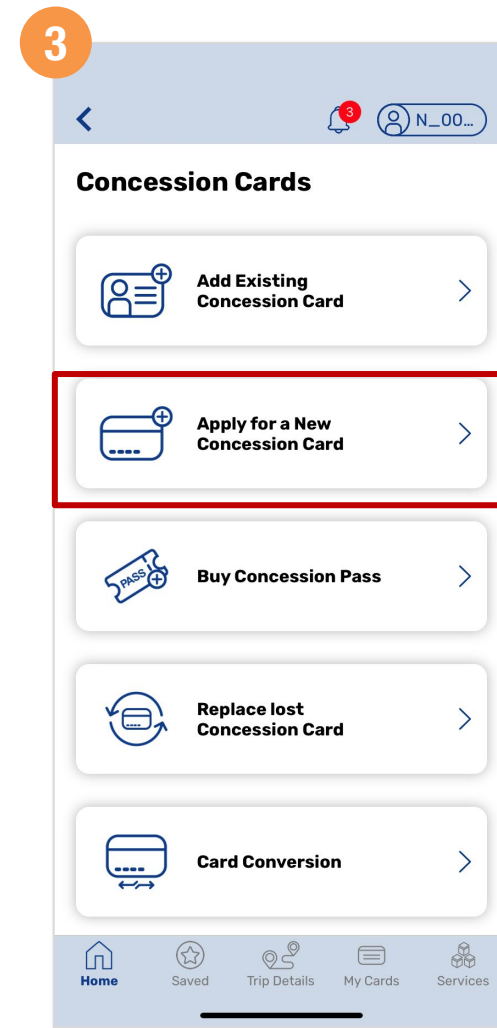
Back to top



Tap 'Services'



Tap 'Concession Cards'



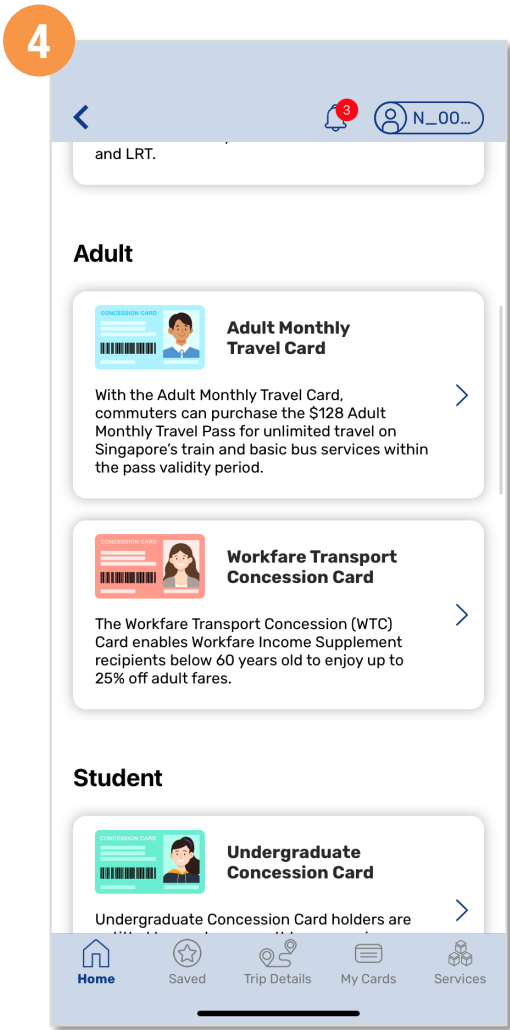
Select 'Apply for a New Concession Card'

continued on next page >

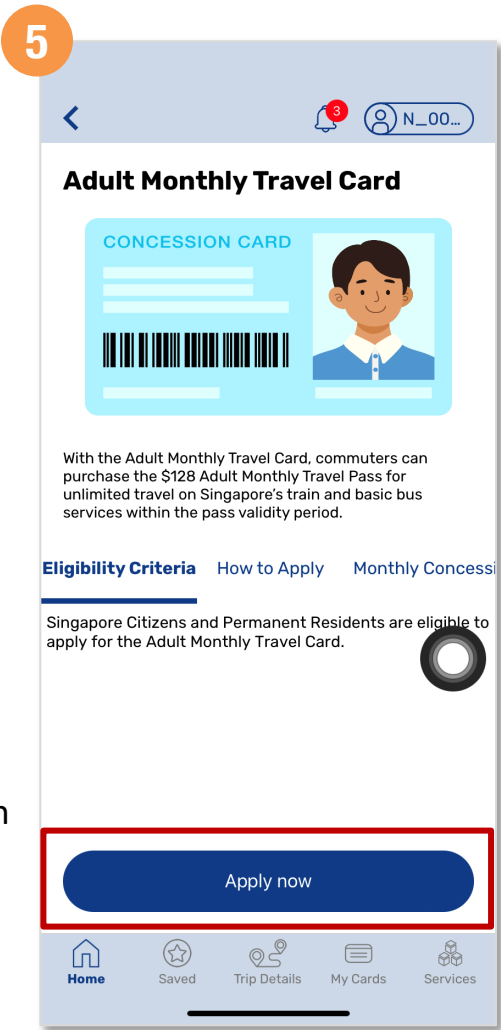
How To ?

Back to top

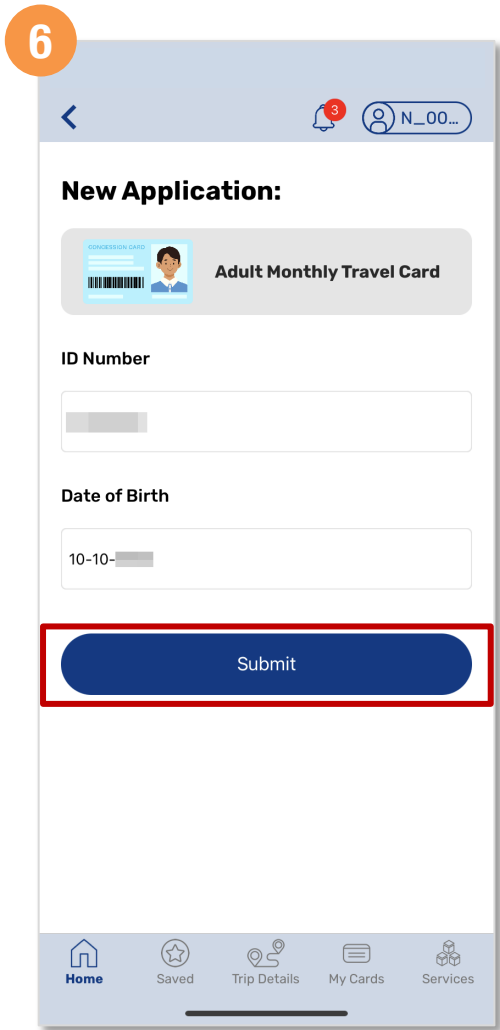
Apply For A New Concession Card (Method 2)



Select the type of concession card you wish to apply



Tap 'Apply now'



Enter your details and tap 'Submit'

continued on next page >

How To ?

Apply For A New Concession Card (Method 2)

Back to top

7

Personal Information Contact Information Supporting Document

Concession Card Type

Adult Monthly Travel Card

ID Number

Date of Birth

Full Name as per NRIC

Next

Fill in the requested information and tap 'Next'

8

Contact Information Supporting Document

Contact Number

Home / Office

Mobile Number

Address

Postal Code

Back Next

Enter your contact details and tap 'Next'

9

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 a photo of your NRIC and a passport size photo then tap 'Submit'

continued on next page >

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.

Scroll down and enter your payment details

12

ENets

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

Tap the 'Check box' to give consent



continued on next page >

How To ?

Back to top



Apply For A New Concession Card (Method 2)

13

ENets   N_00...

After open 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

[privacy policy](#)

[security guideline](#)


[customer service](#)

©2008 Network for Electronic Transfers (Singapore) Pte Ltd

Home Saved Trip Details My Cards Services


Enter a valid email address and tap 'Submit'

14



Application complete!

We'll notify you once your concession card is approved.



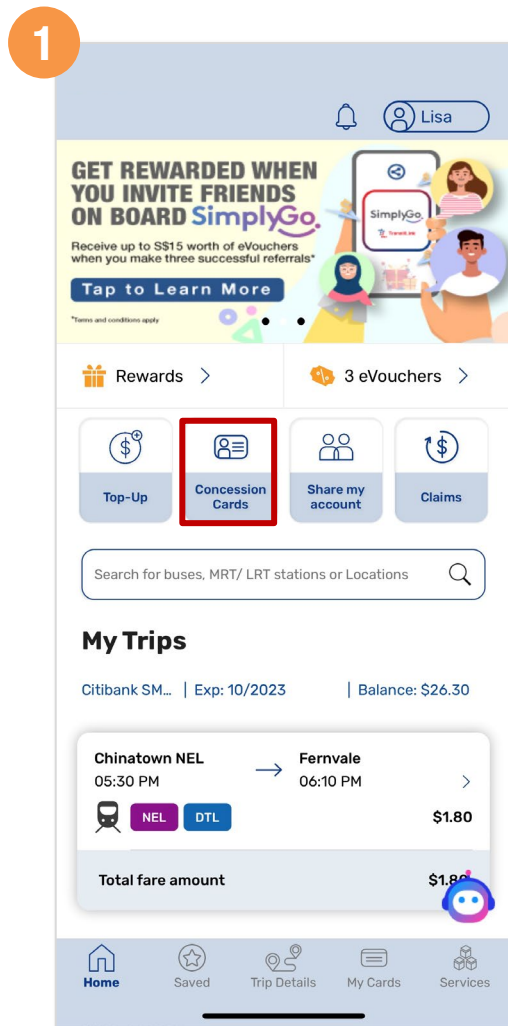
Home Saved Trip Details My Cards Services

You will see this message once you have successfully submitted your application

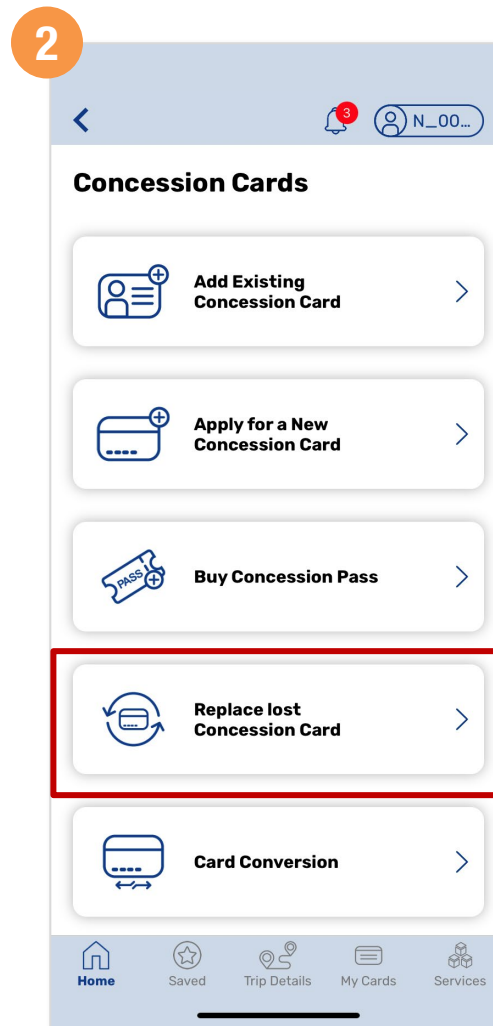
How To ?

Back to top

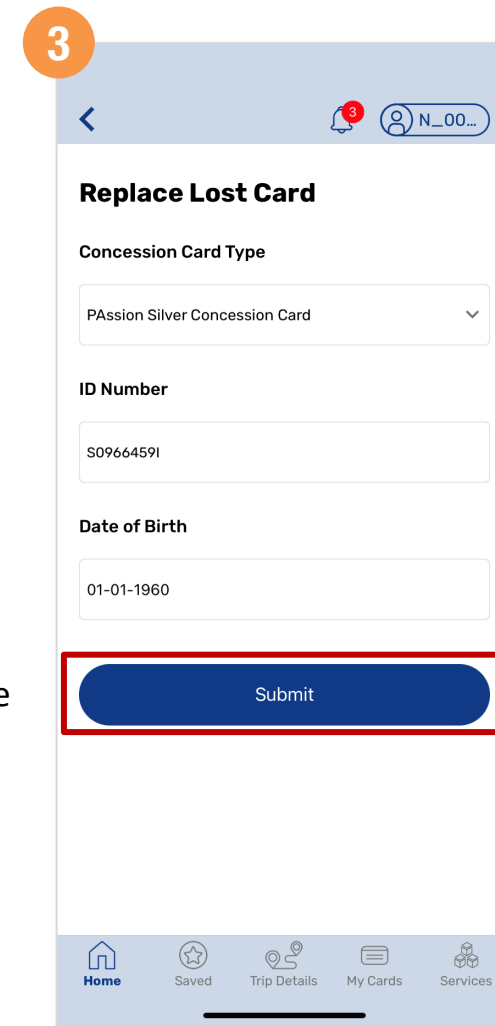
Apply For A Replacement Concession Card (Method 1)



Tap
'Concession
Cards'



Tap 'Replace
lost
Concession
Card'



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

continued on next page >

How To ?

Apply For A Replacement Concession Card (Method 1)

Back to top

4

< 3 N_00...

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 TransitLink 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 Saved Trip Details My Cards Services

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

5

< 3 N_00...

Personal Information Contact Information Support

ID Number

Date of Birth

01-01-

Full Name as per NRIC

isaac

Email Address

Next

Home Saved Trip Details My Cards Services

Enter your details and tap 'Next'

6

< 3 N_00...

Personal Information **Contact Information** Supporting Documents

Contact Number

Home / Office

Mobile Number

Address

Postal Code

069112

Back Next

Home Saved Trip Details My Cards Services

Enter your contact details and tap 'Next'

continued on next page >

How To ?

Back to top

Apply For A Replacement Concession Card (Method 1)

7

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

* 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 Saved Trip Details My Cards Services

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](#)

Home Saved Trip Details My Cards Services

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.

[Proceed To Payment](#)

Home Saved Trip Details My Cards Services

Scroll down and enter your payment details

continued on next page >

How To ?

Back to top

Apply For A Replacement Concession Card (Method 1)

10

The screenshot shows a mobile app interface for applying for a replacement concession card. At the top, there's a header with 'ENets', a notification bell with '3', and a user profile icon labeled 'N_00...'. Below the header, there's a text input field for a credit card number, followed by a note: 'Please note that the Credit Card Number should be 13 or 16 digits. Please input your card number without space or dash.' Below this is another text input field for the CVV/CVV2, with a label 'What is CVV/CVV2'. To the left of the CVV field is a dropdown menu showing 'April'. Below these fields is a checkbox that is checked, with the text 'I have read, understood and accepted the following:'. To the right of the checkbox is a list of terms and conditions: 'The return & refund policy for the purchase of relevant products / services.' and '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](#).' At the bottom of the form, there's a section titled 'eRECEIPT' with a note: 'NOTE: Upon completion of your transaction, an electronic receipt (eReceipt) will be send to the email address provided below. Please enter a valid email'. At the very bottom is a navigation bar with icons for Home, Saved, Trip Details, My Cards, and Services.

Tap the 'Check box' to give consent

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The screenshot shows the next step in the application process. The header is the same as in step 10. Below the header, there's a section titled 'eRECEIPT' with a note: '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.' Below this note is a text input field for an email address, which is highlighted with a red box. Below the email field is a blue button labeled 'submit' with a right arrow, also highlighted with a red box. To the left of the submit button is a red button labeled 'cancel' with a left arrow. Below the submit button is a link for 'privacy policy', followed by 'security guideline' and 'customer service'. At the bottom is the same navigation bar as in step 10.

Enter a valid email address and tap 'Submit'

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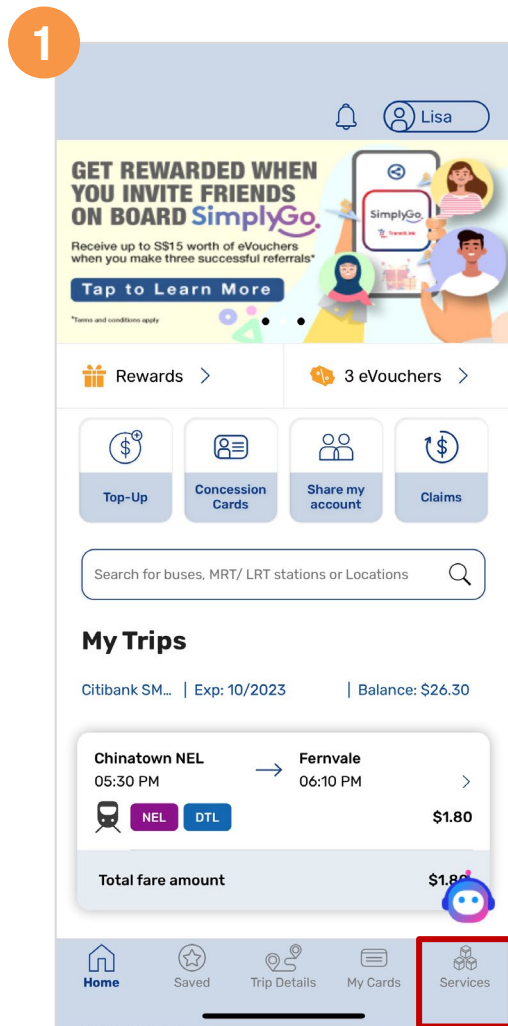
The screenshot shows the final step of the application process. The header is the same as in step 10. Below the header, there's a section titled 'Application complete!' with a large blue thumbs-up icon. Below the icon is a message: 'You'll be notified again on your card replacement details.' At the bottom is a blue button labeled 'Back to My Cards'. At the very bottom is the same navigation bar as in step 10.

You will see this message once you have successfully submitted your replacement application

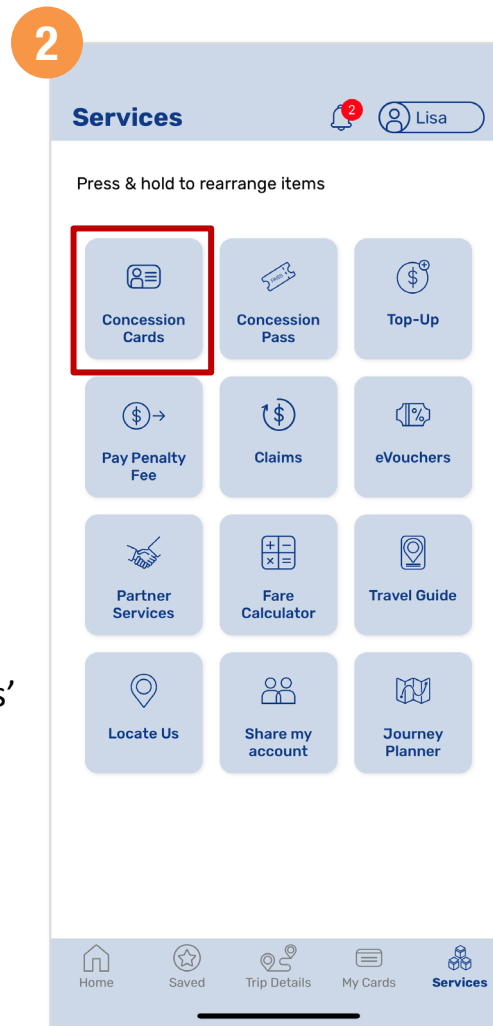
How To ?

Back to top

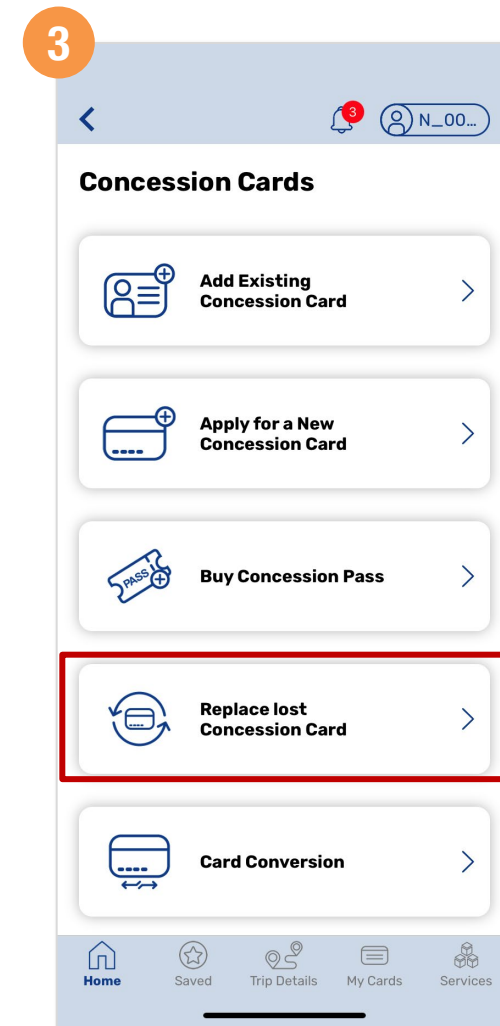
Apply For A Replacement Concession Card (Method 2)



Tap 'Services'



Tap 'Concession Cards'



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

PAassion Silver Concession Card

ID Number

S0966459I

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 PAassion Silver Concession Card

Collection Mode

☒ Mail the card to my registered address

☐ Self-print via TransitLink 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

Date of Birth

01-01-

Full Name as per NRIC

isaac

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 Do

Contact Number

Home / Office

Mobile Number

Address

Postal Code

069112

Back Next

Home Saved Trip Details My Cards Services

Enter your contact details and tap 'Next'

8

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

* 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 Saved Trip Details My Cards Services

Indicate the necessary and tap 'Submit'

9

Payment

Pay To

TransitLink

Application Number

PASCL-650660

Amount (\$\$)

\$15.10

Mastercard and Visa cards are accepted.

Proceed To Payment

Home Saved Trip Details My Cards Services

Then tap 'Proceed To Payment'

continued on next page >

How To ?

Back to top

Apply For A Replacement Concession Card (Method 2)

10

ENets 3 N_00...

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.

Home Saved Trip Details My Cards Services

Scroll down and enter your payment details

11

ENets 3 N_00...

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 Saved Trip Details My Cards Services

Tap the 'Check box' to give consent

12

ENets 3 N_00...

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](#)

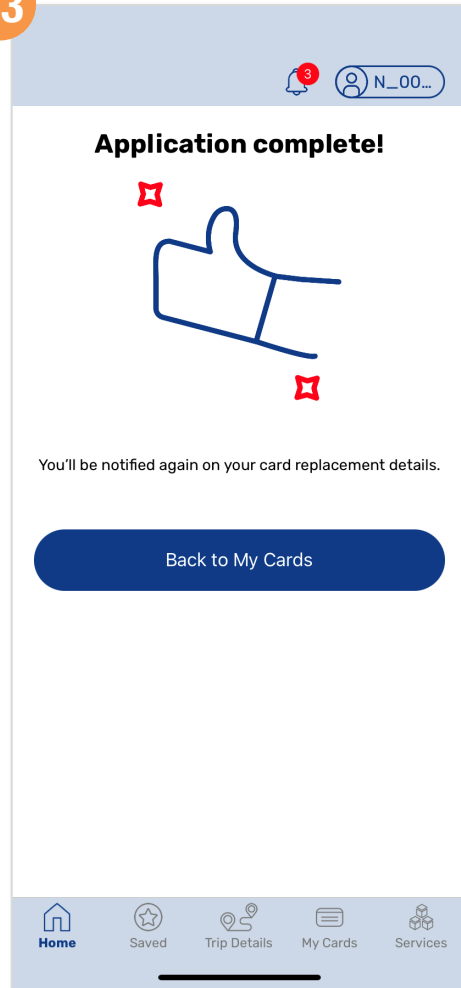
Home Saved Trip Details My Cards Services

Enter a valid email address and tap 'Submit'

continued on next page >

Apply For A Replacement Concession Card (*Method 2*)

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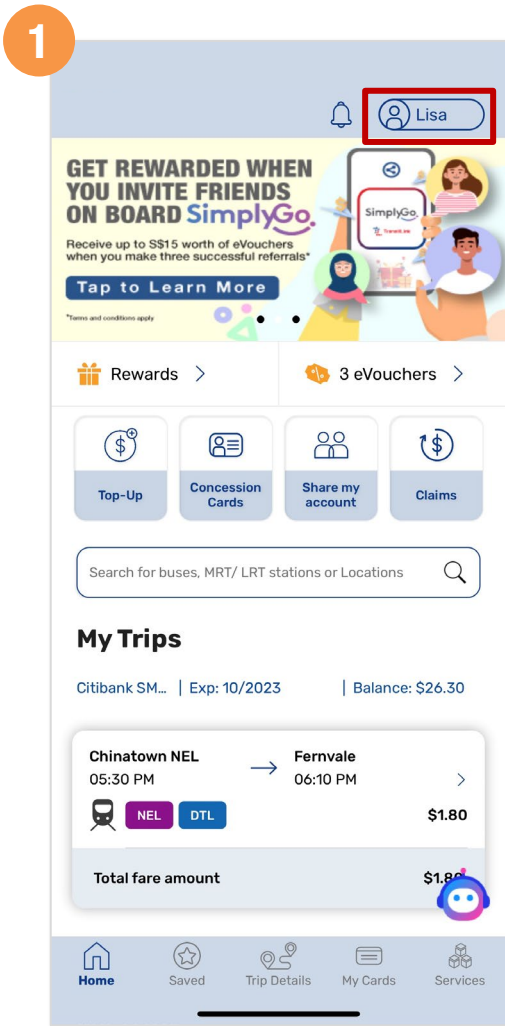


You will see this message once you have successfully submitted your replacement application

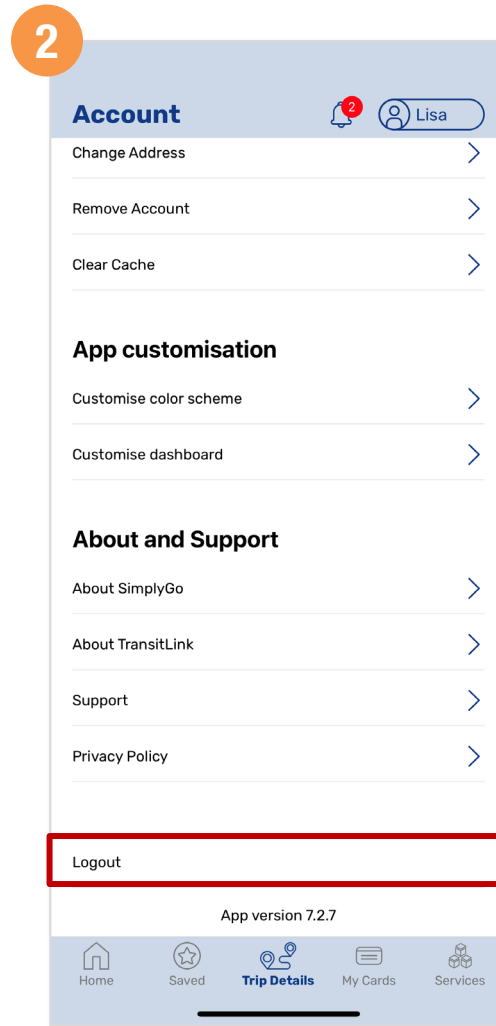
How To ?

Log Out Of The App

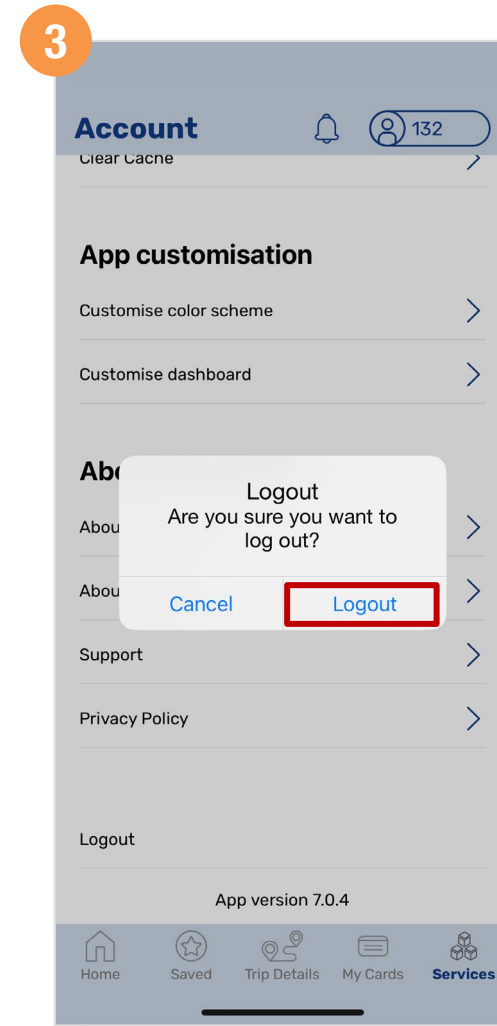
Back to top



Tap your 'Profile'



Scroll down and tap 'Logout'



Tap 'Logout' to confirm