

Frequently Asked Questions – SimplyGo Transit Challenge

Campaign Period: 1 October – 30 November 2025

1. What is the SimplyGo Transit Challenge about?

The SimplyGo Transit Challenge aims to reward commuters for taking public transport and using the SimplyGo app. Participants who fulfil the campaign criteria stand a chance to win a **\$60 transit eVoucher** each!

2. Who can participate in this campaign?

The campaign is open to the following persons:

- **New SimplyGo app users** who sign up between 1 October and 30 November 2025
 - **EZ-Link app users** who switch to the SimplyGo app between 26 September and 30 November 2025
 - **Existing SimplyGo app users**
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3. What do I need to do to qualify for the lucky draw?

All you need to do is:

1. **(New user) Download and sign up** for the SimplyGo app
(EZ-Link app user) Switch to the SimplyGo app.
2. **Add one eligible travel card** to your SimplyGo account.
Eligible cards include:
 - EZ-Link cards
 - Concession cards
 - SimplyGo EZ-Link cards
 - SimplyGo Concession cards
3. **Use your added card for at least 25 public transport trips each month** (October / November 2025).

EZ-Link app users who switch to the SimplyGo app from 26 September to 30 November will earn 2 (two) times the chance.

*P.S. Remember to use only **ONE** eligible card to clock your trips—only the latest active eligible card in your SimplyGo account will qualify.*

4. Can I still participate if I already have an SimplyGo account before the campaign period?

Yes! Existing SimplyGo app users are also eligible to take part in the campaign. Simply add an eligible travel card to your account and use it for at least 25 public transport trips in a month during the campaign period.


5. How is a "trip" calculated?

A trip refers to a single ride on **one mode of public transport** (bus or train) from the point of entry (tap in) to the point of exit (tap out).

For instance, when Stacey boards a bus to travel to the nearest MRT Station, then transfers to an MRT line to alight at another Station, this journey is considered as two separate trips as she tapped in and out for both her bus and train trips respectively.

6. What does "latest active travel card" mean?

Your **latest active travel card** is the most recently used one added to your SimplyGo account. Please ensure that it is also one of the four card types eligible for the Challenge.

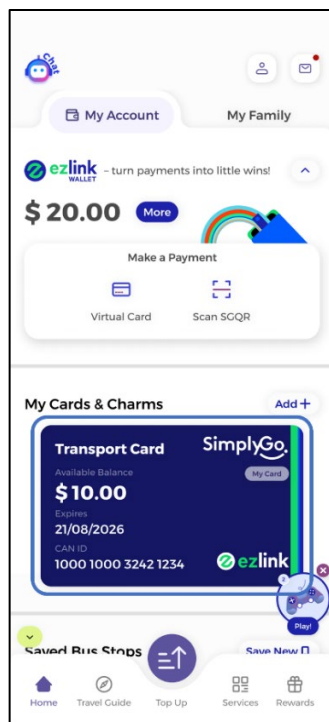
 Please ensure that you use **only one eligible travel card** during the campaign period so that your trips are tracked accurately. Using multiple cards may affect your eligibility.

7. How do I know if I have met the minimum trip requirement?

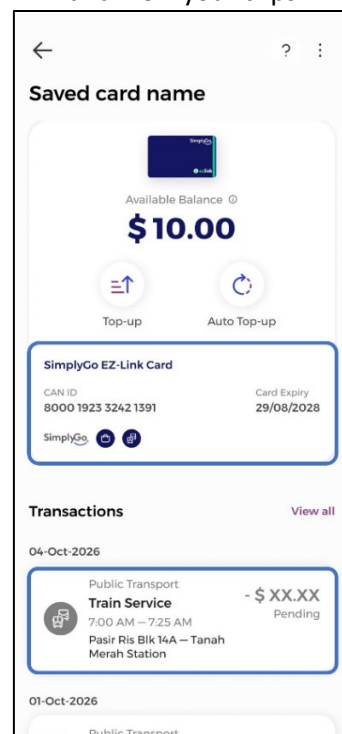
You can view your transaction history via the SimplyGo app. We recommend tracking your trips regularly to make sure you take at least 25 trips **each calendar month** during the campaign period.

Here is how you can check:

Step 1: Select the card to view the details



Step 2: Tap on the transaction record to expand and view your trips



8. What can I win?

If you meet the criteria, you will be automatically entered into a lucky draw at the end of the month to win a **\$60 transit eVoucher**. You can redeem the eVoucher to your eligible travel card.

9. If I won in the first draw, can I still participate in the second one?

Yes, as long as you meet the criteria during the following month, you will be automatically entered into the second draw.

10. When will the winners be announced and how will they be informed?

The draw for each month of the campaign will be held a few days after the month ends. Winners will be notified by SimplyGo within one month after each draw via the email address registered with the SimplyGo account. The notification email will include the instructions on how to redeem the \$60 transit eVoucher.

11. Would I be able to transfer, replace or exchange the transit eVouchers?

No, the transit eVouchers are neither transferable, exchangeable, nor redeemable for cash.

12. Where can I get help if I have issues participating in the Challenge?

If you face any issues with account syncing or the app features, please either refer to the [SimplyGo app user guide](#) or contact us via the [e-Feedback Form](#).
