

FAQs

Frequently Asked Questions – ‘Top up & Win’ Campaign

1. What is the ‘Top up & Win’ campaign about and how long would the campaign run for?

The ‘Top up & Win’ campaign is a lucky draw that rewards our customers for using the SimplyGo app to do top-ups for their EZ-Link cards and charms. The campaign runs from 2 June 2025 to 31 August 2025.

2. How do I earn chances to win in this campaign?

With every top-up made (minimum of \$10) using the SimplyGo app, you earn a chance to be in the running to win the EZ-Link charms featured during the qualifying campaign period. The more top-ups you make, the more chances you earn. Here’s a breakdown on how the lucky draw chances can be earned:

- 1 chance earned per top-up transaction (minimum of \$10) with the SimplyGo app
- Double the chances earned (2 chances per each top-up transaction) when you switch your top-ups from the EZ-Link app to the SimplyGo app within each qualifying period.

3. How do I switch my top-ups from the EZ-Link app to the SimplyGo app?

If you have been using the EZ-Link app and do not have the SimplyGo app yet, you can download it via the App Store (iOS) or Google Play store (Android). You can then follow the on-screen instructions to perform an account sync on the SimplyGo app before performing top-ups.

4. I have applied for Auto Top-up. Would I qualify for the lucky draw if Auto Top-up transactions have been triggered to top up my card(s)?

Yes, each Auto Top-up transaction that has been triggered will earn you 1 chance. The more Auto Top-ups made during the qualifying period, the more lucky draw chances you have.

5. What are the cards/charms that I can top up to earn chances for the campaign?

Top-ups can be made to EZ-Link or concession cards/charms, and SimplyGo EZ-Link or SimplyGo concession cards/charms.

6. How do I check the number of chances that I have earned for this campaign?

The number of chances earned can be checked and calculated by the number of top-ups that you have made via the SimplyGo app.

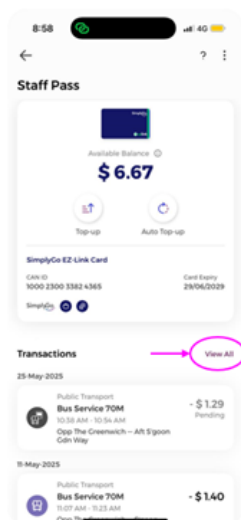
Each top-up made with a minimum top-up value of \$10 will count as 1 chance. If you have switched over from the EZ-Link app within the qualifying period, each top-up made with a minimum top-up value of \$10 will count as 2 chances.

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In order to find out the number of chances earned during a qualifying period, you may check the SimplyGo app. Here's how to check:

Step 1: Select the card that top-ups were made for.

Step 2: Select <View all> to check all transactions.



Step 3: Select the month to view/check. Top-up transactions will be reflected as shown:



7. How do I participate and qualify for the lucky draw?

You simply have to use the SimplyGo app to make top-ups to your EZ-Link or concession cards!

Each top-up made on the SimplyGo app will be automatically tracked via our system. A computerized draw will select the winners for each qualifying period based on the number of chances that you have accumulated for each qualifying period.

8. What are the qualifying periods and corresponding prizes for each period?

There are a total of 3 qualifying periods. The corresponding draw dates and prizes are listed in the table below.

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Qualifying Period	Draw Date	Prize	Quantity of Prizes
2 June to 30 June 2025	4 July 2025	A set of 3 SimplyGo EZ-Link Charms	100 sets
1 July to 31 July 2025	7 August 2025	China Moe Town Blind Pack 2D SimplyGo EZ-Link Charm (1 pc per pack) 	50 blind packs
1 August to 31 August 2025	5 September 2025	Ice Cream Plush SimplyGo EZ-Link Charm 	150 charms

9. Will the prize contain any top-up value?

No, the prizes do not come with any top-up value.

10. What happens if I did not make app top-ups in one of the qualifying months?

Chances earned from app top-ups are not cumulative and will reset at the beginning of each qualifying period. You can earn more chances in the next qualifying month.

11. How would I be notified if I am one of the winners of this campaign?

Winners of this campaign will be notified through the registered email on the SimplyGo account. The email will be sent by SimplyGo within 14 working days from the draw date. Winner's email will consist of the instructions and you will be required to fill up an online form so as to provide your updated particulars and mailing address. The prize will be mailed to the address you have given. Please ensure accuracy of the mailing address.

12. Would I be able to transfer, replace or exchange my prize(s)?

No. Prize(s) won are not transferable, or exchangeable or redeemable for cash.