

## TERMS & CONDITIONS – TOP UP & WIN CAMPAIGN

### Terms and Conditions – SimplyGo App Top-up (Top up & Win)

#### 1. Eligibility

These terms and conditions (“Terms and Conditions”) shall apply to the ‘Top up & Win Campaign’ (“Promotion”) organised by SimplyGo Pte. Ltd. (“SimplyGo”). This Promotion is open to all registered SimplyGo app users who perform card top-ups using the app for any SimplyGo EZ-Link cards, charms, wearables, including SimplyGo Concession cards and regular EZ-Link cards, charms and wearables. Eligible EZ-Link cards refer to cards, charms and wearables that have been upgraded to SimplyGo EZ-Link card format and/or SimplyGo Concession card format (“Eligible EZ-Link Cards”).

#### 2. Promotion Period and Mechanics

- 2.1 The period during which top-ups will be considered for this Promotion is from 2 June 2025 to 31 August 2025 (both dates inclusive) (“Promotion Period”), while stocks last.
- 2.2 By registering or taking part in this Promotion, you agree to be bound by these Terms and Conditions and the decision(s) of SimplyGo in relation to and in connection with this Promotion.
- 2.3 The Promotion is for SimplyGo mobile app users who make top-ups with the app for EZ-Link CePAS cards, charms and wearables, Concession cards and SimplyGo EZ-Link and SimplyGo Concession cards (Account-based) during the Promotion Period.
- 2.4 To qualify for this Promotion, you must fulfil all of the following criteria:
  - a) Pair / Add EZ-Link CePAS, Concession cards or SimplyGo EZ-Link cards / SimplyGo Concession cards with the SimplyGo app; and
  - b) Top up a minimum of S\$10 onto the EZ-Link CePAS, Concession cards or SimplyGo EZ-Link cards / SimplyGo Concession cards with the SimplyGo app during the Promotion Period.
- 2.5 If you fulfil all the criteria under Clause 2.4 and qualify for this Promotion, the following will apply:
  - a) One (1) lucky draw chance awarded for every top-up (a minimum of ten Singapore dollars (S\$10)) made with the SimplyGo app; and
  - b) Lucky draw chances will be doubled when there is a switch from EZ-Link app top-ups to SimplyGo app top-ups.
- 2.6 Promotion Mechanics:
  - a) Qualifying top-ups are based on the dates of successful top-ups made to the Eligible EZ-Link Cards using the SimplyGo app. All top-ups of a minimum value of ten Singapore dollars (S\$10) made with the SimplyGo app will qualify as successful top-ups.
  - b) All top-ups made during the Promotion Period must be posted and captured in SimplyGo’s system within three (3) days from the respective transaction date of the top-ups and the posted date must fall within the Promotion Period in order to qualify for this Promotion.

## TERMS & CONDITIONS – TOP UP & WIN CAMPAIGN

- c) To qualify for one (1) lucky draw entry, user must perform a top-up with a minimum value of ten Singapore dollars (S\$10) on the SimplyGo app within the Promotion Period.
- d) To qualify for two (2) lucky draw entries, user must first perform an account sync on the SimplyGo app **and** make a top-up with a minimum value of ten Singapore dollars (S\$10) on the SimplyGo app within the Promotion Period.
- e) For the avoidance of doubt, if a user has performed an account sync on the SimplyGo app outside of the Promotion Period (e.g. before or after the Promotion Period), and made top-ups with a minimum value of ten Singapore dollars (S\$10) on the EZ-Link app within the Promotion Period, user will not qualify for any lucky draw entries.
- f) Any discrepancy in relation to this Promotion shall be reported to SimplyGo through the Customer Service Channel(s) within three (3) working days from the date of such discrepancy arising, failing which SimplyGo shall deem any such top-up transactions as accurate and effective. For the avoidance of doubt, SimplyGo shall no longer be obliged to rectify any discrepancies upon expiry of the aforementioned timeframe of three (3) working days.

Customer Service Channels:

- i. SimplyGo's Customer Service Contact Number: 1800-2255-663  
(8am to 6pm daily, closed on public holidays)
- ii. SimplyGo's Customer Service email address: [customerservice@simplygo.com.sg](mailto:customerservice@simplygo.com.sg)

### 3. Prizes

You will stand a chance to win the following prizes in the monthly draw. The draw dates will be on 4<sup>th</sup> July 2025 (Qualifying Period 1), 7<sup>th</sup> August 2025 (Qualifying Period 2), and 5<sup>th</sup> September 2025 (Qualifying Period 3). SimplyGo reserves the right to postpone the draw dates without any notice or liability to any party.

Period No.	Qualifying Period	Draw Date	Prize	Quantity of Prizes
1	2 June to 30 June 2025	4 July 2025	Da San Yuan Mahjong (Set of 3) SimplyGo EZ-Link Charms	100 sets
2	1 July to 31 July 2025	7 August 2025	China Moe Town Blind Pack 2D SimplyGo EZ-Link Charm	50 blind packs
3	1 August to 31 August 2025	5 September 2025	Ice Cream Plush SimplyGo EZ-Link Charm	150 charms

- a) Total of 100 units of Da San Yuan Mahjong LED SimplyGo EZ-Link charms set (a set of 3 worth \$66.80); no top-up value to be won.

## TERMS & CONDITIONS – TOP UP & WIN CAMPAIGN

- b) Total of 50 units of China Moe Town Blind Pack SimplyGo EZ-Link charms (each worth \$18.90); no top-up value to be won.
  - c) Total of 150 units of Ice Cream Bread Plush SimplyGo EZ-Link charms (each worth \$20.90); no top-up value to be won.
- 3.1 For the prizes stated in Clause 3 of these T&Cs, all three hundred (300) selected winners will be contacted via email by SimplyGo with the instructions to redeem their prizes.
  - 3.2 Winners are to fill up an online form within the stipulated timeframe to indicate name, contact details and mailing address for SimplyGo to mail out the prize. Details and mailing address provided have to be updated and accurate. Incomplete or invalid contact details information shall not be entitled to receive or redeem any prizes.
  - 3.3 For winners who are unsubscribed from SimplyGo's electronic mailing list, you will be given up to three (3) months from the last day of this Promotion to reach out to SimplyGo to claim your prize(s). Upon the expiration of these three (3) months period, SimplyGo reserves the right to forfeit your prize(s) without any further notice or liability to you. If a winner is unsubscribed from SimplyGo's electronic mailing list and remains uncontactable through other means, SimplyGo also reserves the right to forfeit the prize(s) without any further notice or liability to such winners.
  - 3.4 Profile information such as name, contact information and mailing address obtained will be shared with applicable and relevant third parties for the purpose of fulfilment of the prizes.
  - 3.5 All prizes received by the users from this Promotion are not transferrable, exchangeable, or redeemable for cash/credit in kind. All prizes received also cannot be used to offset against any form of administrative payments charged by SimplyGo or any outstanding amounts owed to SimplyGo prior to and/or after the user's participation in this Promotion.
  - 3.6 SimplyGo will not be responsible for any failure, delay, injuries, loss, claim or damage suffered or incurred in connection with this Promotion (including but not limited to any error in transmission of evidence of Top-ups by any acquiring merchant or merchant establishments, computing any qualifying transaction, any breakdown or malfunction in any computer system or equipment) and/or any evidence, information, notices, letters or correspondence lost, stolen or misdirected in the postal system, by telecommunication authorities or any other parties, and the consequences arising from the non-receipt of such communication.
  - 3.7 When a qualified winner redeems his/her prize, he/she agrees that the laws of Singapore apply, without regard to principles of conflict of laws, and such laws will govern these Terms and Conditions. SimplyGo reserves the right to change these Terms and Conditions from time to time in its discretion to the extent permitted by law.
  - 3.8 SimplyGo reserves the right to investigate complaints or reported violations of these Terms and Conditions and to take any action SimplyGo deems appropriate, including, but not limited to reporting any suspected unlawful activity to law enforcement officials or regulators and disclosing any information necessary or appropriate to such persons.
  - 4. SimplyGo reserves the rights to postpone the Promotion Period, withdraw and forfeit any prizes without any further notice or liability to any party. Any changes in the Promotion Period will be published in an updated version of these T&Cs and in the FAQs for this Promotion, which can be

## TERMS & CONDITIONS – TOP UP & WIN CAMPAIGN

found on the SimplyGo website at: <https://www.simplygo.com.sg/top-up-campaign/>.

5. SimplyGo reserves the right to change these T&Cs from time to time at its discretion to the extent permitted by law.
6. SimplyGo's decision on all matters relating to this Promotion shall be final, conclusive and binding on all customers and any other person. SimplyGo has the sole discretion to exclude any person from participating in this Promotion without any obligation to furnish any notice and/or reason. No correspondence or claims will be entertained.
7. SimplyGo reserves the right to vary any of the terms and conditions herein, or withdraw, or suspend, or terminate this Promotion at any time without any further notice or liability to any party. In the event of any inconsistency between these Terms and Conditions and any brochures, marketing or promotional materials relating to this Promotion, these Terms and Conditions shall prevail.
8. These Terms and Conditions shall be governed by the laws of the Republic of Singapore.