

TERMS & CONDITIONS

Terms and Conditions – SimplyGo Transit Challenge

1. Eligibility

These terms and conditions (“Terms and Conditions”) shall apply to the ‘SimplyGo Transit Challenge’ (“Promotion”) organised by SimplyGo Pte. Ltd. (“SimplyGo”). This Promotion is open to the following eligible users (“Eligible Users”):

- (a) new SimplyGo app users who sign up during the Promotion Period,
- (b) existing EZ-Link app users who switch to the SimplyGo app from 26 September 2025 to 30 November 2025, and
- (c) existing SimplyGo app users (“Eligible Users”)

who make at least 25 public transport trips in each calendar month using an eligible travel card paired to their account. Eligible travel cards refer to the EZ-Link card, Concession card, SimplyGo EZ-Link card and SimplyGo Concession card (“Eligible Travel Cards”).

2. Promotion Period and Mechanics

- 2.1 The period during which public transport trips will be considered for this Promotion is from 1 October 2025 to 30 November 2025 (both dates inclusive) (“Promotion Period”).
- 2.2 By registering or taking part in this Promotion, you (“Participant”) 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 Eligible Users who make at least 25 public transport trips in a calendar month using an Eligible Travel Card during the Promotion Period. There will be one lucky draw after the end of each calendar month of the Promotion Period.
- 2.4 To qualify for this Promotion, Participants must fulfil all of the following criteria:
 - a) Downloaded the SimplyGo app and signed up for an account, and/or switched from EZ-Link app to SimplyGo app
 - b) Paired / Added any EZ-Link card, Concession card, SimplyGo EZ-Link card or SimplyGo Concession card to the SimplyGo app; and
 - c) Make at least 25 public transport trips using one of the travel cards listed in Clause 2.4 (b) in each calendar month of the Promotion Period.
- 2.5 Participants who fulfil all the criteria under Clause 2.4 and qualify for this Promotion will receive:
 - a) One (1) lucky draw chance – awarded to each registered SimplyGo app user based on the latest active Eligible Travel Card paired to their account; and
 - b) Double the lucky draw chance if you are an existing EZ-Link app user and switched over to the SimplyGo app during the period from 26 September 2025 to 30 November 2025.

TERMS & CONDITIONS

2.6 Promotion Mechanics:

- a) A qualifying trip is based on a single ride made on one mode of public transport (bus or train) from the point of entry (tap in) to the point of exit (tap out) during the Promotion Period. A minimum of 25 trips is required within a calendar month in order to qualify for this Promotion.
- b) Participants are to ensure that they have successfully tapped in and out for each public transport trip during the Promotion Period for the trips to be captured in SimplyGo's system and posted within the Promotion Period in order to qualify for this Promotion.
- c) For the avoidance of doubt, if a user performed an account sync on the SimplyGo app before 26 September 2025 or after 30 November 2025, **and** made 25 public transport trips using an Eligible Travel Card during the Promotion Period, user will only qualify for one (1) lucky draw entry.

3. Prizes

Participants will stand a chance to win a \$60 transit eVoucher (electronic voucher) ("Prize") for the Promotion.

- a) A total of 1,600 winners will win a \$60 eVoucher credited to their Eligible Travel Card. Below are the lucky draw dates and number of winners per draw. SimplyGo reserves the right to postpone the draw dates without any notice or liability to any party.

Period No.	Qualifying Period	Prize	Number of Winners
1	1 October to 31 October 2025	\$60 eVoucher	800 winners
2	1 November to 30 November 2025	\$60 eVoucher	800 winners

- b) The \$60 eVoucher is valid for three months from issuance. Winners will need to credit the eVoucher to their Eligible Travel Card within the validity period indicated in the SimplyGo app. Upon expiration, winners will forfeit their Prize without any further notice or liability from SimplyGo and SimplyGo will not entertain any request for extension of the validity period.
- c) An electronic direct mailer will also be sent to winners' email address registered with the SimplyGo app to inform about the crediting of eVoucher to their account and redemption steps. Eligible Users are to ensure that the email registered with the SimplyGo app is correct in order to receive any notification of the lucky draw results.

- 3.1 All Prizes received by the winner through 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 payment charged by SimplyGo or any outstanding amounts owed to SimplyGo prior to and/or after the winner's participation in this Promotion.

TERMS & CONDITIONS

- 3.2 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 public transport trip made by the participant, the computing of the qualifying trip, 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.
- 3.3 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.
- 3.4 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 right to postpone the Promotion Period, withdraw 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 found on the SimplyGo website at: <https://www.simplygo.com.sg/simplygo-transit-challenge/>.
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.