UOB 大华银行

Frequently Asked Questions

1. **What is SimplyGo (previously known as "Account-Based Ticketing (ABT) System")? What does SimplyGo mean? What are the benefits of SimplyGo?**

   'SimplyGo' brings more ease and convenience to commuters by widening the range of e-payment options in transit. With SimplyGo, commuters can use their UOB contactless cards, or mobile wallet[#] on transit, thereby eliminating the need for top-ups. Similar to any contactless purchase, commuters simply take the card out of wallet, tap and go. Bus and train transactions will be processed, accumulated and charged to the credit or debit card.

   Furthermore, commuters can enjoy added convenience by signing up for a SimplyGo account and register their travel cards, to have access to their travel history and transactions via the TransitLink SimplyGo Portal or TL SimplyGo mobile app, anytime, anywhere, regardless of the card they choose to use on transit.

   [#]*Apple Pay, Fitbit Pay, and Samsung Pay.*

2. **What type of cards can be used for SimplyGo?**

   From 4 April 2019, all UOB Mastercard contactless cards will be accepted in public transit.

   Fig 1. Accepted Contactless Card Types from April 2019

3. **How do I register for a SimplyGo account?**

   You may visit the TransitLink SimplyGo Portal or download the TL SimplyGo mobile app to register for a SimplyGo account. You will be required to create a password to login to your account. Please login to your account and go to "My Cards" page to add your UOB Mastercard contactless card.

4. **Will there be additional charges when I tap & pay for the rides?**

   No, there would not be any additional charges.

5. **How do I use my mobile payment for transit?**

   Using mobile payment for transit usage is the same as UOB Mastercard contactless card. You can use the below mobile payment mode:
   - Apple Pay
   - Fitbit Pay
   - Samsung Pay

To ensure smoother usage of mobile payments, you will need to take note of the following:

1. Tap in and out using the same mobile payment mode with the same card
A transaction will not be successful if there is a mixture of card usage and mobile payment usage, albeit the card is the same. They will be treated as separate transactions and you may incur multiple charges.

2. You will need to enable your mobile payment
Like any retail transactions, you will need to enable your mobile payment before usage. For faster entry and exit, it is recommended that you enable your mobile payment before approaching the fare gates.

3. Your mobile payment mode may require data network for transactions to be completed
Please contact your mobile payment provider for more information.

4. Ensure that there is sufficient battery in your mobile device
Like any other device usage, your mobile payment requires power. Henceforth, you should ensure there is sufficient battery during your journey for mobile payment usage.

6. Is my phone model compatible for transit usage?

Below is a list of phone models and operating system versions which have been tested:
For Apple Pay:

Model Device	OS Version
iPhone 6 Plus	11.4.1 (15G77)
iPhone 7 Plus	11.4.1 (15F77)
Apple Watch Series 1	4.3.2 (15U70)
Apple Watch Series 2	4.3.2 (15U70)
iPhone Xs	12.0 (16A366)
iPhone Xr	12.1.4 (16D57)
Apple Watch Series 4	5.1.3 (16S535)
iPhone Xs Max	12.1 (16B92)
iPhone X	12.0 (16A5318d)
iPhone 8 Plus	11.4 (15F79)
iPhone 8	11.4 (15F79)
Apple Watch Series 3	4.0 (15R607)
iPhone 6 Plus	11.4.1 (15G77)
iPhone 7 Plus	11.4.1 (15F77)

For Fitbit Pay:

Model Device	OS Version
Fitbit Charge 3	28.20001.44.36
Fitbit Versa	32.32.4.19

For Samsung Pay:

Model Device	OS Version
Samsung Galaxy S6 Edge	7.0
Samsung Galaxy S8	8.0.0
Samsung Galaxy S8+	8.0.0
Samsung Galaxy Note8	8.0.0
Google Pixel 2 XL	8.1.0

Some mobile device models or mobile payment may not be accepted at fare readers. Only tested devices are recommended for use in transit.

7. **Can I use my UOB Card to make payment for all train and public bus services?**

You can pay for both train and public bus fares (basic, premium and express bus services) with your Mastercard contactless bank card, except for private buses.

Please note that for premium bus services, your UOB Card can be used to pay for fares only if they are operated by public transport operators (PTOs) and not private operators. All PTO-operated buses (basic, premium and express bus services) are installed with a standard card reader as shown below.

8. **Are there any charges to the fares when using my UOB Card for transit?**

The fares charged using locally-issued contactless bank cards are the same as existing card fares. Please refer to www.ptc.gov.sg/regulation/bus-rail/fare-structure for more information on fares. Please note that concessionary fares and travel passes are not available for usage with contactless bank cards.

9. **How would I be billed for transit payments using Mastercard contactless bank card?**

The transactions will be processed, accumulated for up to 5 days or after a total of $15 is spent on transit fares, whichever is earlier, and charged to your UOB Card with the merchant descriptor name "BUS/MRT". Charges are aggregated to keep the credit/debit card statement short and concise.

To view the breakdown of the aggregated fares, please login to your SimplyGo account on the TransitLink SimplyGo Portal or TL SimplyGo mobile app.

10. Will the fare amount be displayed on the fare reader when I tap to exit using my Mastercard contactless bank card?

When using your Mastercard contactless bank card for transit payment, the fare reader will display "Bank Card Usage" when you tap to exit. You will be able to view the details of each transaction in your SimplyGo account on the TransitLink SimplyGo Portal or TL SimplyGo mobile app.

11. Why am I unable to see the fare charged on the fare reader at the point of exit?
Due to the system nature of SimplyGo, the computation of fare calculation is calculated at the back-end and not instantaneous. Hence, the fares charged are not displayed on the fare reader at the point of exit.

To be notified of the fare charge for each trip and to view the details of past transactions, please sign up a SimplyGo account.

12. How do I register for a SimplyGo account?
You may visit the TransitLink SimplyGo Portal or TL SimplyGo mobile app to register for a SimplyGo account. You will be required to create a password to login to your account. Please login to your account and go to "My Cards" page to add your contactless bank card.

13. What are the benefits of having a SimplyGo account?
Commuters using SimplyGo can register for a SimplyGo account and link different contactless cards on the TransitLink SimplyGo Portal and via the TL SimplyGo mobile app.

With a SimplyGo account, commuters can enjoy the convenience of viewing their travel expenditure and history on-the-go. Registered users of contactless bank cards can also opt to receive push notifications for travel fares and claim approvals using the TL SimplyGo mobile app on their smartphones. Other services include submitting travel claims and viewing of claim status, as well as making payment for penalty fees.

Commuters can access their SimplyGo account at the TransitLink SimplyGo Portal or via the TL SimplyGo mobile app which will also offer concession card-related services and transit information. More services will be rolled out progressively on the portal based on commuter needs.

14. I am a supplementary Cardmember, can I use my UOB Card for SimplyGo?
Yes, supplementary cards are accepted as well.

For UOB Lady's Debit Cardmembers:

15. How do I know if my UOB lady's Debit Card has CEPAS/NETS FlashPay functionality?

To find out if your UOB Lady's Card has CEPAS/NETS FlashPay functionality, turn to the back of your card and look for the CEPAS logo. If exists, then the card has CEPAS/NETS FlashPay functionality.
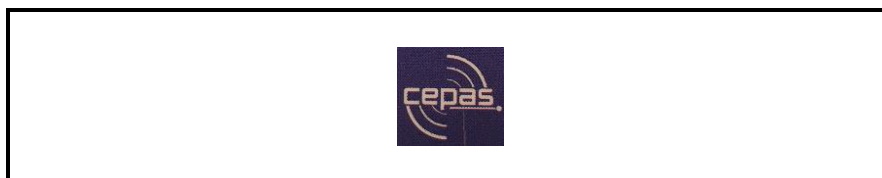
Fig 2. CEPAS Logo

16. What is the difference between using UOB Lady's Debit Cards with NETS FlashPay functionality and other UOB Mastercard contactless Cards?

Commuters who currently use UOB Lady's Card with NETS FlashPay functionality require upfront top-ups. With the launch of SimplyGo in April 2019, commuters would have an option to be able to use their UOB Lady's Debit Card for fare payments directly via contactless payment, subject to the availability of credit/funds in their cards. The travel transactions will be processed, accumulated and charged to the UOB Lady's Card, as with any other contactless purchase. Please refer to Q17 for step-by-step guide on how to switch.

For other UOB Mastercard contactless cards, you just need to tap your UOB Mastercard contactless Card at the fare reader at the train gantry or in the bus at the point of boarding and alighting. The fare reader will display "Bank Card Usage".

17. How do I enable contactless payment for transit on my UOB Lady's Debit Card?

For UOB Lady's Debit Cards that comes with CEPAS/NETS FlashPay functionality, the NETS FlashPay function will be the default payment mode for transit. If you would like to use contactless payment for transit, you will need to visit the General Ticketing Machines at any train station to switch to contactless payment mode.

Step 1

Step 2

United Overseas Bank Limited Co. Reg No. 193500026Z

11 March 2019
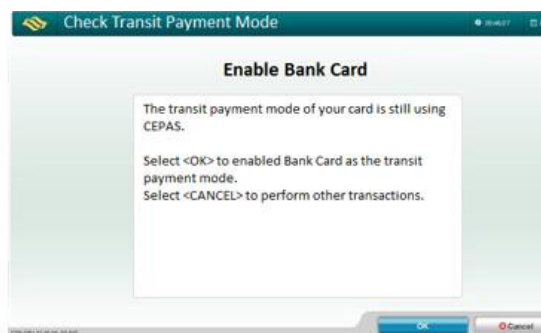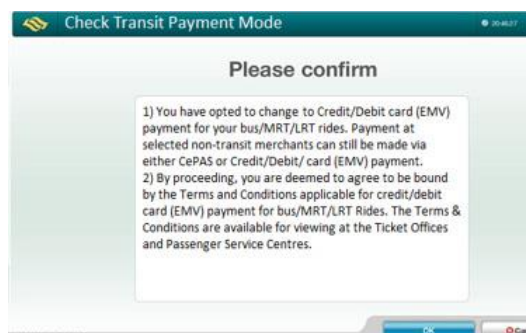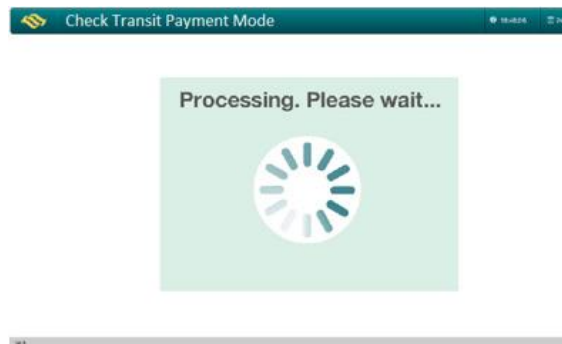
Step 3

Step 4

18. Can I still use the NETS FlashPay function on my existing UOB Card for retail purchases after switching to the Mastercard contactless payment mode for transit?

Yes, you can still use your NETS FlashPay function on your card for retail purchases.

19. Will the remaining stored value in the NETS FlashPay purse of my registered Mastercard contactless bank card be automatically refunded to me when I switch to contactless payment at the General Ticketing Machines?

The remaining stored value will not be refunded automatically. You may present your card at any TransitLink Ticket Office for a refund of the remaining value in the NETS FlashPay purse.

Upon refund, you will not be able to use the NETS Flashpay functionality in future. This includes switching the payment mode of your contactless bank card back to NETS FlashPay functionality, topping up your NETS Flashpay purse, or use the NETS Flashpay for retail purchases.

20. Where can I refer to for more information?

Visit abt.transitlink.com.sg/FAQs for more information on the Account-Based Ticketing (ABT) pilot. For enquiries on marketing promotions, please contact UOB at 1800-222-2121.