

DBS Live Fresh Card

Frequently Asked Questions for SimplyGo, EZ-Link Functionality & EZ-Reload Facility

SimplyGo & EZ-Link Functionality

1. What is SimplyGo? What are the benefits of SimplyGo?

SimplyGo brings more ease and convenience to commuters by widening the range of e-payment options for transit. With SimplyGo, you can choose to use your DBS Live Fresh Card (“Card”) or mobile wallet (Apple Pay, Fitbit Pay, Google Pay and Samsung Pay) as your travel card on public transport. You don’t need to carry a separate travel card or make any upfront top-ups before travelling. Like any contactless card transaction, you simply take the Card out of your wallet, tap and go. The fares will be accumulated daily and charged to your Card.

Furthermore, you can view your travel history and fare details by signing up for a SimplyGo account and registering your travel card via the [TransitLink SimplyGo Portal](#) or TL SimplyGo mobile app, anytime, anywhere.

2. Can my DBS Live Fresh Card be used for SimplyGo?

At the start of Visa SimplyGo launch from 6 June 2019, your DBS Live Fresh Card with the EMVCo Contactless Indicator (as shown in the picture below) will be accepted for transit.



Note: Cards expiring between May 2019 and April 2020 are not enabled for SimplyGo. To request for an enabled SimplyGo replacement card, please visit DBS digibank.

3. How do I use my DBS Live Fresh Card for SimplyGo?

For cards issued from 6 June 2019 onwards, you just need to tap your DBS Live Fresh 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”.

For cards issued before 6 June 2019, please refer to Question 7.

4. Is there additional charge when I use my DBS Live Fresh Card for SimplyGo?

There is no additional charge when you use your DBS Live Fresh Card for SimplyGo. Please refer to <http://www.ptc.gov.sg/regulation/bus-rail/fare-structure> for more information on fares.

5. Can I use my DBS Live Fresh Card for SimplyGo if I have insufficient credit?

You will not be able to use your DBS Live Fresh Card for SimplyGo if you have insufficient credit in your card account. You will encounter the following messages on the fare devices (as shown in the pictures below).

Please visit DBS digibank if you wish to check the adequacy of credit in your card account.



Fare gates at MRT and LRT stations



Card readers on buses

6. What is the difference between topping up the EZ-Link wallet on my DBS Live Fresh Card and using my DBS Live Fresh card on SimplyGo?

Your DBS Live Fresh Card with EZ-Link functionality requires upfront top-ups. Such top-ups are not necessary when you switch to SimplyGo.

To find out if your Card has an EZ-Link functionality, turn to the back of your Card and look for the EZ-Link logo (as shown in the picture below). If it exists, your Card has EZ-Link functionality.



7. How do I enable my DBS Live Fresh Card for SimplyGo if my Card comes with EZ-Link functionality?

If your DBS Live Fresh Card comes with EZ-Link functionality, the EZ-Link function will be the default payment mode for transit.

To use SimplyGo with your Card, you will need to visit the General Ticketing Machine (GTM) located at any MRT and LRT station to switch to contactless payment mode (steps as shown in the pictures below).



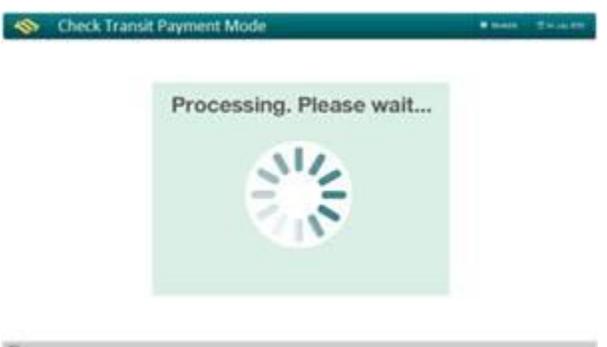
Step 1



Step 2



Step 3



Step 4



Step 5

8. Why can't I switch to contactless payment mode at the GTMs?

This could be due to the following reasons:

- 1) The EZ-Link purse on your DBS Live Fresh Card has expired prior to the card expiry date (e.g. the EZ-Link purse expired on 1 April 2019, but your Card expires in December 2019).
- 2) There was a balance amount in your EZ-Link purse, and you had requested for a refund before switching payment mode at the GTM. For this case, the GTM will not be able to detect the EZ-Link purse anymore and will prompt the following error message – "Card is Rejected and No Longer Valid".

You may provision the card on your mobile or wearable devices to tap to pay on transit. Alternatively, to get a transit-ready card, request for a card replacement via DBS digibank.

9. What will happen to the remaining stored value in the EZ-Link purse of my DBS Live Fresh Card after I switch the payment mode?

The remaining stored value will remain in the EZ-Link purse and can be used for retail purchases. You can also choose to refund the remaining stored value at any TransitLink Ticket Office.

Before proceeding to a TransitLink Ticket Office to refund your remaining stored value, you will need to visit a GTM (available at all MRT and LRT stations) to switch to contactless bank card payment mode for transit usage.

Upon refund, you will not be able to use the EZ-Link functionality. This includes switching the payment mode of your DBS Live Fresh Card back to EZ-Link functionality or vice versa, topping up your EZ-Link purse, or using the EZ-Link purse for retail purchases.

10. Can I still use the EZ-Link functionality on my DBS Live Fresh Card for retail purchases after switching to the contactless bank payment mode for transit?

You can still use your EZ-Link functionality on your DBS Live Fresh Card for retail purchases, provided you have not done a refund of the remaining value in the EZ-Link purse.

EZ-Reload Facility

1. What is EZ-Reload?

EZ-Reload is a service by EZ-Link that allows the EZ-Link purse in your DBS Live Fresh Card to be automatically topped-up whenever the Card is tapped, and the remaining stored value is insufficient for the next transaction.

With each auto top-up, your card account will be debited with the designated top-up amount of S\$40.

2. How do I change the EZ-Reload top-up amount on my DBS Live Fresh Card?

If you wish to change the default S\$40 EZ-Reload amount, please refer to the steps below. Please allow up to 4 weeks for the change to be made.

Step 1:

If your EZ-Reload facility has been activated:

Please proceed to any TransitLink Ticket Office to terminate the default S\$40 EZ-Reload facility.

If your EZ-Reload facility has not been activated:

Please click [here](#) to request to terminate the default S\$40 EZ-Reload amount. If you encounter any issues, you may also call EZ-Link at 6496 8300.

Step 2:

Please allow at least 7 working days for your account to be updated before reapplying for the EZ-Reload facility with a new EZ-Reload amount. You may do so by logging on to www.ezlink.com.sg.

Step 3:

You will receive a new activation code via SMS within 3 working days from successful application.

3. Can I deactivate the EZ-Reload facility if I do not wish to use it on my DBS Live Fresh Card?

If you have not activated the facility, you can cancel your application online [here](#).

If you have already activated the EZ-Reload facility, deactivation can be done at any TransitLink Ticket Office with your DBS Live Fresh Card and NRIC/Passport.

Please note that if you have performed one of the transactions below in the past four days, you will not be able to deactivate the EZ-Reload facility. Please wait for another 7 days for your account to be updated, before you deactivate the facility.

1. Activation of the EZ-Reload facility
2. Auto Top-up
3. Settlement of outstanding amount

After deactivation, the remaining EZ-Link value will remain in the EZ-Link card. However, please remember to manually top-up when the value runs low.

4. What shall I do if my DBS Live Fresh Card is damaged and I need a refund on the EZ-Link stored value?

Kindly contact DBS to issue a replacement card to you as the damaged card will be retained for a refund to be processed. Please note that the replacement card will no longer have EZ-Link functionality and will not be automatically enrolled for EZ-Reload.

You may proceed to any TransitLink Ticket Office for a refund personally with your damaged card and NRIC/Passport thereafter.

For steps on how to get a refund for EZ-Link purse on your damaged card, please visit go.dbs.com/sg-cepasrefund.

5. Is DBS able to block the EZ-Link purse on my DBS Live Fresh Card in case of theft or loss?

DBS only has access to the credit card component.

If EZ-Reload has been activated on your DBS Live Fresh Card, you may call EZ-Link to block the EZ-Link purse in your Card. EZ-Link will block the EZ-Link purse on your Card and terminate the EZ-Reload facility within 48 hours. The remaining value of your EZ-Link purse will be refunded back to your card account (within 1 month).

If EZ-Reload was not activated on your Card, EZ-Link will not be able to block the card as EZ-Link does not have your information to block the card and refund its value.

6. I had activated the EZ-Reload facility on my previous DBS Live Fresh Card. Why am I unable to activate the EZ-Reload facility on my replaced/renewed Card?

Effective 6 June 2019, all new, replacement and renewal cards issued for DBS Live Fresh Card will no longer have the EZ-Link functionality. Hence, the EZ-Reload facility cannot be activated.

7. What will happen to the existing value in my EZ-Link purse on my previous DBS Live Fresh Card? Can I continue to use this for transit rides?

If the EZ-Link purse is still valid, you may continue to use the value in your EZ-Link purse on your previous DBS Live Fresh Card or opt to request for a refund.

You may check your EZ-Link purse validity at the GTM.

For steps on how to get a refund for EZ-Link purse, please visit go.dbs.com/sg-cepasrefund.

8. How can I contact EZ-Link if I require any clarification?

For any enquiries or terms and conditions related to the EZ-Link feature, please visit <http://www.ezlink.com.sg> or call EZ-Link Hotline at 6496 8300 (Operating hours: 8am to 6pm daily, except Public Holidays).