



Frequently Asked Questions (FAQ)

What are the changes that will be made to the Citi SMRT Card effective 13 July 2022?

Discontinuation of EZ-Link stored value facility

Effective **13 July 2022**, all replacement, renewal & newly issued Citi SMRT Cards will be issued without the EZ-Link stored value facility.

For cards issued before **13 July 2022**, you may continue to use the EZ-Link stored value facility on your Citi SMRT Card until it expires, or you can visit any TransitLink Ticket Office and present your old Citi SMRT Card with the EZ-Link stored value facility to obtain a refund for the remaining value before the expiry of the old card.

If you have a Citi SMRT card issued before **13 July 2022**, you may continue to use the EZ-Link stored value facility on your Citi SMRT Card until it expires.

Removal of EZ-Link Auto Top-Up from the Citi SMRT\$ Rewards Program

EZ-Link Auto Top-Up transactions will no longer be eligible to earn both base (0.3% SMRT\$) and bonus (4.7% SMRT\$) rewards.

If your Citi SMRT Card has the EZ-Link stored value facility, you may continue to perform EZ-Link Auto Top-Up transactions on your Citi SMRT Card but no rewards will be awarded.

I am currently holding a Citi SMRT Card. Does this mean my EZ-Link stored value facility will stop working from 13 July 2022 onwards?

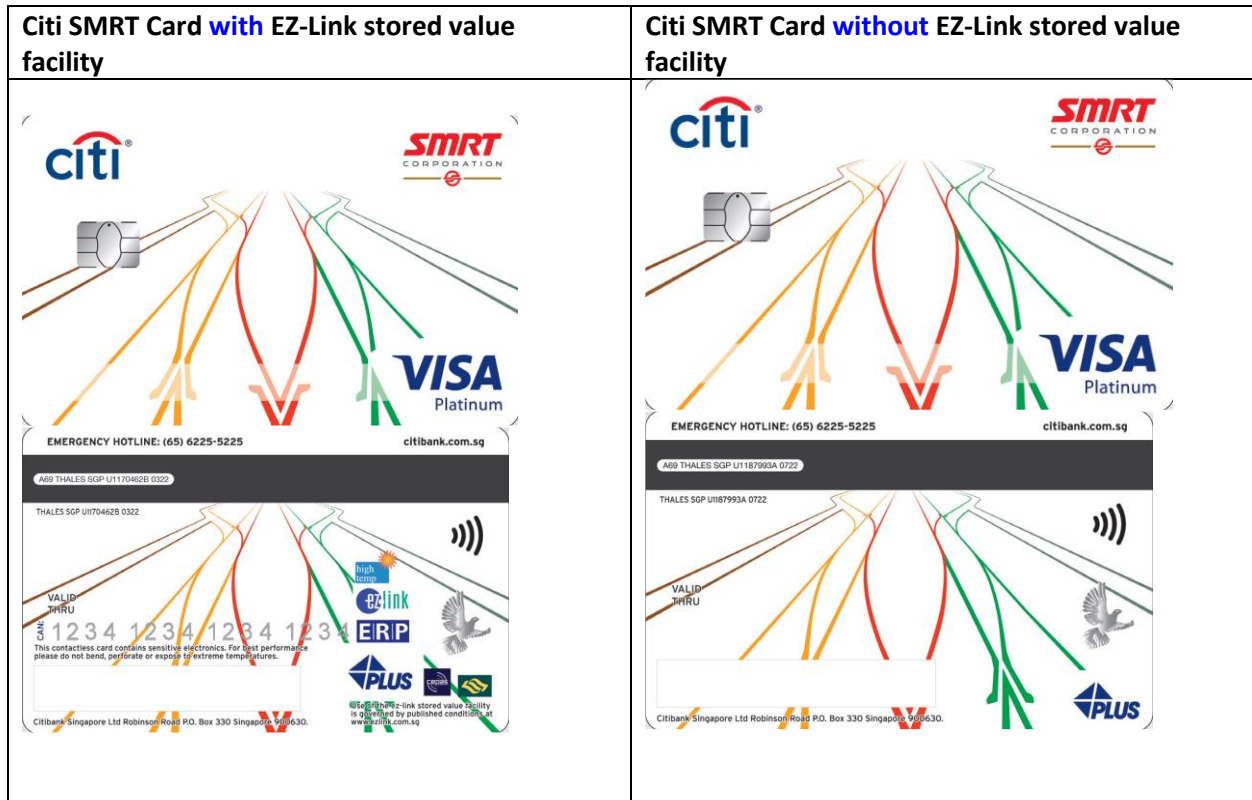
No, there is no impact to your existing EZ-Link stored value facility on your Citi SMRT Card. You may continue to use the EZ-Link stored value facility until your Citi SMRT Card expires. However, any subsequent replacement or renewal Citi SMRT Card sent to you will no longer have the EZ-Link stored value facility.

I am currently using EZ-Link Auto Top-Up on my Citi SMRT Card. Does this mean I can no longer use EZ-Link Auto Top-Up from 13 July 2022 onwards?

No, you may continue to perform EZ-Link Auto Top-Up transactions on your Citi SMRT Card since your card has the EZ-Link stored value facility. However, you will no longer earn both base (0.3%) and bonus (4.7%) SMRT\$ on your EZ-Link Auto-Top-up transactions.

How can I tell if my Citi SMRT Card has the EZ-Link stored value facility?

Please check the back of your Citi SMRT Card:



How can I continue to earn up to 5% SMRT\$ rewards on my bus and train rides?

You can continue to earn up to 5%* SMRT\$ on your bus and train rides when you switch your payment mode of your Citi SMRT Card from EZ-Link stored value facility to SimplyGo[^]. To switch your payment mode, please visit any General Ticketing Machine (GTM) located at all MRT and LRT stations. Please bring your Citi SMRT Card with you.

* For monthly retail spend of less than S\$500, SimplyGo transactions will earn the base rate of 0.3% only.

[^] For more information on switching to SimplyGo, please visit the TransitLink SimplyGo website.

<https://simplygo.transitlink.com.sg/FAQs>

What is SimplyGo?

SimplyGo is an island-wide initiative that enables credit cardholders to pay for bus and train rides by tapping the credit card directly at the gantry. This means that there is no need to top up an EZ-Link stored value facility in order to pay for bus and train rides anymore.

To learn more, please visit the TransitLink SimplyGo website.

<https://simplygo.transitlink.com.sg/>

How can I use SimplyGo on my Citi SMRT Card?

You can enable SimplyGo in 3 ways:

1. SimplyGo via mobile payment

You can provision your Citi SMRT Card on your mobile phone for mobile payment. Upon such provisioning, the mobile payments made for your bus or train rides are automatically tagged as SimplyGo transactions.

To learn more, visit <https://simplygo.transitlink.com.sg/>

2. Switch to SimplyGo at any GTM for physical Citi SMRT Card

The EZ-Link stored value facility is the default payment mode (for bus and train rides) on your physical Citi SMRT Card. To enable SimplyGo transactions on your physical Citi SMRT Card with the EZ-Link stored value facility, please visit any GTM located at all MRT and LRT stations.

To learn more, please visit the TransitLink SimplyGo website and refer to the section 'Bank Card Usage – Contactless Bank Cards with EZ-Link/NETS FlashPay Functionality'
<https://simplygo.transitlink.com.sg/FAQs>

3. Request for a replacement Citi SMRT Card

If you are unable to switch to SimplyGo at the GTM, please contact Citiphone at 6225-5225 to request for a replacement Citi SMRT Card **after 13 July 2022**. Your replacement card will automatically be enabled for SimplyGo transactions.

I have just received my new, replaced/renewed Citi SMRT Card that no longer has the EZ-Link stored value facility. How can I get a refund on the remaining value I had in my old Citi SMRT Card?

Simply visit any TransitLink Ticket Office and present your old Citi SMRT Card with the EZ-Link stored value facility to obtain a refund for the remaining value.

To learn more, please visit EZ-Link's website.
<https://ezlink.com.sg>

I would like to switch to SimplyGo. However, I am still on EZ-Link Auto Top-up and I still have remaining balance in my EZ-Link stored value facility. Can I get a refund?

Yes, you can. Simply visit any TransitLink Ticket Office and present your Citi SMRT Card to terminate your EZ-Link Auto Top-Up and obtain a refund for the remaining value. The remaining value on the EZ-Link stored value facility will be refunded to your Citi SMRT Card within 4 weeks.

To learn more, please visit EZ-Link's website.
<https://ezlink.com.sg>

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