

Connectivity Issue Affecting SimplyGo EZ-Link and SimplyGo Concession Cards

We are currently experiencing a connectivity issue due to a disruption with the Microsoft Azure cloud service. We are working closely with the service provider on service restoration.

As a result, the following services related to SimplyGo EZ-Link/Concession cards and the EZ-Link Wallet are affected:

SimplyGo EZ-Link and SimplyGo Concession Features:

1. Top-ups
2. Upgrading of cards
3. Refund of cards
4. Checking of transaction history
5. Usage of cards at **non-transit** merchants

Usage of cards for transit is not affected for SimplyGo EZ-Link cards with sufficient value.

EZ-Link Wallet:

1. Top-ups
2. Payments via SGQR or Mastercard
3. Checking of transaction history

We sincerely apologize for the inconvenience caused.