

Updates to the EZ-Reload Application Process for Citibank SMRT Credit Cards

With effect from 28 September 2020, the application process for the EZ-Reload function on Citibank SMRT credit cards will be updated. EZ-Reload enables customers to automatically top up the EZ-Link Facility on their Citibank SMRT Credit Card when there is insufficient value.

Customers[^] who wish to apply for EZ-Reload, can do so directly via the EZ-Link mobile app. This enables customers to obtain instant application approval, with the activation code generated immediately*.

To apply for EZ-Reload for your Citibank SMRT credit card, please refer to the following steps:

1. Download the EZ-Link mobile application for Apple IOS/Android
2. Create your account and register your EZ-Link 16 digit CAN ID (found at the back of your Citibank SMRT Credit Card – 1009 XXXX XXXX XXXX)
3. Select the 'Auto Top up' icon and complete the necessary steps.

For more details on Application and Activation of EZ-Reload, visit <https://www.ezlink.com.sg/ez-reload-on-ez-link-app>

[^]Applicable to all newly issued, replacement and renewal cards only. Customers who are using EZ-Reload on their existing Citibank SMRT credit cards are not affected.

*There is no change in the EZ-Reload activation process. Customer who are using Apple/Android (without NFC function) devices are required to activate their EZ-Reload at General Ticketing Machines (GTM). Customers using Android devices with NFC function can activate their EZ-Reload within the EZ-Link mobile app.

