

Terms and Conditions – EZ-Link 'Top up via EZ-Link app & earn cashback!' Promotion

1. Eligibility

The EZ-Link 'Top up via EZ-Link app & earn cashback!' promotion ("Promotion") is only open to registered EZ-Link App users on Android phones with an activated EZ-Link Wallet and eligible EZ-Link cards. Eligible EZ-Link cards include all Adult Anonymous (AA) EZ-Link cards and Concession cards.

2. Qualifying Period and Campaign Mechanics

2.1. The Qualifying Period for top-ups will be from 1 November 2020 to 30 April 2021.

2.2. Campaign Mechanics:

a. Cashback:

- i. Minimum top-up of \$10 per transaction is required to be eligible for each \$0.50 cashback.
- ii. \$0.50 cashback will be given to each of the first four ad-hoc top-ups or Express top-ups ("top-ups") transactions of the month for each eligible EZ-Link card as stipulated in Clause 1.
- iii. The cashback will be credited into the EZ-Link Wallet. No request for the cashback to be in cash, or other means will be entertained.

2.3. Calculation of qualifying top-ups is based on the dates of successful top-ups made on the EZ-Link cards via the EZ-Link App. All top-ups of minimum \$10 made via the EZ-Link App qualify as successful top-ups.

2.4 The campaign is limited to the number of card top-ups each month on a first-come-first-served basis, during the qualifying period, based on card type shown in the table:

	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	April '21
AA	70,000	78,000	84,000	92,000	98,000	106,000
CC	130,000	142,000	156,000	168,000	182,000	194,000
Total	200,000	220,000	240,000	260,000	280,000	300,000

2.5. All top-ups made during the Qualifying Period must be posted and captured in EZ-Link's system within 3 days from the date of the top-ups, and this must also fall within the Qualifying Period.

2.6. EZ-Link App users shall be responsible to ensure that any cashback to be credited to the EZ-Link Wallet under this Promotion will not at any time result in the EZ-Link Wallet amount exceeding \$5,000. Where any crediting of the cashback into the EZ-Link Wallet would result in the amount exceeding \$5,000, the cashback will be deemed ineligible, and the EZ-Link App users will not be entitled to the cashback.

2.7. EZ-Link shall not be responsible for any failure or delay in the transmission of evidence of top-up transactions by any acquiring merchant, merchant establishments, postal or telecommunication authorities or any other party.

2.8. Only top-ups performed where there is an activated EZ-Link Wallet will be eligible for this Promotion.

2.9. Any discrepancy in relation to this Promotion shall be reported to EZ-Link via our Customer Service Channel(s) within 3 working days from the date of such discrepancy arising, failing which EZ-Link shall deem any such transactions as accurate and effective. For the avoidance of doubt, EZ-Link shall no longer be obliged to rectify any discrepancies upon expiry of the aforementioned timeframe of 3 working days.

a. Customer Service Channels:

- i. EZ-Link's Facebook Messenger
- ii. EZ-Link's Hotline at 6496 8300
- iii. Email EZ-Link's customer service at customerservice@ezlink.com.sg

2.10. All cashback received by the EZ-Link App users from this Promotion is ineligible for any form of administrative payments charged by EZ-Link, which includes but is not limited to the administrative fee charged for wallet closures.

2.11. EZ-Link reserves the right to vary any of the terms and conditions herein without any further notice.