

**TERMS AND CONDITIONS - EZ-LINK "SIMPLYGO CONCESSION LUCKY DRAW" CAMPAIGN**  
**(31 August 2022 – 30 November 2022)**

1. Eligibility

These terms and conditions ("Terms and Conditions") shall apply to the EZ-Link 'SimplyGo Concession Lucky Draw' campaign ("Campaign") which is only open to registered EZ-Link App users who have successfully added their upgraded SimplyGo Concession card(s) to the EZ-Link App. Eligible EZ-Link cards refer to Concession cards that have been upgraded to the SimplyGo Concession card format. This Campaign is only open to the following concession groups: University Graduates, Polytechnic Students, Full-time National Servicemen, Institute of Technical Education Students.

2. Campaign Period

The Campaign Period will run from 31 August 2022 to 30 November 2022 (both dates inclusive) ("Campaign Period").

3. Campaign Mechanics

To qualify for the lucky draw(s), you must fulfil all of the following criteria:

- i. You must have a valid account on the EZ-Link App during the Campaign Period;
- ii. You must have upgraded your concession card to SimplyGo Concession card at any Ticketing machine, any TransitLink Ticket Office, or via Recarding at any TransitLink Ticket Office; and
- iii. You must have added your upgraded SimplyGo Concession card to your EZ-Link App account during the Campaign Period.

NOTE: Upgraded SimplyGo Concession cards that are added before 31 August 2022 will not be eligible for the lucky draw(s).

NOTE: Employees of EZ-Link Pte Ltd are not eligible to participate in this Campaign.

4. Monthly Lucky Draw

- i. We will conduct lucky draws on a monthly basis for the following three (3) qualifying periods:
  - 31 August 2022 – 30 September 2022 ("Qualifying Period 1")
  - 01 October 2022 – 31 October 2022 ("Qualifying Period 2")
  - 01 November 2022 – 30 November 2022 ("Qualifying Period 3")
- ii. You will be entitled to a maximum of one (1) lucky draw chance when you have completed all of the above criteria stated in Clause 3 within any of the qualifying periods;
- iii. There will be one (1) lucky draw held at the end of each qualifying period and a total of three hundred (300) winners will be picked across the three (3) lucky draws.
- iv. One (1) registered EZ-Link App account is entitled to receive a maximum of one (1) prize for this Campaign, regardless of the number of active SimplyGo Concession cards added to the registered EZ-Link App account.

- v. The draw date of campaign winners for each of the qualifying periods will be as follows:
  - 11 October 2022 for Qualifying Period 1
  - 15 November 2022 for Qualifying Period 2
  - 13 December 2022 for Qualifying Period 3
- 5. To receive their prize, eligible winners must:
  - i. Ensure that their EZ-Link App profile information is updated and accurate. Incomplete, inaccurate or invalid EZ-Link App profile information shall not be entitled to receive the prize;
  - ii. EZ-Link will inform the winners via the registered email address in their EZ-Link App account profile;
  - iii. Where applicable and if specified in the email sent to the winner(s), the winner(s) must make their way down to the Merchant's flagship store with their redemption letters to collect their prize within two (2) weeks from the date of email sent. Failure to collect the prize within the stipulated deadline will result in forfeiture of the prize.
  - iv. Winners of the lucky draws agree to allow EZ-Link to disclose their names in the announcements of the lucky draw results published by EZ-Link.
- 6. To receive the prize incentive in their EZ-Link Wallet where applicable, users must:
  - i. Activate their EZ-Link Wallet on the EZ-Link app before the expiry date of the redemption code set out in Clause 6(iii) of this Terms and Conditions; and
  - ii. Enter the redemption code that will be sent via the registered email address in their EZ-Link app account profile.
  - iii. The redemption code for the prize incentive will be sent via email within four (4) weeks from the date of the respective lucky draw results being posted on the Campaign webpage. Validity period of prize redemption will be stated on the email. In the event the redemption code for the prize incentive is not redeemed within four (4) weeks from the date of the email, EZ-Link reserves the right to forfeit the prize incentive.
- 7. EZ-Link reserves the right to withdraw and forfeit the prize(s).
- 8. EZ-Link reserves the right to postpone the lucky draw dates without any further notice or liability to any party. Any changes in the lucky draw dates and qualifying period will be published on an updated version of these Terms and Conditions which can be found on the EZ-Link website at <https://www.ezlink.com.sg/simplygo-concession-lucky-draw/>.
- 9. All upgrades completed during the Campaign Period must be posted and captured in EZ-Link's system within the Campaign Period in order to qualify for this Campaign.
- 10. Any discrepancy in relation to this Campaign shall be reported to EZ-Link via our Customer Service Channel(s) within the Campaign Period, failing which EZ-Link shall deem any such upgrade as accurate and effective and eligible to qualify for any of the three (3) lucky draws.

#### Customer Service Channels

- i. EZ-Link's Hotline at 6496-8300
- ii. EZ-Link's customer service email address: [customerservice@ezlink.com.sg](mailto:customerservice@ezlink.com.sg)

11. Prizes are not transferrable, exchangeable, refundable or redeemable for cash/credit in kind. Prizes also cannot be used to offset against any outstanding amounts owed to EZ-Link prior to this Campaign.
12. The Campaign is subject to the General Conditions of Issue and use for EZ-Link cards and Terms and Conditions for the EZ-Link Mobile Application and the EZ-Link Wallet, located at <https://www.ezlink.com.sg/terms/#ezlink-mobile-app>
13. EZ-Link will not be responsible for any injuries, loss, claim or damage suffered or incurred in connection with this Campaign (including but not limited to any error in computing any qualifying tokenisation, any breakdown or malfunction in any computer system or equipment) and/or any notices, letters or correspondence lost, stolen or misdirected in the postal system or telecommunication system, and the consequences arising from the non-receipt of such communication.
14. When a qualified winner receives or redeems his/her prize, he/she agrees that the laws of Singapore apply, without regard to principles of conflict of laws, and such laws will govern these Terms and Conditions. EZ-Link reserves the right to change these Terms and Conditions from time to time in its discretion to the extent permitted by law.
15. EZ-Link reserves the right to investigate complaints or reported violations of these Terms and Conditions and to take any action EZ-Link deems appropriate, including, but not limited to reporting any suspected unlawful activity to law enforcement officials or regulators and disclosing any information necessary or appropriate to such persons.
16. EZ-Link's decision on all matters relating to this Campaign shall be final, conclusive and binding on all cardholders and any other person. EZ-Link has the sole discretion to exclude any person from participating in this Campaign without any obligation to furnish any notice and/or reason. No correspondence or claims will be entertained.
17. EZ-Link reserves the right to vary any of the terms and conditions herein, or withdraw, or suspend, or terminate this Campaign at any time without any further notice or liability to any party. In the event of any inconsistency between these Terms and Conditions and any brochures, marketing or promotional materials relating to this campaign, these Terms and Conditions shall prevail.
18. These Terms and Conditions shall be governed by the laws of the Republic of Singapore.

*Correct as of 27 July 2022*