

## **Terms and Conditions – EZ-Link '\$2 Cashback' Promotion**

### **1. Eligibility**

These terms and conditions ("Terms and Conditions") shall apply to the EZ-Link '\$2 Cashback' promotion ("Promotion") which is open to all EZ-Link card users who have successfully upgraded their CEPAS EZ-Link card(s) to SimplyGo EZ-Link card(s) (previously known as Account-based EZ-Link card(s)). Eligible EZ-Link cards refer to cards that have been updated to the SimplyGo EZ-Link card and SimplyGO EZ-Link Concession card.

### **2. Qualifying Period and Campaign Mechanics**

2.1 The period during which upgrades to SimplyGo EZ-Link card(s) and SimplyGo Concession card(s) will be considered for this Promotion is from 1<sup>st</sup> January 2023 to 30<sup>th</sup> April 2023 (both dates inclusive) ("Qualifying Period"), while stocks last.

2.2 Campaign Mechanics:

a. Cashback:

- i. Upgrading of CEPAS EZ-Link/Concession card to SimplyGo EZ-Link / Concession card at all Ticketing machines or any TransitLink Ticket Office. Upgrades via Recarding at TransitLink Ticket Office will also be entitled to the cashback.
- ii. Two Singapore dollars (S\$2) of cashback value will instantly be awarded directly to the upgraded SimplyGo EZ-Link card after the card has been upgraded.
- iii. The cashback will be credited into the respective upgraded SimplyGo EZ-Link card purse directly. No request for the cashback to be awarded in cash or other means will be entertained. Users are to add the SimplyGo EZ-Link/Concession card onto the EZ-Link App to view the transaction history pertaining to the cashback.
- iv. When an existing user's EZ-Link card(s) is/are changed from a CEPAS EZ-Link card to a SimplyGo EZ-Link card during the Qualifying Period, the same cashback rules apply as per above.

2.3 Calculation of a qualifying cashback is based on the date(s) of successful upgrades made to the Card-based EZ-Link card(s). All upgrades made will qualify as successful upgrades.

2.4 The campaign is limited to the number of cards upgraded on a first-come-first-served basis, during the Qualifying Period, of up to three hundred thousand (300,000) upgraded cards.

2.5 Any discrepancy in relation to this Promotion shall be reported to EZ-Link via our Customer Service Channel(s) within three (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 three (3) working days.

a. Customer Service Channels

*Operating Hours: 8am to 6pm daily (excluding public holidays)*

- i. EZ-Link's Hotline at 6496 8300
  - ii. EZ-Link's customer service at [customerservice@ezlink.com.sg](mailto:customerservice@ezlink.com.sg)
- 2.6 All cashback received by the EZ-Link card users from this Promotion are not transferrable, exchangeable, or redeemable for cash/credit in kind. All cashback received also cannot be used to offset against any form of administrative payments charged by EZ-Link, which includes but is not limited to the administrative fee charged for wallet closures.
  - 2.7 EZ-Link will not be responsible for any injuries, loss, claim or damage suffered or incurred in connection with this Promotion (including but not limited to any error in computing any qualifying transaction, 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.
  - 2.8 When a qualified user receives or redeems his/her cashback, 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.
  - 2.9 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.
  - 2.10 EZ-Link's decision on all matters relating to this Promotion shall be final. No correspondence or claims will be entertained.
  - 2.11 EZ-Link reserves the right to vary these Terms and Conditions herein or suspend or terminate this Promotion without any prior 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 Promotion, these Terms and Conditions shall prevail.
  - 2.12 These Terms and Conditions shall be governed by the laws of the Republic of Singapore.

*Correct as of 3<sup>rd</sup> January 2023*