

## **Terms and Conditions – Lucky Bounce (“T&Cs”)**

1. The game T&Cs pertaining to the Lucky Bounce (“Campaign”) organised by EZ-Link Pte Ltd (“EZ-Link”) from 22 May 2023 to 16 June 2023 (“Campaign Period”) are stated below.
2. By registering or taking part in this Campaign, users agree to be bound by these T&Cs and the decision(s) of EZ-Link in relation to and in connection with this Campaign.
3. This Campaign is only open to registered EZ-Link app users with SimplyGo EZ-Link cards, including SimplyGo Concession cards.
4. To participate, users are required to download the EZ-Link App and have at least one (1) active SimplyGo EZ-Link card or SimplyGo Concession card added. Thereafter, users are to start the game listed under the ‘Discover’ tab in the EZ-Link App. Users will automatically be registered upon entering the game for the first time.
5. Users will receive one (1) in-game chance with each accumulated transit spend of two Singapore dollars (S\$2) via a SimplyGo EZ-Link card or each accumulated transit spend of one Singapore dollar (S\$1) via a SimplyGo Concession card in his/her EZ-Link app during the Campaign Period (“Qualifying Transactions”).
6. Transactions made through Corporate Cards profile are not eligible for the game play and incentives. These exclusions include but are not limited to transit cashbacks and computation of aggregated transit spent.
7. The cashback won from playing the ‘Lucky Bounce’ game (“Cashback”) will be credited directly into the user’s most recently used SimplyGo EZ-Link card or SimplyGo Concession card added into his/her EZ-Link app, which is linked to the game play. For the purposes of crediting the Cashback into the user’s SimplyGo EZ-Link card or SimplyGo Concession card in his/her EZ-Link app, a user must hold a valid SimplyGo EZ-Link card or SimplyGo Concession card and must agree to be contacted by EZ-Link, if deemed necessary.
8. Users are to update their EZ-Link App profile information before or within the Campaign Period. Incomplete or invalid EZ-Link App profile information shall not be entitled to receive any Cashback.
9. EZ-Link may at any time and in its sole and absolute discretion vary the Cashback value without any further notice or liability to any party. The varied Cashback value may be of lesser or bigger value than the original Cashback value.
10. EZ-Link reserves the rights to postpone the Campaign Period, withdraw and forfeit any Cashback without any further notice or liability to any party. Any changes in the Campaign Period will be published in an updated version of these T&Cs and in the FAQs for this Campaign, which can be found on the EZ-Link App within the ‘Lucky Bounce’ Game page under the ‘Discover’ Tab.
11. If a user’s SimplyGo EZ-Link card or SimplyGo Concession card has an accrued debt, the user will not be entitled to the Cashback. The Cashback will automatically be forfeited and will not be credited and reflected in the user’s SimplyGo EZ-Link card or SimplyGo Concession card. All users are required to settle all of their existing debt(s) to EZ-Link before they may be eligible for this Campaign.

12. All monies received by the users from this Campaign are not transferrable, exchangeable, refundable or redeemable for cash/credit in kind. All monies received also cannot be used to offset against any outstanding amounts owed to EZ-Link prior to and/or after the user's participation in this Campaign.
13. Users whom are entitled to receive Cashback are decided by EZ-Link in its sole and absolute discretion and the determination of the users whom are entitled to receive Cashback according to EZ-Link's transactions records shall be final and conclusive.
14. This 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>.
15. Calculation of Qualifying Transactions is based on the transaction date of the transit spend(s) via a SimplyGo EZ-Link card or a SimplyGo Concession card. It excludes any cancelled, disputed, reversed, refunded, unauthorised/fraudulent transactions or any other non-qualifying transactions as determined by EZ-Link.
16. All Qualifying Transactions must be posted and captured in EZ-Link's system within four (4) days from the respective transaction date and the posted date must fall within the Qualifying Period, in order to qualify for this Campaign.
17. Any discrepancy in relation to this Campaign 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.

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)
18. EZ-Link will not be responsible for any injuries, loss, claim or damage suffered or incurred in connection with the Campaign (including but not limited to any error, failure or delay in the transmission of evidence of sales transactions by any acquiring merchant, merchant establishments, postal or telecommunication authorities, or any other party, any breakdown or malfunction in any computer system or equipment) and/or any notices, letters or correspondences lost, stolen or misdirected in the postal system or telecommunication system, and the consequences arising from the non-receipt of such communication.
  19. When a qualified user receives or uses his/her Cashback monies, he/she agrees that the laws of Singapore apply, without regard to principles of conflict of laws, and such laws will govern these T&Cs. EZ-Link reserves the right to change these T&Cs from time to time in its discretion to the extent permitted by law.
  20. EZ-Link reserves the right to investigate complaints or reported violations of these T&Cs 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.
  21. EZ-Link's decision on all matters relating to the Campaign shall be final, conclusive and binding on all cardmembers 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.

22. 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 T&Cs and any brochures, marketing or promotional materials relating to this Campaign, these T&Cs shall prevail.
23. These T&Cs shall be governed by the laws of the Republic of Singapore.
24. For terms and conditions governing all EZ-Link in-app games, please refer to <https://www.ezlink.com.sg/terms/ez-link-mobile-app-in-app-games/>.

*Updated as of 4<sup>th</sup> May 2023*