

## **Terms and Conditions – ‘Food Delivery Day’ Campaign**

- 1.** These terms and conditions (“Terms and Conditions”) shall apply to the “Food Delivery Day” campaign (“Campaign”) organised by EZ-Link Pte Ltd (“EZ-Link”).

- 2. Eligibility**

This Campaign is only open to registered EZ-Link Wallet users.

- 3. Campaign Mechanics**

- 3.1** On the fifteenth (15<sup>th</sup>) day of every month from September 2023 to December 2023 (“Food Delivery Day”), EZ-Link will hold a one-day food delivery event to reward customers who purchase using their EZ-Link with Mastercard.
- 3.2** When customers make a spend transaction with a minimum amount of thirty Singapore dollars (S\$30) on the Food Delivery Day (“Campaign Criteria”), they will automatically be entitled to receive a one-time amount of five Singapore dollars (S\$5) in EZ-Link wallet credits (“Reward”) per person.
- 3.3** This Food Delivery Day promotion will be applicable to all customers who fulfil the Campaign Criteria, and they will be eligible for the Reward.
- 3.4** Fulfilment of the Campaign Criteria is based on the transaction date of the spend transaction made with an EZ-Link Wallet. It excludes any cancelled, disputed, reversed, refunded, unauthorised/fraudulent transactions or any other non-qualifying transactions as determined by EZ-Link.
- 3.5** All qualifying spend transactions must be posted and captured in EZ-Link’s system within three (3) days from the respective transaction date and the posted date must fall on the fifteenth (15<sup>th</sup>) day of the respective month, in order to qualify for this Campaign.
- 3.6** 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, 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.

- 3.7 Only transactions made under the Merchant Category Codes (MCC) listed in the table directly below will be considered a qualifying transaction and will be entitled to the Reward.

Merchant Categories	Descriptions
5812	Eating Places, Restaurants
5814	Fast Food Restaurants
4215	Courier Svc-Air + Ground Freight Forwarders (i.e., Deliveroo)
5734	Computer Software Stores (i.e., Oddle, Foodpanda)
7372	Computer Programming, Systems Design Or Data Processing Serv (i.e., myfood.sg)
5374	Computer Software Stores (i.e., myfood.sg)

#### 4. Reward

- 4.1 To receive the Reward in their EZ-Link Wallet, the eligible customers must:

- i. Activate their EZ-Link Wallet on the EZ-Link app before making the qualifying spend transaction on a Food Delivery Day; and
- ii. The Reward will automatically be credited into the EZ-Link Wallet of the selected customer(s) within five (5) working days, barring any unforeseen technical delays.
- iii. If the EZ-Link Wallet of a selected customer is not activated at the point of the Reward being credited, the Reward will automatically be forfeited and be reallocated to another customer who satisfies the Campaign Criteria.

- 4.2 EZ-Link will have the right to claw back the Reward in the event of refund and/or cancellation of transaction under the following circumstances:

- i. A qualifying spend transaction is (in full or in part) cancelled or reversed by any party for any reason; or
- ii. It is determined by EZ-Link that the customer has breached any of the terms and conditions stated herein.

- 4.3 EZ-Link may at any time and in its sole and absolute discretion vary, substitute, withdraw or forfeit the Reward(s) without any further notice or liability to any party. The varied or substituted Reward(s) may or may not be of similar value to the original Reward(s).

- 4.4 Reward(s) are not transferrable, exchangeable, refundable or redeemable for cash/credit in kind. Reward(s) also cannot be used to offset against any outstanding amounts owed to EZ-Link prior to the customer's participation in this Campaign.

- 4.5 Selected customer(s) are decided by EZ-Link in its sole and absolute discretion and the determination of the selected customer(s) according to EZ-Link's transaction records shall be final and conclusive.

- 4.6 EZ-Link reserves the right to postpone any of the Food Delivery Day(s) without any further notice or liability to any party. Any changes in the Food Delivery Day(s) 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/>
5. 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>.
6. When a selected customer receives or redeems his/her Reward, 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.
7. 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.
8. EZ-Link's decision on all matters relating to this 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.
9. 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.
10. These Terms and Conditions shall be governed by the laws of the Republic of Singapore.

*Correct as of 31 Aug 2023*