

SANTA'S QUEST - Terms & Conditions ("T&Cs")

1. The game T&Cs pertaining to Santa's Quest ("Campaign") organised by EZ-Link Pte Ltd ("EZ-Link") from 1 December 2023 to 30 December 2023 ("Campaign Period") are stated below.
2. By registering for 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. **Eligibility**
 - 3.1 To participate, users must have the EZ-Link app and have an active EZ-Link Wallet with Mastercard. Thereafter, users can 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.
4. **Qualifying Transactions and Campaign Mechanics**
 - 4.1 User will earn one (1) in-game chance whenever a minimum spent of fifteen Singapore dollars (S\$15) in a single transaction is made through his/her EZ-Link Wallet with Mastercard.
 - 4.2 Chances awarded for the eligible transactions (as detailed in Clauses 3 and 4.1) will be reflected in the game play on the following day. Users will be awarded for the chances in the game for the eligible spend transactions made on 30 December 2023. However, users must utilise these chances by 31 December 2023, 2359 hours ("Deadline"). Chances not utilised by the Deadline will be forfeited.
 - 4.3 The cashback won from this Campaign ("Cashback") will be credited directly into the user's EZ-Link Wallet, which is linked to the game play. For the purpose of crediting the cashback, users must hold a valid EZ-Link Wallet and must agree to be contacted by EZ-Link, if deemed necessary.
 - 4.4 Users will also receive one (1) additional game chance for every successful referral made. This is capped at ten (10) referrals per account. Each successful referral also earns the referee one (1) additional game chance.
5. Transactions made under the following list ("Exclusion List") will not be eligible to earn any game chance.

Exclusion List

Merchant Category Codes	Descriptions
7299	AXS
8398	Organizations, Charitable and Social Service
8661	Organizations, Religious
4900	Utilities—Electric, Gas, Heating Oil, Sanitary, Water
5199	Nondurable Goods—not elsewhere classified
6300	Insurance Sales, Underwriting, and Premiums
6513	Real Estate Agents and Managers—Rentals
6540	POI Funding Transactions (Excluding Mastercard® MoneySend™)
8062	Hospitals
8211	Schools, Elementary and Secondary
8220	Colleges, Universities, Professional Schools, and Junior Colleges
8241	Schools, Correspondence
8244	Schools, Business and Secretarial
8249	Schools, Trade and Vocational
8299	Schools and Educational Services—not elsewhere classified
9211	Court Costs including Alimony and Child Support
9222	Fines
9223	Bail and Bond Payments
9311	Tax Payment
9399	Government Services—not elsewhere classified
9402	Postal Services—Government Only
9405	Intra-Government Purchases—Government Only
4111	Transportation—Suburban and Local Commuter Passenger, including Ferries
4784	Bridge and Road Fees, Tolls
7523	Automobile Parking Lots and Garages
4829	Wire Transfer/Remittance
5960	Direct Marketing - Insurance Services
6012	Member Financial Institution—Merchandise and Services
6050	Quasi Cash—Financial Institutions, Merchandise and Services
6051	Quasi Cash—Merchant Non-Financial Institutions – Foreign Currency, Non-Fiat Currency, Cryptocurrency
6211	Securities—Brokers and Dealers
6529	Quasi Cash-Remote Stored Value Load-Financial Institute Rentals
6530	Quasi Cash-Remote Stored Value Load-Merchant Rentals

6. EZ-Link may at any time and in its sole and absolute discretion vary and/or amend the list in Clause 5 or vary the Cashback value without any reason, prior notice or liability to any party. The varied Cashback value may be of lesser or bigger value than the original Cashback value.
7. EZ-Link will have the right to claw back the EZ-Link wallet credits in the event of refund and/or cancellation of transaction(s) 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.
8. EZ-Link reserves the rights to postpone the Campaign Period, and to vary, substitute, withdraw or 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 'SANTA'S QUEST' Game page under the 'Discover' Tab.
9. If a user's EZ-Link Wallet 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 EZ-Link Wallet. All users are required to settle all their existing debt(s) to EZ-Link before they may be eligible for this Campaign.
10. All monies received by the users from this Campaign are not transferrable, exchangeable, or redeemable for cash/credit in kind. All prize monies received also cannot be used to offset against any form of administrative payments charged by EZ-Link or any outstanding amounts owed to EZ-Link prior to and/or after the user's participation in this Campaign.
11. Users who are eligible to receive the Cashback are decided by EZ-Link in its sole and absolute discretion and the determination of such users according to EZ-Link's transaction records shall be final and conclusive.
12. 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>.
13. 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, to qualify for this Campaign.
14. 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

15. 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 correspondence lost, stolen or misdirected in the postal system or telecommunication system, and the consequences arising from the non-receipt of such communication.
16. 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.
17. 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.
18. EZ-Link's decision on all matters relating to the Campaign shall be final, conclusive, and binding on all users 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.
19. 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.
20. These T&Cs shall be governed by the laws of the Republic of Singapore.
21. 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 24 November 2023