

TERMS AND CONDITIONS - EZ-LINK “Upgrade to SimplyGo EZ-Link & Win free rides” CAMPAIGN.
(9 January – 31 May 2024)

1. These terms and conditions (“Terms and Conditions”) shall apply to the **“Upgrade to SimplyGo EZ-Link & Win free rides”** Campaign (“Campaign”) organised by EZ-Link Pte Ltd (“EZL”).
2. By registering or taking part in this Campaign, you agree to be bound by these Terms and Conditions and the decision(s) of EZL in relation to and in connection with this Campaign.
3. The Campaign starts from 9 January 2024 to 31 May 2024 (both dates inclusive) (“Campaign Period”) within the Campaign Period. Only users with SimplyGo EZ-Link cards shall be eligible to participate in this Campaign.
4. Campaign Mechanics:
 - a. The user must have a valid account on the SimplyGo App on or before the expiry of the Campaign Period.
 - b. The user must have bought a new SimplyGo EZ-Link card, have upgraded their cards to SimplyGo EZ-Link cards at any Ticketing machine, any SimplyGo Ticket Office, or via Recarding at any SimplyGo Ticket Office; and
 - c. The process of upgrade to SimplyGo EZ-Link cards and adding of such SimplyGo EZ-Link cards to the SimplyGo App must occur during the Campaign Period. The user must also make at least one transit transaction before the respective draw period that he/she wishes to participate in (“Qualifying Transaction”).
 - d. For each of the lucky draws held during the respective draw periods as stated under Clause 5.a., each eligible winner will be entitled to receive SimplyGo EZ-Link card cashbacks in the following denominations: S\$20, S\$50, S\$100, S\$250, S\$450 (“Prize”).
5. Monthly Lucky Draws
 - a. Lucky draws will be conducted on a bi-weekly basis in accordance with the following designated dates:
 - 17 January 2024 (Draw date 1)
 - 31 January 2024 (Draw date 2)
 - 14 February 2024 (Draw date 3)
 - 28 February 2024 (Draw date 4)
 - 13 March 2024 (Draw date 5)

- 27 March 2024 (Draw date 6)
 - 10 April 2024 (Draw date 7)
 - 24 April 2024 (Draw date 8)
 - 15 May 2024 (Draw date 9)
 - 3 June 2024 (Draw date 10)
- b. Each eligible SimplyGo App account user will only be entitled to a maximum of one (1) lucky draw chance during the Campaign Period when the user has completed all of the above criteria stated in Clause 4.
- c. A total of one hundred (100) lucky winners will be picked from each draw period. The available quantity of prizes for each draw in their respective denominations as follows:

Prize	Quantity
S\$450	1
S\$250	10
S\$100	20
S\$50	25
S\$20	44

6. Prizes and Winners

- a. Subjected to Clause 4, the winners will be randomly drawn from the pool of entries by means of a computerised draw.
- b. Each winner shall receive the Prize into their eligible and applicable SimplyGo EZ-Link card that was used to participate in this Campaign.
- c. One (1) registered SimplyGo App account is entitled to receive a maximum of one (1) Prize during the entire Campaign Period, regardless of the number of SimplyGo EZ-Link card(s) added to the SimplyGo App account.
- d. To qualify for the Prize, winners must:
- i. Ensure that their SimplyGo App profile information is updated and accurate. Incomplete, inaccurate or invalid SimplyGo App profile information shall not be entitled to receive any Prizes.
 - ii. Winners will be informed by EZL and they agree to allow EZL to disclose their names in the announcements of the lucky draw results published by EZL on EZL owned channels.

- e. EZ-Link will have the right to claw back the Prizes in the event of refund and/or cancellation of transaction under the following circumstances:
 - i. A Qualifying Transaction is (in full or in part) cancelled or reversed by any party for any reason; or
 - ii. It is determined by EZL that the winner has breached any of the terms and conditions stated herein or is otherwise not eligible.
- 7. This Campaign is not applicable to Motoring Card(s), all other EZ-Link card(s) that are not under SimplyGo scheme, and all Concession cards.
- 8. EZL may at any time and in its sole and absolute discretion vary or substitute the Prize(s) without any further notice or liability to any party. The substituted Prize(s) may or may not be of similar value to the original Prize(s).
- 9. Prizes are not transferrable, exchangeable, refundable, or redeemable for other products, vouchers, cash or credit in kind. Prizes also cannot be used to offset against any outstanding amounts owed to EZL prior to the winner's participation in this Campaign.
- 10. EZL reserves the right to withdraw the Prize(s), forfeit the Prize(s) and/or pick a replacement winner to receive the Prize(s) if it is determined by EZL that the selected winner has breached any of the terms and conditions stated herein.
- 11. Selected winners are decided by EZL in its sole and absolute discretion and the determination of the winners according to EZL's transaction records shall be final and conclusive.
- 12. 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-lucky-draw/>.
- 13. This Campaign is subject to the General Conditions of Issue and use for EZ-Link cards and Terms and Conditions for the SimplyGo Mobile Application located [here](#).
- 14. Calculation of a Qualifying Transaction is based on the transaction date of the local transit transaction made. It excludes any cancelled, disputed, reversed, refunded, unauthorised/fraudulent transactions or any other non-qualifying transactions as determined by EZL.
- 15. EZL will not be responsible for any injuries, losses, claims or damages 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 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. EZL reserves the right to change these Terms and Conditions from time to time in its discretion to the extent permitted by law.
17. EZL reserves the right to investigate complaints or reported violations of these Terms and Conditions and to take any action EZL 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. Employees of EZ-Link are not eligible to participate in this Campaign.
19. EZL's decision on all matters relating to the Campaign shall be final, conclusive and binding on all cardmembers and any other person. EZL 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.
20. EZL 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.
21. These Terms and Conditions shall be governed by the laws of the Republic of Singapore.

Updated as of 9 January 2024