

## **EZ-Link Customer Survey Terms & Conditions**

### **1. Eligibility:**

- 1.1 This survey is open to all registered EZ-Link mobile application users, who are **25 to 64 years old and above who have an activated EZ-Link wallet**. "EZ-Link" is owned and operated by EZ-Link Pte Ltd ("EZ-Link").
- 1.2 This survey starts on **5<sup>th</sup> July 2024, 1000 hours**, and ends on **5<sup>th</sup> July 2024, 2359 hours**, UTC +8. All entries must be submitted by 5<sup>th</sup> July 2024, 2359 hours, UTC +8 ("Deadline").
- 1.3 Your participation in this survey will be subject to these terms and conditions ("Terms and Conditions").

### **2. Mechanics for Participation:**

- 2.1 All eligible EZ-Link app users with an activated EZ-Link wallet are welcome to participate by completing the survey via the EZ-Link app. You must complete the survey in its entirety and submit it by the Deadline. Your participation in this survey is also subject to all instructions, rules, specifications, or guidelines as may be posted on the survey form.
- 2.2 If your survey entry is incomplete or does not adhere to these Terms and Conditions, EZ-Link may disregard your entry in its sole discretion, in which case, you will not be entitled to receive the EZ-Link credits referred to in Clause 3.1 below.
- 2.3 You represent and warrant that all information, data and other material submitted by you in your survey entry is original and has not been previously published, and that you have the necessary rights and permissions to submit the same. Each EZ-Link app user may only submit one (1) survey entry.

### **3. EZ-Link Credits:**

- 3.1 Only the first two thousand five hundred (2,500) eligible respondents who submit a duly completed survey entry in accordance with these Terms and Conditions will receive two Singapore dollars (S\$2) worth of credits in their EZ-Link wallets ("EZ-Link Credits"). The survey entry must be complete and contain all required information. Your personal information which is collected by EZ-Link will not be shared with any other third party without your prior consent.
- 3.2 EZ-Link has the sole discretion to disqualify any person if their personal details provided within the EZ-Link app are incomplete or inaccurate.
- 3.3 In order to receive the EZ-Link Credits, you must activate the EZ-Link wallet in your EZ-Link app prior to completing the survey. If you have yet to activate your EZ-Link wallet, you will be prompted to do so before proceeding with the survey. If you do not activate your EZ-Link wallet, you may still proceed to complete the survey, but you will not receive the EZ-Link Credits.
- 3.4 Eligible respondents who are entitled to the EZ-Link Credits will automatically receive two Singapore dollars (S\$2) worth of credits in their EZ-Link wallets upon completion of the survey. The survey must be completed within the EZ-Link app and upon completion, an on-screen message will appear to notify respondents that the EZ-Link Credits will be credited into their EZ-Link wallet.

- 3.5 The EZ-Link Credits will be valid for such duration as indicated on the EZ-Link app. The EZ-Link Credits are/will be issued by EZ-Link and will be governed, between you and EZ-Link, by such separate terms and conditions as may be imposed by EZ-Link. EZ-Link reserves the right to change these Terms and Conditions from time to time in its discretion to the extent permitted by law.
4. All EZ-Link Credits received by the EZ-Link card users from this survey are not transferrable, exchangeable, or redeemable for cash or other credits in kind. All EZ-Link Credits 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.
5. EZ-Link will not be responsible for any injuries, loss, claim or damage suffered or incurred in connection with this survey (including but not limited to any error, 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.
6. 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.
7. EZ-Link's decision on all matters relating to this survey shall be final. No correspondence or claims will be entertained.
8. EZ-Link reserves the right to vary these Terms and Conditions herein or suspend or terminate this survey 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 survey, these Terms and Conditions shall prevail.

*Correct as of 26<sup>th</sup> June 2024*