

Frequently Asked Questions (FAQs) – KOI Campaign (26 July 2024 to 19 September 2024)

1. What is the KOI Campaign about?

It is a usage campaign to reward customers who purchase the KOI SG59 Bubble Tea SimplyGo EZ-Link charm and use it for payments at selected KOI outlets. The Campaign runs from 26 July 2024 to 19 September 2024 ("Campaign Period"). With each transaction made at selected KOI outlets with a minimum spend of \$6 using the KOI SG59 Bubble Tea SimplyGo EZ-Link charm, customer earns \$1 cashback.

Please refer to the following link for detailed information on the selected KOI outlets that accept payments by the KOI SG59 Bubble Tea SimplyGo EZ-Link charm.

<https://www.ezlink.com.sg/koi-x-ez-link>

2. What do I stand to win in this Campaign?

You will stand a chance to earn \$1 cashback for each eligible transaction performed.

3. How do I make an eligible transaction during the Campaign?

You must fulfil the following criteria:

- a) Transact with the KOI SG59 Bubble Tea SimplyGo EZ-Link charm with a minimum spend of six Singapore dollars (S\$6) in a single transaction at selected KOI outlets within the Campaign Period. All transactions made must be posted and captured in EZL's system within the Campaign Period; and
- b) You will receive the one Singapore dollar (S\$1) cashback into the KOI SG59 Bubble Tea SimplyGo EZ-Link charm.

4. Is there a limit to the number of times I can earn the cashback?

There is no limit to the number of cashback each KOI SG59 Bubble Tea SimplyGo EZ-Link charm can redeem. However, the total cashback awarded will be limited to the first 6,000 eligible transactions made during the Campaign Period.

5. How would I know if I have earned the cashback in the Campaign?

Users are to download and pair the KOI SG59 Bubble Tea SimplyGo EZ-Link charm into the SimplyGo app in order to view the cashback transaction. User are expected to receive the cashback within 1 week from the date of purchase.

Trip Details

Other Transactions

Date:

Last 3 days

▼

Date: 17 May 2024 02:23PM	Type: CREDIT
Mode: CASHBACK	Amount: +\$1.00
Merchant: EZ-Link	

Image for illustration purpose

Correct as of 12 July 2024