



Terms and Conditions for EZ-Reload e-Statement Service

(1) The EZ-Reload e-Statement Service (“Service”) is a value-add default service provided by EZ-Link for users of EZ-Reload by GIRO and EZ-Reload by Card who have registered their email address with EZ-Link. Please read and understand the Terms and Conditions for the Service as the use of the Service will constitute your agreement to and acknowledgement of these terms and conditions as well as the acknowledgement of all the inherent risks in the transmission of e-Statement via e-mail.

(2) The provision of this Service is at EZ-Link’s discretion, and such Service may be modified, suspended, withdrawn, cancelled or discontinued by EZ-Link at any time.

(3) You will receive the e-Statement only if you have activated the EZ-Reload accounts and have made top-up transaction through EZ-Reload by GIRO or EZ-Reload by Card.

(4) Each bank or credit/debit card account will receive only one e-Statement per month.

(5) You agree to release us from any liability whatsoever resulting from any unauthorised assess from any party to your e-Statement sent to your designated email address (“Designated Email”). You agree that EZ-Link cannot warrant the timeliness, security, confidentiality or availability in the transmission of the e-Statements to the Designated Email.

(6) You may terminate the Service at any time by submitting a request via phone call to our call centre. On such request, EZ-Link shall remove your email address from our records as soon as possible. Do note that in such a time where your email address is again provided to EZ-Link for the purpose of facilitating the application, enquiry, termination or any other investigation purposes, your email address will be reinstated into our records.

(7) You are required to check all e-Statements for any unauthorized transactions, and if you are aware of any unauthorized transaction(s) on any of the e-Statements, you must notify both EZ-Link and your bank as soon as reasonably practicable.

(8) EZ-Link may from time to time advertise its products and services as well as those of its partners through the e-Statement Service.

(9) You understand that EZ-Link will use its best endeavours to ensure the security of the Service. Notwithstanding the foregoing, you agree that EZ-Link shall not liable in any manner for any disruption, unavailability of the Service, communication, electrical or network failure that may result in the e-Statements being incomplete, unavailable or delayed in transmission. You also understand that the while EZ-Link will take all reasonable measures, we cannot guarantee that the use of and the transmission of information via email is secure, and that the information transmitted may be liable to errors, viruses, delay, interception, modification or amendment by unauthorized persons, the transmission may be disrupted, interrupted, delayed or incorrect. You agree that in subscribing to the Service, you will not hold EZ-Link responsible for any errors, viruses, delay, inaccuracy, losses, damages whatsoever arising from or in connection with the customer use of the Service including but not limited to any interception, modification or amendment, disruption, interruption, delay or inaccuracy of e-mails or internet transmission or other communication equipment or facilities. For the avoidance of doubt, EZ-Link shall not be responsible for any losses suffered whether direct, indirect, consequential, or special loss, even if EZ-Link shall have been advised of the same.

(10) You agree that you will not hold EZ-Link responsible for any consequences that may arise as a result of any online communication between you and EZ-Link which may be lost in transmission (whether in whole or in part).

(11) You acknowledge and agree that EZ-Link shall have the right to amend any term(s) of this agreement at any time by giving such notice in writing to the customer, whether by mail, facsimile, e-mail notification or otherwise or by notices at EZ-Link’s website, and your continued subscription to the Service will constitute your agreement to the amendment(s).