

## **Terms and Conditions – EZ-Link ‘\$0.50 cashback for Account-based EZ-Link Top-up’ Promotion**

### **1. Eligibility**

These terms and conditions (“Terms and Conditions”) shall apply to the EZ-Link ‘\$0.50 cashback for Account-based EZ-Link Top-up!’ promotion (“Promotion”) which is only open to registered EZ-Link App users with an activated EZ-Link Wallet and Account-based EZ-Link cards. Eligible EZ-Link cards refer to cards that have been updated to the Account-based EZ-Link card format.

### **2. Qualifying Period and Campaign Mechanics**

2.1 The period during which top-ups will be considered for this Promotion is from 15 September 2021 to 31 December 2021 (both dates inclusive) (“Qualifying Period”).

2.2 Campaign Mechanics:

a. Cashback:

- i. Minimum top-up of \$10 per transaction is required to be eligible for each \$0.50 cashback.
- ii. \$0.50 cashback will be given to each of the first four top-up transactions of the month via the EZ-Link App (“Top-Ups”) for each eligible EZ-Link card as stipulated in Clause 1.
- iii. The cashback will be credited into the respective EZ-Link Wallet. No request for the cashback to be awarded in cash, or other means will be entertained.

2.3 Calculation of qualifying Top-Ups is based on the dates of successful Top-Ups made on the EZ-Link cards via the EZ-Link App. All Top-Ups of minimum \$10 made via the EZ-Link App qualify as successful Top-Ups.

2.4 The campaign is limited to the number of card Top-Ups each month on a first come first served basis, during the Qualifying Period, of up to one-hundred thousand (100,000) Top-Ups per month.

2.5 Cashbacks will be awarded to a maximum of three (3) unique cards which are topped up via the EZ-Link app, with up to four (4) x \$0.50 cashbacks per card each month.

2.6 All top-ups made during the Qualifying Period must be posted and captured in EZ-Link’s system within three (3) days from the date of the Top-Ups, and this must also fall within the Qualifying Period.

2.7 EZ-Link App users shall be responsible to ensure that any cashback to be credited to their EZ-Link Wallet under this Promotion will not at any time result in the EZ-Link Wallet amount exceeding \$5,000. Where any crediting of the cashback into the EZ-Link Wallet would result in the amount exceeding \$5,000, the cashback will be deemed ineligible, and the EZ-Link App users will not be entitled to the cashback.

- 2.8 EZ-Link shall not be responsible for any failure or delay in the transmission of evidence of Top-Ups by any acquiring merchant, merchant establishments, postal or telecommunication authorities or any other party.
- 2.9 Only Top-Ups performed where there is an activated EZ-Link Wallet will be eligible for this Promotion.
- 2.10 Any discrepancy in relation to this Promotion 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.
- a. Customer Service Channels
- i. EZ-Link's Hotline at 6496 8300
- ii. EZ-Link's customer service at [customerservice@ezlink.com.sg](mailto:customerservice@ezlink.com.sg)
- 2.11 All cashback received by the EZ-Link App users from this Promotion is ineligible for any form of administrative payments charged by EZ-Link, which includes but is not limited to the administrative fee charged for wallet closures.
- 2.12 EZ-Link will not be responsible for any injuries, loss, claim or damage suffered or incurred in connection with this Promotion (including but not limited to any error in computing any qualifying transaction, 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.
- 2.13 When a qualified user receives or redeems his/her cashback, 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. EZ-Link reserves the right to change these Terms and Conditions from time to time in its discretion to the extent permitted by law.
- 2.14 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.
- 2.15 EZL's decision on all matters relating to this Promotion shall be final. No correspondence or claims will be entertained.
- 2.16 EZ-Link reserves the right to vary these Terms and Conditions herein or suspend or terminate the Promotion without any prior notice or liability to any party.