

**Terms and Conditions –  
EZ-Link ‘Next Trip on Us’ Promotion  
&  
‘Thomson East Coast Line (TEL3) 1 Day Open House’ Campaign**

**1. Eligibility**

These terms and conditions (“Terms and Conditions”) shall apply to the EZ-Link ‘Next Trip on Us!’ promotion (“Promotion”) and ‘Thomson East Coast Line (TEL3) 1 Day Open House’ Campaign (“Campaign”), which is open to all EZ-Link card users who have successfully upgraded their CEPAS EZ-Link card(s) to SimplyGo EZ-Link card(s) or SimplyGo Concession card(s). Eligible EZ-Link cards refer to all cards that have been updated to the SimplyGo EZ-Link card format.

**2. Qualifying Period and Promotion Mechanics**

2.1 The period during which upgrades to SimplyGo EZ-Link card(s) or SimplyGo Concession card(s) will be considered for this Promotion is from 20<sup>th</sup> May 2022 to 30<sup>th</sup> Apr 2023 (both dates inclusive) for SimplyGo EZ-Link card(s) and from 3<sup>rd</sup> January 2023 to 30<sup>th</sup> April 2023 for SimplyGo Concession card(s) only (“Qualifying Period”), while stocks last.

2.2 Promotion Mechanics:

Cashback:

- i. Upgrading of CEPAS EZ-Link card to SimplyGo EZ-Link card or SimplyGo Concession card at all Ticketing machines or any TransitLink Ticket Office. Upgrades via Recarding at TransitLink Ticket Office will also be entitled to the cashback.
- ii. Two Singapore dollars (S\$2) of cashback value will instantly be awarded directly to the updated SimplyGo EZ-Link card or SimplyGo Concession card after the card has been upgraded.
- iii. The cashback will be credited into the respective upgraded SimplyGo EZ-Link card purse or SimplyGo Concession card purse directly. No request for the cashback to be awarded in cash or other means will be entertained. Users are to add the SimplyGo EZ-Link card or SimplyGo Concession card onto the EZ-Link App to view the transaction history pertaining to the cashback.
- iv. When an existing user’s EZ-Link card(s) is/are changed from a CEPAS EZ-Link card to a SimplyGo EZ-Link card or SimplyGo Concession card during the applicable Qualifying Period, the same cashback rules apply as per above.

2.3 Calculation of a qualifying cashback is based on the date(s) of successful upgrades made to the Card-based EZ-Link card(s). All upgrades made will qualify as successful upgrades.

2.4 The Promotion is limited to the number of cards upgraded on a first-come-first-served basis, during the applicable Qualifying Period, of up to three hundred thousand (300,000) upgraded cards.

2.5 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.

#### Customer Service Channels

*Operating Hours: 8am to 6pm daily (excluding public holidays)*

- i. EZ-Link's Hotline at 6496 8300
- ii. EZ-Link's customer service at [customerservice@ezlink.com.sg](mailto:customerservice@ezlink.com.sg)

2.6 All cashback received by the EZ-Link card users from this Promotion are not transferrable, exchangeable, or redeemable for cash/credit in kind. All cashback 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.

#### 2.7 Campaign Mechanics:

- i. The Campaign will be active for one (1) day on 11 November 2022 covering eleven (11) MRT stations namely Stevens, Napier, Orchard Boulevard, Orchard, Great World, Havelock, Outram Park, Maxwell, Shenton Way, Marina Bay and Gardens by the Bay ("11 MRT Stations").
- ii. After you have upgraded your CEPAS EZ-Link card to SimplyGo EZ-Link card, retain the accompanying receipt which will verify that the upgrade has been completed and is successful ("Receipt").
- iii. The upgrade to SimplyGo EZ-Link card is irreversible and thereafter, you will no longer be able to view the fare amount and balance amount on the fare gate and you will not be able to use your SimplyGo EZ-Link card for ERP and Carpark payments.
- iv. Visit the roadshow booth located at Stevens MRT Station, Orchard MRT Station, Outram Park MRT Station or Shenton Way MRT Station and present your Receipt along with your SimplyGo EZ-Link card to the redemption booth staff to redeem one (1) Old Chang Kee \$3 voucher ("Gift"), while stocks last.
- v. Only upgrades effected at the 11 MRT Stations will qualify for the redemption and be entitled to the Gift.
- vi. Each receipt will only be entitled to the redemption of one (1) Gift.
- vii. The monetary value of the Gift will only be valid with the presentation of the physical copy of the Gift.
- viii. The monetary value of the Gift is not exchangeable and cannot be redeemed for cash/credit.
- ix. The Gift is only valid for use at all Old Chang Kee outlets in Singapore.
- x. The monetary value of the Gift will only be valid for Old Chang Kee products.

- xv. No cash/credit or Old Chang Kee dollars will be returned if the monetary value of the Gift used is in excess of the total bill.
  - xii. The Gift will only be valid for six (6) months from the date of issue. Strictly no extension of the validity period of the Gift will be granted.
  - xiii. The Gift is not replaceable and no claims will be entertained for any voucher lost.
  - xiv. Old Chang Kee reserves the right to vary or amend any terms and conditions of the Gift without any prior notice to any party.
  - xv. All queries or concerns relating to the Gift should be directed to Old Chang Kee at [catering@oldchangkee.com](mailto:catering@oldchangkee.com).
- 2.8 EZ-Link will not be responsible for any injuries, loss, claim or damage suffered or incurred in connection with this Promotion and Campaign (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.
- 2.9 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.
- 2.10 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.
- 2.11 EZ-Link's decision on all matters relating to this Promotion shall be final. No correspondence or claims will be entertained.
- 2.12 EZ-Link reserves the right to vary these Terms and Conditions herein or suspend or terminate this Promotion and/or Campaign 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 Promotion, these Terms and Conditions shall prevail.
- 2.13 These Terms and Conditions shall be governed by the laws of the Republic of Singapore.

*Correct as of 3<sup>rd</sup> January 2023*