

Terms and Conditions – EZ-Link ‘\$0.50 Cashback for SimplyGo EZ-Link Top-up!’ Promotion

1. Eligibility

These terms and conditions (“Terms and Conditions”) shall apply to the EZ-Link ‘\$0.50 Cashback for SimplyGo EZ-Link Top-up!’ promotion (“Promotion”) which is only open to registered EZ-Link app users with SimplyGo EZ-Link cards, including SimplyGo Concession cards. Eligible EZ-Link cards refer to cards that have been updated to the SimplyGo EZ-Link card format and/or the SimplyGo Concession card format (“Eligible EZ-Link Cards”).

2. Qualifying Period and Promotion Mechanics

- 2.1. The period during which top-ups will be considered for this Promotion is from 1 May 2023 to 16 June 2023 (both dates inclusive) (“Qualifying Period’), while stocks last.
- 2.2. Promotion Mechanics:
 - i. A minimum top-up of ten Singapore dollars (S\$10) per transaction is required to be eligible to earn fifty Singapore cents (S\$0.50) of cashback value for each transaction.
 - ii. Fifty Singapore cents (S\$0.50) of cashback value (“Cashback”) will be given to each of the first four (4) top-up transactions of the month made by each user via the EZ-Link app for any of the Eligible EZ-Link Cards (“Top-ups”).
 - iii. The Cashback will be credited directly into the respective Eligible EZ-Link Cards within one (1) working day. 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 to the Eligible EZ-Link Cards via the EZ-Link app. All Top-ups of a minimum value of ten Singapore dollars (S\$10) made via the EZ-Link app will qualify as successful Top-ups.
- 2.4 The promotion is limited to the number of 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 Cashback will be awarded for a maximum of three (3) unique Eligible EZ-Link Cards which are topped up via the EZ-Link app, with up to four (4) 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 respective transaction date of the Top-ups and the posted date must fall within the Qualifying Period, in order to qualify for this Promotion.

3. 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
4. If a customer's SimplyGo EZ-Link card has an accrued debt, the customer will not be entitled to the Cashback. The Cashback will automatically be forfeited and will not be credited and reflected in the customer's SimplyGo EZ-Link card. All customers are required to settle all of their existing debt(s) to EZ-Link before they may be eligible for this Promotion.
 5. 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.
 6. EZ-Link will not be responsible for any failure, delay, injuries, loss, claim or damage suffered or incurred in connection with this Promotion (including but not limited to any error in transmission of evidence of Top-ups by any acquiring merchant or merchant establishments, computing any qualifying transaction, any breakdown or malfunction in any computer system or equipment) and/or any evidence, information, notices, letters or correspondence lost, stolen or misdirected in the postal system, by telecommunication authorities or any other parties, and the consequences arising from the non-receipt of such communication.
 7. 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.
 8. EZ-Link 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.
 9. EZ-Link's decision on all matters relating to this Promotion shall be final. No correspondence or claims will be entertained.
 10. 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. 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.
 11. These Terms and Conditions shall be governed by the laws of the Republic of Singapore.