

FAQ - mCash Utility and Insurance Mega Promotion

1. What is this promotion?

mCash customers stand a chance to win Malaysian tours, Laptops, LED TVs, Mobile Phones and mCash every month by paying Utility and Insurance Payments directly from their mobile consecutively for a period of six months.

2. What is the time period of the promotion?

Promotion starts on 1st November 2016 and ends on 30th April 2017

3. How to be eligible for this promotion?

Any mCash customer from both Mobitel and Etisalat is eligible to win these exciting prizes by simply paying Utility and Insurance Payments via mCash every month for 6 months

4. What prizes to be won each month?

Below state the prizes to won each month by paying Utility and Insurance Payments consecutively for 6 months.

Consecutive Months of Payments	Prizes	Monthly Winners	Total Winners
1 st Month	Rs 500 worth mCash	100 Winners	600 Winners
2 nd Month	Samsung Smartphones	10 Winners	50 Winners
3 rd Month	LED TVs	10 Winners	40 Winners
4 th Month	Laptops	5 Winners	15 Winners
5 th & 6 th Month	Malaysian Tours	5 Winners	10 Winners

5. How many winners are awarded through this promotion?

A total of 715 winners will be awarded.

6. What Bills should be paid via mCash in order to be eligible for this promotion?

- **Mobile Bill Payments/Reloads**

- Mobitel
- Etisalat
- Airtel
- Hutch

- **Utility Bill Payments**

- Electricity Bills (CEB & LECO)
- Water Bills (National Water Board, Kandy Municipal Council & Nuwara Eliya Municipal Council)
- Telephone Bills (SLT & Lanka Bell)
- Internet Bills (SLT, LBN)

- **Insurance Payments**

- Sri Lanka Insurance Corporation (Life)
- Ceylinco Insurance (Life)
- AIA (Life)
- Union Assurance (Life & General)
- Janashakthi (Life)
- Asian Alliance (Life)
- HNB Assurance (Life & General)
- Amana Takaful (Life)
- Allianz (Life)
- MBSL (Life)
- CDB (Life)
- LOLC (Life)
- Cooperative Insurance (Life)

7. How to register for mCash?

- Dial #111#
- Select Preferred Language
- Agree to Terms & Conditions
- Enter a four-digit PIN of your choice
- Re-enter the four-digit PIN
- You will receive a confirmation SMS confirming the registration shortly

8. Where can the Customer Top Up mCash?

Customer can Top Up mCash by visiting below or using Commercial, HNB, Sampath or Cargills Online & Mobile Banking:

- mCash Retailers
- Mobitel Branches
- SLT Teleshops
- Singer
- Singer Mega
- Sanasa Development Bank
- Lanka Bell Branches

9. How to make bill payments via mCash?

- For any mCash service - Dial #111# and select any mCash service
- For Mobile Bill Payments/Reloads – Dial #111#2# and follow the steps
- For Utility Bill Payments – Dial #111#3# and follow the steps
- For Insurance Bill Payments – Dial #111#4#1# and follow the steps
- If the customer owns a smartphone, they can simply download the mCash Mobile App and do transactions conveniently.

10. What are the charges for making Bill Payments via mCash?

All Bill Payments are free to the Customer except the below

Payment	Value of Payment (Rs)	Charges (Rs)
Ceylon Electricity Board (CEB)	Less than 200	10
	200 – 1,000	15
	Above 1,000	20
Lanka Electricity Company (LECO)	Above 20	20
National Water Board	Above 20	20
Kandy Municipal Council (Water Bills)	Above 20	20
Nuwara Eliya Municipal (Water Bills)	Above 20	20
Lanka Broadband Network (LBN)	Above 20	20
Amana Takaful	Above 20	20
Asian Alliance	Above 20	20

11. Transaction is failing, why is that?

- Customer should have sufficient balance in the mCash Account. Customer could check the mCash balance from the Check Balance option in the mCash Menu.
- Customer should enter the correct mCash PIN. If the customer has locked or forgotten the mCash PIN, customer could contact the mCash Hotline on 7111 and get assistance.
- Maximum Transaction Limit per day for a Basic Account Holder is Rs 10,000 and for an Enhanced Account it's Rs 25,000.

12. Does Customers making Bill Payments via mCash at Retailer or any other Location eligible for this promotion?

No. Customer needs to make the bill payment from his/her own wallet to be eligible for this promotion.

13. How will the winner be selected?

Winners will be selected through a raffle draw.

14. How will the winners be notified?

Winners will be notified only via call from number **0712755777** and at no point the customer will have to make any additional payments to claim prizes.

15. When will the winners be awarded?

Monthly winners will be awarded in the following month.

16. What are the terms and conditions of the promotion?

Please refer the terms and conditions document.