

## Customer FAQ : Ceylinco General Insurance Third Party Premium Payments via mCash using Ceylinco Customer App

Ceylinco General Insurance has partnered with mCash to offer 'Ceylinco VIP 3rd Party' insurance policies via the new Ceylinco Customer App, making mCash the only mobile payment solution available for payments through the App.

### 1. What is the Ceylinco Customer App?

- ✓ Ceylinco General Insurance customers can pay their third party insurance premiums via the Ceylinco Customer App.

### 2. What are the Ceylinco General Insurance Premiums customers can pay using mCash via the Ceylinco Customer App?

- ✓ New third party insurance payments
- ✓ Renewal of existing third party insurance premiums

### 3. How to make Ceylinco General Insurance premium payments via the Ceylinco Customer App using mCash?

- ✓ Download the Ceylinco Customer App from Google play store ( The app is currently available only in Android Operating Systems) and get registered to the app. If there are any issues on the Ceylinco Customer App, please call Ceylinco General Insurance Limited : 011-2393939
- ✓ When customer selects mCash as the payment solution, he/she has to enter the mCash activated mobile number and the PIN.
- ✓ The customer will receive an One Time Password to the mCash mobile number which needs to be entered at that time.
- ✓ The customer will receive a SMS if the transaction is successful



**4. What are extra charges/fees in using mCash as a payment method for Ceylinco General Insurance premium payments using the Ceylinco Customer App?**

- ✓ There are no extra charges.

**5. Who can use mCash?**

- ✓ Customers with a Mobitel or Etisalat connection can dial #111# to register for mCash.

**6. How a Ceylinco General Insurance customer can get registered to mCash?**

- ✓ Dial #111# and follow the instructions. The account would be a Basic account with a maximum transaction limit of Rs10,000.
- ✓ In order to increase the transaction limit to Rs25,000 (to create an Enhanced account), you should visit a Mobitel Branch.

**7. How to Top-up your mCash Account?**

- ✓ You could simply walk in to any mCash Retailer Point or Mobitel Branch / Singer/ Singer Mega/SLT/Sanasa Development Bank/Lanka Bell Branches to top Up your mCash Account
- ✓ You could top up your mCash Account via Commercial, HNB, Sampath, Cargills, Pan Asia Online & Mobile Banking
- ✓ You could ask a friend and family member to P2P Transfer some money to you

**8. Transaction is failing, why is that?**

- ✓ Customer should be Registered for mCash and should have sufficient balance (Dial #111# & Select My Account (Option 9) or Dial #111#9# & select 'Check Account Balance' function under the Customer wallet)
- ✓ Customer should enter his/her correct PIN. If Customer forgot his/her PIN, Customer can visit the nearest Mobitel Branch or Customer can send a written request (Scanned Letter with the signature) via e-mail [info@mobitel.lk](mailto:info@mobitel.lk) - or Fax - 0112330396.
- ✓ Maximum Transaction Limit per day for a Basic Account holder is Rs 10,000/- and for an Enhanced Account its Rs 25,000/-
- ✓ Temporarily Technical Failure in the mCash web system.
- ✓ Temporarily Technical Failure in the Ceylinco Customer App

**9. How can a customer perform other Utility/Institute Transactions via mCash?**

**USSD PROCESS**

- Dial #111#
- Select #3 for Utility Payments
- Select #4 for Institute Payments (Insurance)
- Select the Company you require to make the payment to
- Enter mCash PIN
- Enter Phone Number/Account Number/Policy Number accordingly
- Enter Amount
- Confirm Transaction

- Download mCash App from Play Store
- Select `Transactions`
- Enter the User Name
- Enter the Password
- Select `Pay Utilities` or Select `Pay Institutes`
- Select the Company you require to make the payment to
- Enter your mCash PIN
- Enter Phone Number/Account Number/Policy Number accordingly
- Enter Amount
- Confirm Transaction

## 10. What are the Bill payments you can do using mCash?

- **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)
- Fairfirst Insurance (General)
- Janashakthi (Life)
- Softlogic Life (Life)
- HNB Assurance (Life & General)
- Amana Takaful (Life)
- Allianz (Life)
- MBSL (Life)
- LOLC (Life)
- Cooperative Insurance (Life)

- **Leasing Payments**

- CDB
- Central Finance

- **Healthcare Payments**
  - Ceylinco Healthcare
  
- **Educational Payments**
  - Chartered Accountants of Sri Lanka (CASL)
  
- **Donations**
  - Sri Dalada Maligawa
  - Give2Lanka
  - Somawathiya Maha Viharaya
  - Jayasiri Maha Bodhiya
  - Ruwanweli seya
  - Dimbulagla Maha Viharaya
  - Helpage
  - SOS Village
  - Bodhunu Saviya

#### 11. 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
Softlogic Life	Above 20	20