
FAQ – mCash 7th Year Anniversary Promotional Campaign

1. What is this offer?

This is an offer for mCash customers in view of mCash 7th year anniversary.

mCash Customers will get a 7GB Data back for any Mobitel reload/bills, SLT, other Utilities, Insurance, Loan or leasing payments made over Rs. 5,000 (Cumulative value) using customer own wallet. The said offer is only applicable when customers make payments using mCash App.

2. How to register for mCash?

Dial #111# and follow the steps to register for mCash free of charge.

3. What should be done before doing a transaction?

- Customer should register for mCash
- Customer should Top Up mCash

Upon completing the above, the Customer is ready to make payments via mCash.

4. How to top-up mCash Account?

- Using the mCash App to Top Up mCash from the Bank Account (Bank of Ceylon, Commercial Bank, Hatton National Bank, Sampath Bank, People's Bank, Cargills Bank, Pan Asia Bank, LOLC Finance, Commercial Leasing & Finance, Nations Trust Bank)
- Using the mobile or internet banking facility of Commercial Bank, Hatton National Bank, Sampath Bank, Pan Asia Bank, Cargills Bank or Standard Chartered Bank Accounts.
- Visiting mCash touchpoint island-wide, such as Mobitel, SLT Teleshops, Singer Mega Singer Plus, SISILWorld, Singer Homes, Keells Super, Softlogic, Sathosa, SDB, Amana Bank, Lanka Bell. Multi Finance and Diriya Grameen branches and also Pay & Go Kiosks.

5. How to make a payment using mCash?

Mobitel Payments

- Dial #111# or Login to mCash App
- Select the Mobile Bill/Top Up
- Select Mobitel
- Select the preferred payment option
- Enter the PIN
- Enter the Mobile number and Amount
- Confirm the payment

Utility Payments

- Dial #111# or Login to mCash App
- Select the Pay Utilities
- Select the preferred Utility partner
- Enter the PIN
- Enter the Account number and Amount
- Confirm the payment

Insurance Payments

- Dial #111# or Login to mCash App
- Select the Pay Institutes
- Select Insurance
- Select the preferred Insurance partner
- Enter the PIN
- Enter the Policy number and Amount
- Confirm the payment

Finance & Leasing Payments

- Dial #111# or Login to mCash App
- Select the Pay Institutes
- Select Finance & Leasing
- Select the preferred Insurance partner
- Enter the PIN
- Enter the Account number and Amount
- Confirm the payment

Customers will receive a confirmation message via SMS including the transaction details.

6. How long does it take to receive the Free Data?

The free Data will be dispatched in December 2020 to eligible Customers and the eligible customers will be notified through an SMS.

7. What is the promotion duration?

This is a limited time offer from 21st November to 30th November, 2020.

8. What are the Terms and Conditions of this promotion?

- The free 7GB DATA back offer is applicable for any Mobitel reload/bill, SLT, other Utility, Insurance, Loan or Leasing payments made for over Rs. 5,000 (Cumulative value) by customer own wallet using mCash App.
- The free Data Offer is only eligible for the first 1,000 customers. The free Data will be disbursed on a First Come First Serve basis.
- The data will be dispatched to the mCash wallet number that initiated the transactions and Only Mobitel customers are eligible to get the said offer.
- Customers are expected to use the promotion in good faith and if Mobitel (Pvt) Ltd identifies that a Customer is misusing the mCash promotion or if he/she is not adhering according to Fair User Policy, then the customer shall be suspended from enjoying the service as deemed necessary by Mobitel.
- Mobitel (Pvt) Ltd deserves the right to conclude the databack offer at any point of time.