

## **FAQ for Rs 250 Cash Back for Mobitel Bill Payments via LankaQR**

### **1. What is LankaQR?**

Sri Lanka's Central Bank has introduced a National Quick Response (QR) Code Standard for local currency payments with the aim of establishing a standard for payments carried out through mobile phones. Customers can simply scan a LANKAQR code from any LankaQR certified mobile payment app to make payments to any merchants accepting LANKAQR code payments.

### **2. What is the Offer?**

Customers those who scan LankaQR and pay minimum Rs 1000 Mobitel bill through selected Lanka QR certified Mobile payments app (Q+) using **Mastercard** or **mCash app** would get Rs 250 Cash back to customer's Mobitel bill.

### **3. What is the offer duration?**

Offer duration is from 10<sup>th</sup> November 2020 to 31<sup>st</sup> December 2020.

### **4. How many times a single customer can get free data during the period.**

Only once per month.

### **5. Is this benefit applicable for both pre-paid & postpaid customer?**

This is applicable only for postpaid customers who pay their bill payments by scanning lankaQR.

### **6. What if customer pays less than Rs 1000?**

Then the customer will not be eligible for this offer. (Cumulative payments will not be considered)

### **7. Where customers can scan the LankaQR ?**

E-bill, table tops in Mobitel Outlets, mCash facebook page & shared QR link through SMS.

### **8. Who are eligible to get this offer?**

Any bank customer who perform Mobitel bill payment by scanning Mobitel Lanka QR are eligible to get Cash back of Rs 250 as below

- Via mastercard issued by any bank via any LANKAQR certified app
- Via mCash app

### **9. Is there any charges for LankaQR payments?**

No. LankaQR transactions are completely free of charge.

**10. Does the waiver apply for bill before tax or after tax?**

The amount is reflected on the consumption before tax.

**11. If Customer has two connections under his/her name, is it applicable for both?**

Yes, per connection Customer will receive one cashback rebate per month

**12. When the customer will get the Rs 250 Cash back?**

Within the following week

**13. Can this offer combined with existing Mobitel offers for bill payment?**

No, This offer cannot be combined with any existing offers with Mobitel.

**14. Does it apply if the customer pay with my Debit / Credit card?**

The offer is applicable for Mastercard Debit, Credit, Prepaid, Corporate and SME cards

**15. How the Monthly Eligibility will be considered?**

Monthly Eligibility will be considered as below

- 1st Month – 10th to 30th November 2020
- 2nd Month – 1st to 31st December 2020

**16. Where will the offer eligibility be displayed**

A note will be posted against the customer mobile number as Mastercard Cash back Rs 250

**17. What will happen if the Transaction is failed?**

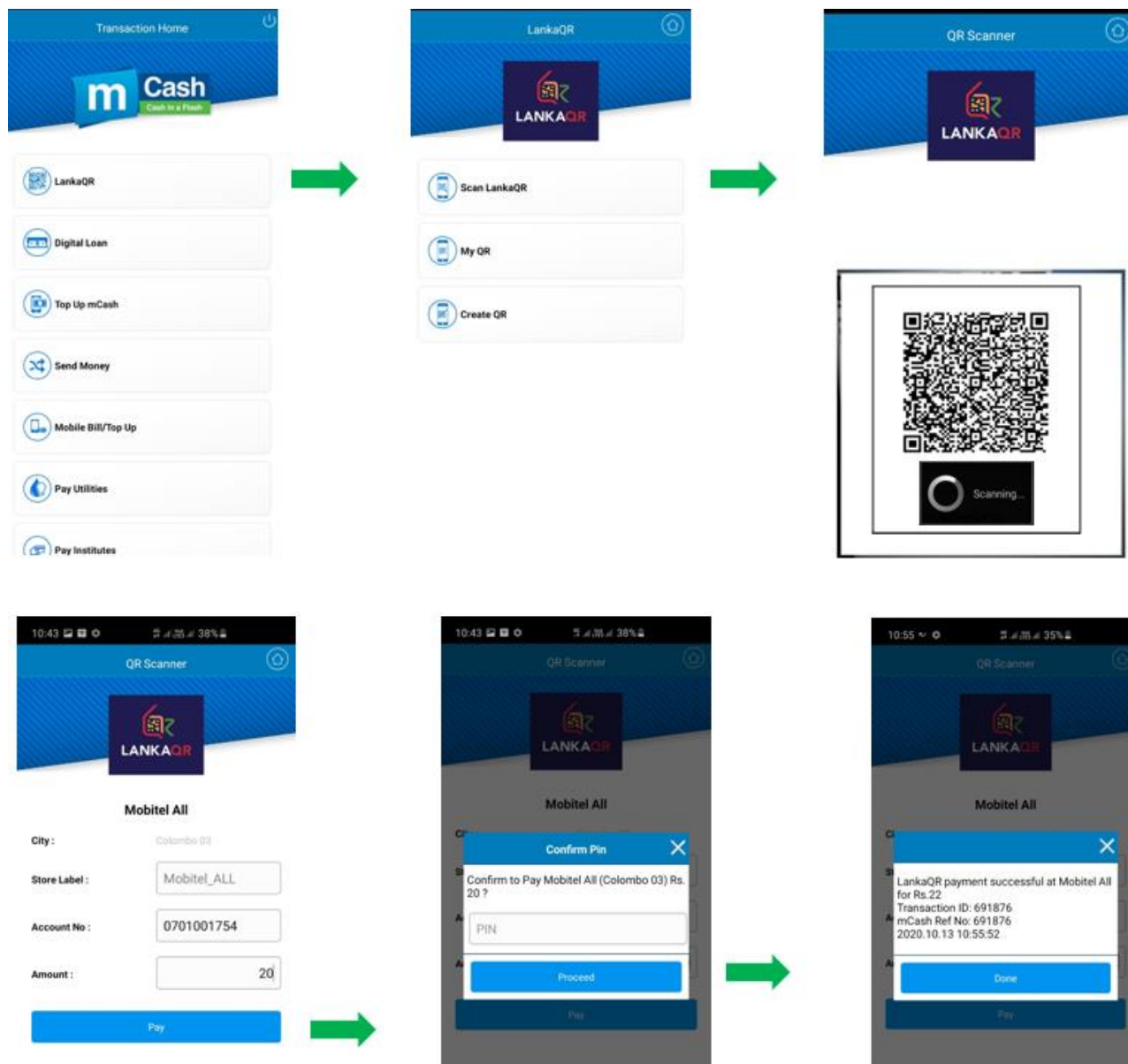
- If the transaction is failed when paid via mCash customer wallet number will not be debited.

( if transaction failed and mCash wallet deducted contact Yathushan Selvaraja )

- If the transaction failed when paid via Q+ app the customer will get the refund to his bank account or Credit/Debit card as below.
  1. If the transaction failed due to incorrect number the refund will be processed immediately to his/her card or bank account.
  2. If the transaction failed due to odd value entered in the ref number (eg : Bill payment / payment ) the amount will be refunded in 14 days

## 18. How to pay LANKAQR Mobitel Bill payment via mCash app ?

- Step 01 – Go to LANKAQR
- Step 02 – Select Scan LANKAQR
- Step 03 – Point the camera towards the QR and scan
- Step 04 – Enter Mobile Number in the **Account No field**
- Step 05 – Enter Amount
- Step 06 – Select Pay
- Step 07 – Enter PIN & select proceed



Transaction will be processed and customer will receive a confirmation SMS

## 19. How to pay LANKAQR Mobitel Bill payment via Q+ App ?

- Step 01 – Open Q+ App
- Step 02 – Select Scan & pay
- Step 03 – Point the camera towards the QR and scan
- Step 04 – Select Card / Bank account
- Step 05 – Enter Amount & Mobile number ( Mandatory ) eg : 07\*\*\*\*\* ( Mobile number should be entered in the **reference Id field** )
- Step 06 – Select Confirm
- Step 07 – Enter PIN & select proceed



Transaction will be processed and customer will receive a receipt with payment successful pop up