

## FAQ – mCash December Seasonal Promotion

### 1. What is this offer?

This is a Cashback promotion offered by mCash for customers during the December Season until 31<sup>st</sup> December 2020 offered at selected mCash partner merchants where the customer will have the opportunity to get Cashback on purchases by paying via mCash using the LankaQR

### 2. Who is eligible for this offer?

All mCash customers of Mobitel will be eligible for this offer when paying with LankaQR.

### 3. How will the Cashback offer be received?

The customer has to pay the total bill value via mCash to receive the Cashback according to the bill value cap limit in real-time to the mCash Account

### 4. What should be done before going to the Merchant Outlet to claim the offer?

Customer should top up mCash sufficiently to the value of purchases the customer intends to purchase from the merchant.

### 5. What are the mCash Top Up locations?

The customer should top up his mCash account by visiting below or using below methods;

#### **mCash App;**

- Add your Bank Account to the mCash App and Top Up mCash directly using your registered Bank Account

#### **Mobile & Internet Banking;**

- Commercial Bank
- HNB Bank
- Sampath Bank
- Cargills Bank
- Pan Asia Bank

#### **By visiting any of the below locations;**

- mCash Retailers (20,000+)
- Pay & Go (600+)
- Mobitel Branches
- SLT Teleshops
- Singer Plus
- Singer Mega
- Sisil World

- Keells Super Outlets
- Abans
- Sanasa Development Banks
- Amana Bank
- Lanka Bell Branches
- Multi Finance Branches

You could ask a friend and family member to P2P Transfer some money to you.

**6. Can the customer top up mCash at the merchant locations?**

The customers cannot top up mCash at merchant locations. Only the above methods are available for the Customer to Top Up mCash.

**7. Who are the Merchants on this Cashback offer?**

Below are the Merchant offering Cashback for mCash Customers.

Merchant Name	Discount Percentage	Promo Period
Kelly Felder	40% on first Rs.3000 Bill value	15th -16th Dec
Spring N Summer	40% on first Rs.3000 Bill value	15th -18th Dec
Kottulabs	70% on first Rs. 500 Bill value	16th -20th Dec
Dilly and Carlo	50% on first Rs.2500 Bill value	18th-20th Dec
Zigzag	50% on first Rs.2500 Bill value	19th -20th Dec
Keyana International	50% on first 2500 Bill value	19th-21st Dec
A& M Cupcakes	70% on first Rs.500 Bill value	21st -24th Dec
kalbashi Restaurant	50% on first Rs.1000 Bill value	22nd-24th Dec
Mimosa	50% on first 2500 Bill value	26th- 27th Dec
Mama Louie's	20% on first Rs.1000 Bill value	26th- 28th Dec
Java	20% on first Rs.1000 Bill value	26th- 30th Dec
The Brands Warehouse	50% on first 2500 Bill value	28th- 29th Dec
Café Noir	30% on first Rs.1000 Bill value	28th -31st Dec
Grill kitchen	20% on first Rs.1000 Bill value	29th-31st Dec

Please note that the time period of the offer is subjected to change & such changes shall be updated on our website ([www.mCash.lk](http://www.mCash.lk))

## 8. How does the Cashback value calculate?

If the Cashback offer is 20% on first Rs. 5000 bill value;

- If Customer purchases Rs.3000 through mCash, then the Cashback value would be Rs. 600
- If Customer purchases Rs.5000 through mCash, then the Cashback value would be Rs. 1000
- If Customer purchases Rs. 10,000 through mCash, then the Cashback value would be Rs. 1000

## 9. How to pay for purchases via mCash?

You need to have mCash in your mCash Account prior to performing the Merchant transactions and then follow the below steps.

### 5. How to access mCashQR in the mCash App

- a. Open the mCash App
- b. Select Transaction Home
- c. Login to the mCash App
- d. Select mCashQR
- e. Scan the QR at the Merchant Cashier point
- f. Enter the Bill amount
- g. Confirm to proceed

A confirmation message will be received via SMS.

### Online Payments (IPG) – (Customer Initiated)

- a) Login to the merchant web-site and follow the below steps.
- b) log into to the merchant website
- c) Select the product you wish to purchase
- d) checkout
- e) Select mCash as the payment option
- f) Enter the mobile number
- g) Enter the PIN
- h) Receive the OTP SMS
- i) Enter the OTP in the payment gateway screen

A confirmation message will be received via SMS.

## 10. How will the customer know if the transaction is successful?

After the transaction is successful the customer will receive a SMS confirmation from mCash.

### **11. What should be done if the merchant is refusing mCash?**

Please call the mCash hotline 7111 and speak to an agent.

### **12. Transaction is failing, why is that?**

- Customer should be Registered for mCash.
- Customer should have sufficient balance (Dial #111# & Select My Account (Option 10) or Dial #111#10# & select 'Check Account Balance' function under the Customer wallet).
- Customer should have mCash in his/her wallet and NOT a pre-paid reload.
- 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. 50,000 has been exceeded.
- Temporarily Technical Failure.

### **13. What should be done if the transaction is continuing to fail despite the above reasons?**

Firstly, re-initiate the payment or advice the merchant to re-initiate the payment. If the payment continues to fail call the mCash hotline 7111 and explain your difficulty.