

“Pay You Pay Me 10% Bonus” Campaign FAQ

Q1 What does this Campaign offer?

A1 In this campaign, users who receive money via the “Transfer” feature of the Touch ‘n Go eWallet (“TNG eWallet”) will receive additional 10% bonus from the amount that they received.

Q2 What is the duration of this campaign?

A2 This campaign begins from 1 September 2019 to 30 September 2019.

Q3 How do I receive the additional 10% bonus?

A3 You can enjoy the bonus in 2 simple steps:

- i. Receive money from the “Transfer” feature of the TNG eWallet from other TNG eWallet users
- ii. You will receive 10% bonus from the amount transferred

Q4 What is the maximum bonus amount I can receive?

A4 The maximum bonus amount you can receive per TNG eWallet user is RM5.00.

Q5 When can I receive my 10% bonus?

A5 The bonus will be credited into your TNG eWallet account in 3 working days from the day the money was transferred to you via another TNG eWallet account.

Q6 I received RM30.00 from another TNG eWallet account. How much bonus will I get?

A6 If eligible, you will receive additional RM3.00, which is 10% from RM30.00.

Q7 I received RM30.00 from another TNG eWallet account and got RM3.00 bonus (10% bonus). I received another RM20.00 from another TNG eWallet account, can I still get additional 10% bonus?

A7 The maximum bonus for this campaign is RM5.00. In this case, as you have received RM3.00 bonus the first time, yes, you will receive another RM2.00 bonus. This makes it RM5.00 in total. Any transfers beyond that, you will not be getting anymore additional 10% bonus.

Q8 I received RM60.00 from another TNG eWallet account. How much bonus will I get?

A8 The maximum bonus for this campaign is RM5.00. In this case, you will be getting RM5.00 as it’s the maximum, not RM6.00 (10% bonus of the transferred amount).

Q9 How will I know the bonus has been credited in to my TNG eWallet account?

A9 You will receive a notification in your TNG eWallet once the bonus has been credited after 3 working days, if eligible.

Q10 I did not receive my bonus after 3 working days, what can I do?

A10 If you did not receive your bonus after 3 working days, please email to us at tngewallet@touchngo.com.my. Kindly provide your details and proof supporting your claim such as screenshot of your transferred details.

Q11 I have received money from another TNG eWallet account but I did not receive additional 10% cashback. What happened?

A11 This could be due to one of the following reasons:

- You have breached one of the campaign's, general or users' Terms and Conditions
- You have received RM5.00 bonus in total (maximum cashback is RM5.00)
- The sender has exceeded the maximum of 3 times of Transfer during the campaign period
- You have received money via "Transfer" before and after the Campaign Period.

If none of the reasons above applies to you, please contact Careline at 03-2714 8888 or email tngewallet@touchngo.com.my for further assistance.

Q12 Can I cash out my rebate from my eWallet?

A12 No, but you can use it to:

- Pay tolls
- Make QR code payment at participating Touch 'n Go eWallet merchants
- Transfer money to another Touch 'n Go eWallet user
- Top up your mobile prepaid
- Pay for your utility and postpaid bills
- Purchase movie and flight tickets

Soal Jawab Lazim Kempen “Pay You Pay Me 10% Bonus”

S1 Apakah yang ditawarkan oleh Kempen ini?

J1 Dalam kempen ini, para pengguna yang menerima tunai melalui fungsi “Transfer” Touch ‘n Go eWallet (“TNG eWallet”) akan menikmati 10% bonus tambahan daripada nilai yang mereka terima.

S2 Apakah tempoh kempen ini?

J2 Kempen ini akan bermula dari 1 September 2019 hingga 30 September 2019.

S3 Bagaimanakah saya boleh menikmati 10% bonus tambahan ini?

J3 Anda boleh menikmati bonus ini dengan 2 langkah mudah:

- i. Terima tunai melalui fungsi “Transfer” TNG eWallet daripada pengguna TNG eWallet yang lain.
- ii. Anda akan terima 10% bonus tambahan daripada nilai yang dipindahkan.

S4 Apakah nilai maksimum bonus yang saya boleh terima?

J4 Bonus maksimum yang anda boleh terima ialah RM5.00.

S5 Bilakah saya akan menerima bonus 10% saya?

J5 Bonus tersebut akan dikreditkan ke dalam TNG eWallet anda dalam masa 3 hari bekerja dari hari anda menerima tunai daripada pengguna TNG eWallet yang lain.

S6 Saya telah menerima RM30.00 daripada pengguna TNG eWallet yang lain. Berapakah jumlah bonus yang saya akan dapat?

J6 Jika layak, anda akan menerima bonus tambahan sebanyak RM3.00, iaitu 10% daripada RM30.00.

S7 Saya menerima RM30 daripada pengguna TNG eWallet yang lain dan dapat RM3.00 bonus (10% bonus). Kemudian saya menerima RM20.00 daripada seorang lagi pengguna TNG eWallet. Bolehkah saya dapat bonus tambahan 10%?

J7 Nilai maksimum bonus tambahan untuk kempen ini ialah RM5.00. Dalam situasi ini, anda telah menerima bonus sebanyak RM3.00, jadi anda bolehlah menerima bonus sebanyak RM2.00 lagi. Jumlah bonus tambahan kini menjadi RM5.00. Sebarang pindahan selepas ini, anda tidak lagi layak untuk menerima 10% bonus tambahan.

S8 Saya telah menerima RM60.00 daripada pengguna TNG eWallet yang lain. Berapakan nilai bonus yang saya akan terima?

J8 Bonus maksimum bagi kempen ini ialah RM5.00. Dalam situasi ini, anda akan menerima nilai maksimum iaitu RM5 dan bukanlah RM6.00 (10% dari nilai yang dipindahkan).

S9 Bagaimanakah saya akan tahu yang bonus tersebut telah dikreditkan ke dalam akaun TNG Wallet saya?

J9 Anda akan menerima notifikasi dalam TNG eWallet anda apabila bonus telah dikreditkan ke dalam akaun TNG eWallet anda selepas 3 hari bekerja, jika layak.

S10 Saya tidak menerima bonus saya selepas 3 hari, apakah yang boleh saya lakukan?

J10 Jika anda tidak menerima bonus anda selepas 3 hari bekerja, sila emel kami di tngewallet@touchngo.com.my. Sila berikan maklumat anda dan bukti sokongan tuntutan anda, termasuklah tangkapan skrin transaksi pindahan tunai anda.

S11 Saya telah menerima tunai daripada pengguna TNG eWallet yang lain tetapi saya tidak mendapat bonus tambahan 10%. Apakah yang telah terjadi?

J11 Perkara ini mungkin terjadi kerana sebab-sebab berikut:

- Anda telah melanggar salah satu Terma dan Syarat Umum, Kempen atau Pengguna.
- Anda telah menerima bonus tambahan sebanyak RM5.00 (nilai maksimum ialah RM5.00)
- **Pemindah telah melebihi bilangan pindahan maksimum iaitu 3 kali ketika Tempoh Kempen.**
- Anda telah menerima tunai melalui fungsi "Transfer" sebelum dan selepas Tempoh Kempen.

Jika sebab-sebab di atas tidak berkaitan dengan anda, sila hubungi Careline di 03-2714 8888 atau email tngewallet@touchngo.com.my untuk bantuan lanjut.

S12 Bolehkah saya keluarkan bonus tambahan saya daripada TNG eWallet secara tunai?

S12 Tidak boleh, tetapi anda boleh menggunakannya untuk:

- Membayar tol.
- Membayar menggunakan Kod QR di semua rakan niaga Touch 'n Go eWallet.
- Memindahkan tunai ke pengguna Touch 'n Go eWallet yang lain.
- Menambah nilai prabayar mudah alih.
- Membayar bil-bil utiliti dan pascabayar.
- Membeli tiket wayang dan tiket penerbangan.