



Customer FAQ – mCash Donations to Trail



1. What is the new service launched?

mCash customers can now make their valuable donations to Give2Lanka conveniently with their mCash wallet or visit any mCash touch point to make the donation.

2. What is Give2Lanka?

Give2Lanka is a Not-for-Profit Guarantee company registered under the Company registration Act of Sri Lanka. Its main purpose is to provide a fundraising hub for varying institutions and causes.

Recognizing the dire state of international funding for charity in Sri Lanka due to Western donor withdrawal, Give2Lanka has progressed to assist well governed and deserving causes.

3. How to make the donations to Give2Lanka?

You can make the donations by,

- Dial #111#
- Select “Pay Institutes”
- Select “Donate”
- Select “Give2Lanka”
- Enter the mCash PIN
- Enter Mobile Number
- Enter Amount
- Confirm Transaction

3. What are the causes supported by Give2Lanka?

- Berendina

Education and Employment for rural and plantation children so they can become leaders of our country – Berendina. In 2015, Berendina gave 1,000 scholarships. We want to make it 10,000 by 2020.

- PALM EAST

Provide life giving water in a sustainable manner for 2000 families we want to support.

- SEVANATHA

Support the flood affected families to rebuild their lives back to normal – SEVANATHA. The recent floods are known to be the worst Sri Lanka has experienced in a long time. An estimated 400,000 people are affected.

- GIVE INFANTS PROPER CARE AND SLEEP

Give these infants a safe place to sleep by replacing saree covered cots with real cots in nurseries in plantations - PALM Nuwara Eliya. These will be the first 100 of 1,000 we want to replace.

- PEACE

Help counsel young people who are victims of sexual exploitation so that they can move forward in life.

- HELPAGE

Give the elderly an opportunity to be productive and earn an income. These will be the first 200 of 5000 elders we want to assist.

- MFCD

Build a home for a 41 year widow and her 7 year old child now living in a hut with a coconut leaf roof – MFCD. This will be the first of at least 100 homes we plan on constructing for extremely poor families.

- HUDEC

Provide first 30 bicycles of 1000 we want to provide to children from poor families in war affected areas in Jaffna.

- HELP AN INCAPACITATED CHILD IN COMA

Help with medical expenses of Sasanka, who met with an accident at the Royal College swimming pool, leaving him in a coma and bedridden.

4. Transaction is failing, why is that?

- Customer should be Registered for mCash and should have sufficient balance ('Check Account Balance' function under the mCash Account using App or USSD Menu)
- Maximum Transaction Limit per day for a Basic Account holder Is Rs 10,000 and for an Enhanced Account its Rs 25,000.

5. How to increase mCash balance in the mCash Account?

You could simply walk in to any mCash Retail Point or Mobitel Branch / Singer Mega / SLT / Abans to Top Up your mCash Account, Top up the mCash Account via HNB, COM Bank and Sampath Vishwa Internet & Mobile Banking Or you could ask a friend or family member to send money to your mCash Account. If required, you can visit any Mobitel Branch and enhance your Basic Account to an Enhanced Account to enjoy the increased transaction limits.

6. How can I contact Give2Lanka for any further inquiries?

You can contact Give2Lanka for any inquiries by visiting <https://www.give2lanka.org/> or by dialing 0710777662.

7. How can I contact Mobitel regarding any mCash inquiries?

Please contact 7111 or visit www.mCash.lk for any mCash related inquiries.