Customer FAQ – LOLC Insurance payments via mCash

1. What is the new service launched?

Customers can conveniently pay their LOLC Insurance payments with mCash service.

2. Does the Customer need to be a Mobitel customer to perform a LOLC Insurance Payment

If the customer is performing the transaction from customer mCash own mCash Account, customer need to be a Mobitel customer or Etisalat Customer. If not transaction can be performed at any of mCash touch point. (Branches/ SLT/ Singer Mega & Island wide retailer network of 14000 locations)

3. How long will it take to update my payment?

The payment will get updated Next working day & customer will get a SMS confirmation from mCash immediately.

4. Do I have to pay extra service charges when paying my LOLC Insurance Payment via mCash?

No there is no additional charge.

5. Does LOLC Insurance give me a separate receipt for mCash transactions?

Yes, LOLC Insurance will issue a print receipt & it will be sent via post

6. Are the transaction limits for LOLC Insurance payment?

From a Basic Account Rs. 10,000 & from an Enhanced Account Rs. 25,000. There is no restriction for the transactions done at mCash touch points.

7. Can I do my Insurance payments on weekends / Poya days / Public Holidays?

mCash service is 24*7 therefore the payments can be done at any time

8. If an erroneous transaction happens, do I Call LOLC Insurance Hotline or Mobitel hotline?

Call 7111, mCash Hotline with the transaction reference number