



Q1. Who is eligible for discounts at mCash Merchants?

mCash Customers having sufficient balance in their mCash Account will be eligible for the discount when paying with mCash.

Q2. How to increase mCash balance in the mCash Account?

- You could simply walk into any Mobitel Branch / SLT Teleshop / Singer / Abans or any mCash Retail Point to Top Up your mCash Account.
- You could ask a friend and family member to P2P Transfer some money to you.
- You can Top Up your mCash Account via HNB Online/Mobile Banking, Sampath Vishwa Online/Mobile Banking & Combank Online/Mobile Banking/Cargills Bank Online.

Q3. How do I make a payment using mCash?

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

Merchant Direct Payment (IPG) – (by Customer to Vendor)

Login to tickets.lk and follow the below steps.

Step 01: log into tickets.lk

Step 02: Select ‘the movie Fate of the Furious’

Step 03: Select mCash as the payment option

Step 04: Enter customer Mobile Number

Step 05: Enter the PIN

Step 06: Receive the OTP SMS

Step 07: Enter the OTP in the payment gateway screen

A confirmation message will be received via SMS.

Q4. How else could a Customer get information on special discount offers?

- Dial 711 on your Mobitel phone and select option 1 - Product Information and then select option 2 for Special promotion.
- Customer shall get the information on website www.mCash.lk

Q5. Who are the Merchants offering discounts?

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

Merchant Name	Final Discount	Address	Timeline
Tickets.lk	10%	No 85/10, Jawatte Gardens, Colombo 5	12-16 th April

Q7. Transaction is failing, why is that?

- Customer should be Registered for mCash and should have sufficient balance (Dial #111# & Select My Account (Option 9) & select 'Check Account Balance' function under the Customer wallet)
- 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 via e-mail 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. 25,000.

Q8. What are the Terms and Conditions of this promotion?

- The offer cannot be used to purchase Gift Vouchers.
- Customers are expected to use the promotion in good faith and if Mobitel (Pvt) Ltd identifies that a Customer is misusing the mCash promotion or if he/she is not adhering according to Fair User Policy, then the customer shall be suspended from enjoying the service as deemed necessary by Mobitel.
- Limited Offer – mCash has the right to stop the promotion within the stipulated time line as deemed necessary.