

Customer FAQ: mCash Standing Order Promotion for UAL Insurance Premium Payments

1. What is the promotion?

- ✓ Schedule a mCash standing order to pay your UAL premiums consecutively for 3 months & stand a chance to win 3rd month payment completely waived off. UAL customer will get mCash Cash-Back for the same amount in the following month.

2. Who are eligible to take part in the Promotion?

- ✓ mCash Customers who schedule payments to UAL via mCash Standing Order facility
- ✓ Payments should be made in 3 consecutive months

3. What requires to be done to take part in the Promotion?

- ✓ Schedule UAL premium via mCash Standing Orders
- ✓ Pay UAL premiums via mCash Standing Orders for consecutive 3 months
- ✓ mCash Cash-back will be provided to customers who shall schedule for mCash Standing Orders between 1st September 2017 to 30th November 2017

4. What is the duration of this Promotion?

- ✓ mCash Cash-back will start on 1st September 2017 and end on 30th November 2017
- ✓ mCash Cash-back winners will be selected at the end of the third month. They will be awarded in the following month.

5. Who can use mCash?

- ✓ Customers with a Mobitel or Etisalat connection

6. How a customer can get registered to mCash?

- ✓ Dial #111# and follow the instructions. The account would be a Basic account with a maximum transaction limit of Rs10,000.
- ✓ In order to increase the transaction limit to Rs25,000 (to create an Enhanced account), you should visit a Mobitel Branch.
- ✓ There are no extra charges for mCash registration

7. How to Top-up your mCash Account?

- ✓ You could simply walk in to any mCash Retailer Point or Mobitel Branch / Singer/ Singer Mega/SLT/Sanasa Development Bank/Lanka Bell Branches to top Up your mCash Account
- ✓ You could top up your mCash Account via Commercial, HNB, Sampath Vishwa, Cargills, Pan Asia Online & Mobile Banking
- ✓ You could ask a friend and family member to P2P Transfer some money to you

8. Transaction is failing, why is that?

- ✓ Customer should be Registered for mCash and should have sufficient balance (Dial #111# & Select My Account (Option 9) or Dial #111#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 (Scanned Letter with the signature) 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/
- ✓ Temporarily Technical Failure.