

**1. How to be eligible for the promotion?**

Customer should download the mCash App from the respective app store and register for My mCash Account/Mobitel Self-Care Account to be eligible for the promotion.

**2. How many tabs will be awarded?**

One Samsung Galaxy Tab 3 device will be awarded each month for three months.

**3. What's the duration of the promotion?**

Promotion starts on 1<sup>st</sup> April 2017 and will end on 30<sup>th</sup> June 2017.

**4. How will the winners be notified?**

Winners will only be contacted through Mobitel Hotline 0712755777.

**5. How does the customer download the app?**

Anyone customer who uses an iOS, Android or a Windows device will now be able to download the mCash Mobile App.

Links:

iOS – <https://itunes.apple.com/lk/app/mobitel-mcash/id979143823?mt=8>

Android – <https://play.google.com/store/apps/details?id=family.mobitel.mcash&hl=en>

Windows - <https://www.microsoft.com/store/apps/9NBLGGH5GKP3>

**6. What are the supported versions?**

Apple Devices – iOS 8 and newer versions

Android Devices – Android 4.0 and newer versions

Windows Devices - Windows Phone 8.1 & Windows Phone 10

### 7. What should you do in order to use the app?

**Download the mCash App from respective App Store and install.**

You must be a registered mCash Customer in order to use the app and also you should have a Mobitel Self Care Account or a My mCash Account to login to the mCash App.

To register for mCash

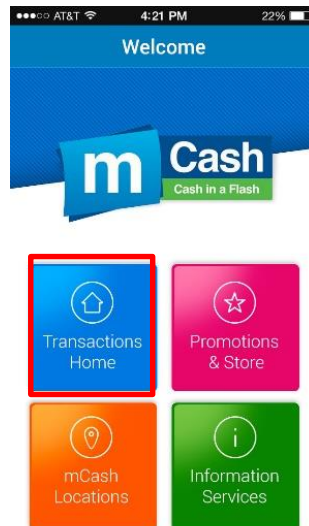
Step 1: Simply dial #111# and follow the instructions that appear on your screen

Step 2: After you register successfully, you will receive a SMS notification

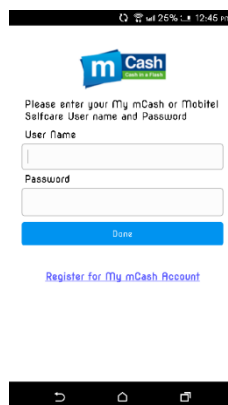
(Please ensure that your PIN is kept confidential at all times)

If you already have a Mobitel Self Care or a My mCash Account follow the below steps to login to the mCash App

- 1) Open the mCash App and select Transaction Home

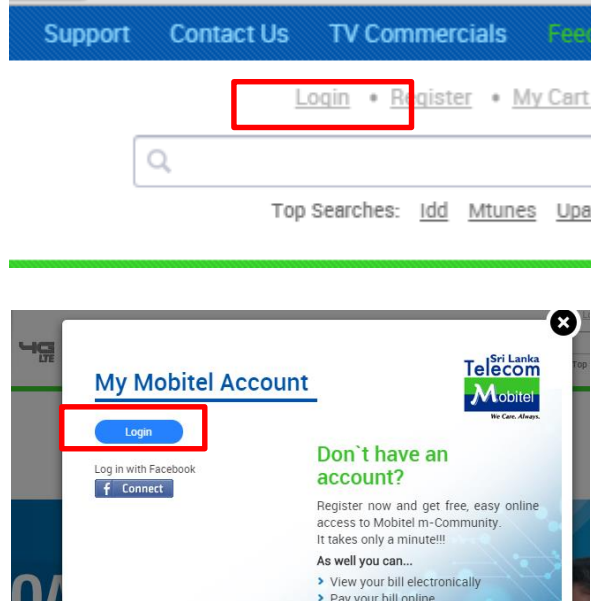


- 2) Enter your existing My mCash or Self Care Username and Password to login to the App

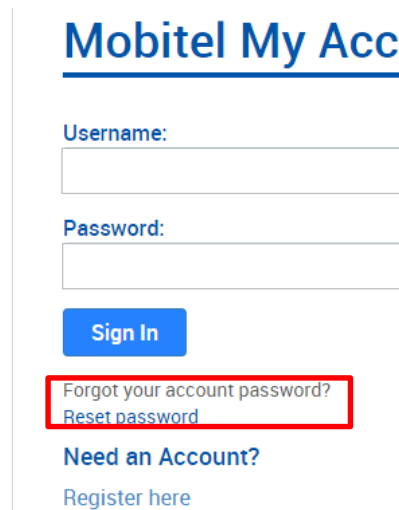


**8. What should you do if you forget your Username and Password?**

- 1) Go to [www.mobitel.lk](http://www.mobitel.lk) and click on login and in the next pop-up window click login again



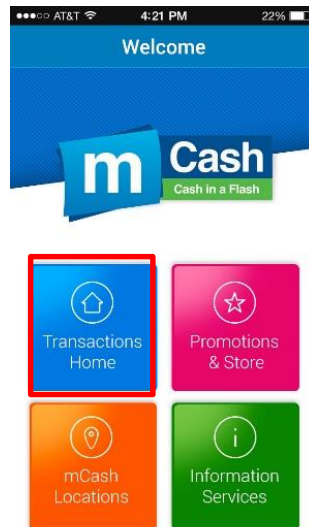
- 2) Now click on “Reset password”



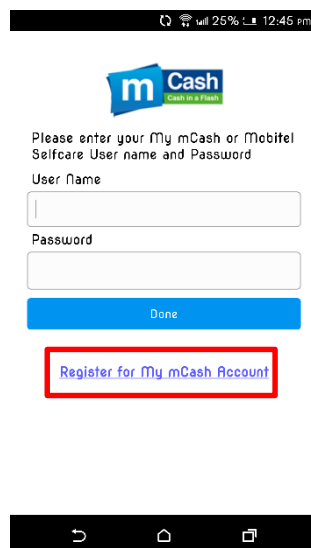
- 3) Now follow the steps to reset a new password to your account.

9. If you do not have a My mCash Account or a Self-Care Account follow the below steps to create one.

- 1) Load mCash App. and to login and to do the transactions go in to Transaction home. To go in to the login Page.

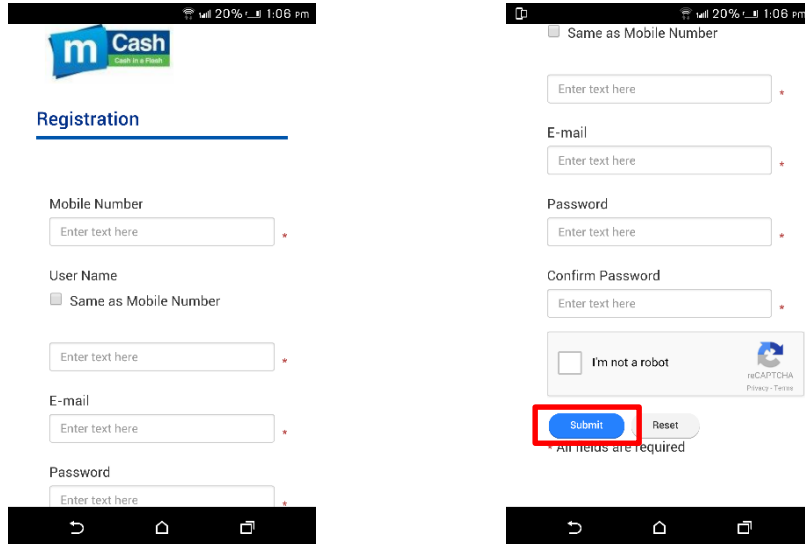


- 2) If you are not registered click “Register for My mCash Account” which will direct you to the My Account Portal.



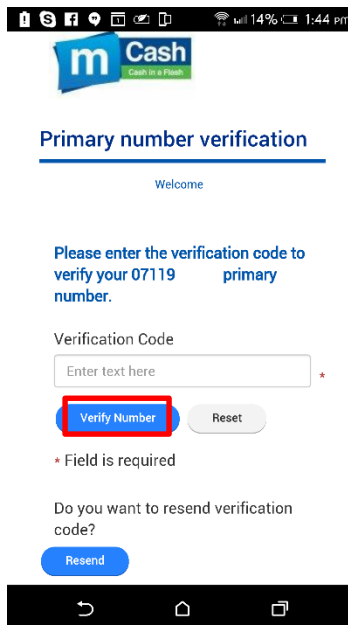
- 3) Now enter your mCash Mobile Number and other details including a password for you to have access to the system. Then Press "Submit".

Note: Mobile Number could be used as the User Name or a different User Name could be set.



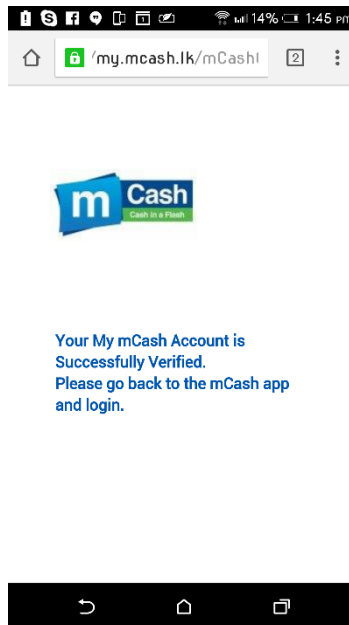
The image shows two screenshots of the mCash registration form. The left screenshot shows the registration form with fields for Mobile Number, User Name, E-mail, and Password. The right screenshot shows the same form with a red box around the Submit button and a message "All fields are required".

- 4) After detail Submission you will receive a SMS with a verification code to the mCash mobile number. Please enter that number in the relevant field and press "Verify Number".



The image shows a screenshot of the mCash primary number verification screen. It features a "Welcome" message, a prompt to enter a verification code, a text input field, and a "Verify Number" button highlighted with a red box. Below the button is a "Resend" button and a "Do you want to resend verification code?" prompt.

- 5) Once the mobile number is verified, open the mCash Mobile App and enter your My mCash Username and Password to login to the App.



### **10. What is the benefit for mCash customers by using this service?**

mCash Customers who owns a Smart Phone can easily access all the benefits mCash has to offer such as Faster transaction speeds, ease of use, easy management of mCash Account, Quick access to all mCash Promotions and location tracker.