

## Customer FAQ – Sathosa Promotion

### 1. What is this promotion?

mCash Customers who purchase at selected Sathosa Outlets using mCash will stand a chance to get their bill wiped out. Every month (valid for two months only), a lucky customer from each Sathosa branch will be selected for the bill wipeout. Maximum bill wipeout value will be Rs. 2,500.

Note – Customer needs to purchase for minimum Rs.1, 000 worth of goods in order to enroll for the Bill Wipeout raffle draw.

### 2. Who is eligible for this promotion?

All mCash customers of Mobitel & Etisalat will be eligible for this offer when paying with mCash.

### 3. Is this a Cash Back Offer?

This is not a cash back offer, but a bill wipeout where the customer has a chance to get a maximum bill wipeout of Rs. 2,500 back to his/her mCash account.

### 4. How will the Bill Wipe out promotion be received?

A lucky winner will be selected every month and communicated to them. mCash will be disbursed to the customers mCash Wallet.

### 5. What should be done before going to the Sathosa Outlet to be eligible for the promotion?

Customer should top up mCash sufficiently to the value of purchases the customer intends to purchase from the merchant.

### 6. What are the mCash Top Up locations?

The customer should top up his mCash account by visiting below or using Commercial, HNB, Sampath, Cargills, Pan Asia Online & Mobile Banking:

- mCash Retailers
- Mobitel Branches
- SLT Teleshops
- Singer
- Singer Mega
- Sanasa Development Banks
- Lanka Bell Branches

You could ask a friend and family member to P2P Transfer some money to you.

### 7. Can the customer top up mCash at the Sathosa locations?

The customers can top up their mCash Wallet at the selected Sathosa outlets.

**8. What are the Sathosa branches that are offering the bill wipe out promotion?**

<b>Branch Name</b>	<b>Address of the Branch</b>	<b>Contact Number</b>
Bandaragama	New Town , Bandaragama	038 2293953
Gampola-03	No.208, Ambagamuwa Road, Gampola	081 2354861
Ganewaththa	Yapahuwa Traders, Ganewatte	037 2264422
Ingiriya	No.205, Rest house Avenue, Ingiriya	034 2268185
Kaluthara-02	No : 433,Galle Rd,Kalutara (North)	034 2221572
Kandy Maga	No.137, D.S. Senanayake Street, Kandy	081 2220388
Kegalle	No : 212,Kandy Rd,Kegalle	035 2221737
Kurunegala2 ( North )	No : 219,Dambulla Rd,Kurunegala.	037 2056413
Malabe	3B/895, Udawatte Road, Malabe.	011 2762325
Mawathagama	In Front of Roman Catholic School, Mawathagama	037 2296430
Moratumulla	No.245/1 A, (19), De Soyza Rd, Moratumulla, Moratuwa	011 2653001
Panadura3(Nalluruwa)	No.809, Galle Road, Nalluruwa, Panadura	038 2245077
Piduruwella	No.266, Uhumeeya, Piduruwella	037 2238531
Veyangoda-02	No.07, Negombo Road, Veyangoda	033 2293321
Yanthampalawa	No.450-41, Puttalam Rd, Yanthampalawa	037 2056467
Awissawella	Yatiantota Road, Awissavella	036 2233500
Rathmalana 1	Galle Road , Rathmalana	011 2637510
Piliyandala 1	No.246,Miriswatte,Piliyandala	011 2614045
Bambalapitiya	279,Galle Road, Colombo 04.	011 2589306
Kaluthara 1( South)	Good Shed Road, Kalutara South.	034 2222380
Bellanvila	No : 419,Dehiwala Rd,Bellanwila	011 2710518
Pannipitiya 2	No :1491,Veragala Building,Kottawa,Pannipitiya	011 2076505
Hiripitiya	In front of the Hospital Rd,Hiripitiya	037 2264711

Branch Name	Address of the Branch	Contact Number
Wellawa	"Sowis Building", Hiripitiya Rd, Wellawa	037 2263311
Polgahawela2	No :13, Ku/gala Rd, Polgahawela	037 2242766
Maharagama1	No.155, Dehiwala Road, Maharagama.	011 2897255
Pitakotte	No :342, Pitakotte Handiya, Sri jayawardenapura	011 2856707
Kurusa Handiya	No : 259, Horana Rd, kurusa junction, Alubomulla,	038 2250424
Panadura-4	No : 445, Galle Rd, Panadura	038 2245526
Geliya	No :87, Kandy Rd, Geliya	081 2310983
Horana-02	No : 171/2, Rathnapura Rd, Horana	034 2266603
Peradeniya	No.98, Colombo Road, Peradeniya.	081 2387106
Kaduwela	No.30/03, Colombo Road, Kaduwela.	011 2538234
Mulleriyawa	No.583, Avissawella Road, Mulleriyawa.	011 2549366
McCullum road	D.R.Wijewardene Mawatha, Clombo 10.	011 2478985
Moratuwa	No.278, New Galle Rd, Super Market Building, Moratuwa	011 2641895
Koswaththa	RDA Building, Dencil kobbekaduwa Mw, Battaramulla	011 2872798
Giriulla	Circle Rd, Giriulla	037 2288373
Dehiowita	No : 19, Main st., Dehiowita	036 2262211
Walana	No :92. Old Galle Road, Walana, Panadura	038-2246269
Nigris Building	Negris Building, York street, Colombo 01.	011 2478696
Rathmalana mega	Police Trance Camp, No.650/A, Galle Road, Rathmalana	011 2638930
Poojapitiya	No :27, Main St., Poojapitiya	081 2307040
Borella	No : 18 A.N.M.Perera Mw., Colombo 08	011 2690198
Muththur	Aalayidi junction, Muththur	026-2238398
Hanwella	No :26/C/15, Near the bus stand, Hanwella	036 2253990
Fort	Negris Building, York street, Colombo 01.	011-2478696

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

## 9. How to pay for purchases via mCash?

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

### Direct Payment – (Customer Initiated)

**\*\*\* Customer cannot initiate payments at the Sathosa locations.**

#### App Process

**\*\*\* Customer cannot initiate payments at the Sathosa locations.**

### Over the Counter Payment– (Merchant Initiated)

Walk in to any mCash Sathosa outlet and follow the below steps.

Step 01: Merchant initiates the transaction by informing the bill amount

Step 02: Provide your mobile number

Step 03: Once the Merchant confirms the transaction you will receive a OTP Message to your phone along with the transaction details

Step 04: Share the OTP to the Sathosa cashier to authorize the transaction

Step 05: You will then receive a confirmation SMS along with the transaction details

Step 06: Merchant will hand over goods / services to you.

## 10. How will the customer know if the transaction is successful?

After the transaction is successful the customer will receive a SMS confirmation.

## 11. What should be done if the merchant is refusing mCash?

Please call the mCash hotline 7111 and speak to an agent.

## 12. What should be done if the pop up message is not received or was missed during an over the counter payment?

Option 1 - Ensure that the merchant has entered the correct customer number.

Option 2 – Make sure to switch off the 4G network on you mobile (applicable only for smart phones).

If none of the above resolves the issue Call the mCash hotline on 7111 and speak to an agent.

## 13. Transaction is failing, why is that?

- Customer should be Registered for mCash.
- Customer 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 have mCash in his/her wallet and NOT a pre-paid reload.
- 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](mailto: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 has been exceeded.
- Temporarily Technical Failure.

**14. What should be done if the transaction is continuing to fail despite the above reasons?**

Firstly, re-initiate the payment or advice the merchant to re-initiate the payment. If the payment continues to fail call the mCash hotline 7111 and explain your difficulty.

**15. How else could a Customer get information on special offers?**

- Dial 7111 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](http://www.mCash.lk)

**16. What are the Terms and Conditions of this offer?**

Please refer the T&C Document.