

P2P Raya Campaign (13 May 2020 to 31 May 2020)

Frequently Asked Questions

1. What is the Promotion?

Transfer a minimum of RM5 Duit Raya to up to THREE (3) unique receivers and get up to THREE (3) Instant Cashback or Cashback Vouchers or a combination of both; to be utilized on the next transaction for Retail purchases, Online shopping & payments or Toll payments.

2. What is the duration of this Promotion Period?

This Promotion is valid from 08:00 AM 13 May 2020 to 11:59 PM 31 May 2020.

3. Will I receive a Cashback Voucher or Instant Cashback in all 3 of my Transfers, as long as they are to unique receivers?

Yes, as long as your transfer amount is minimally RM5 and that the promotion has not reached the 2,000,000 eligible transactions cap.

4. What are the types of Cashback Vouchers I will receive?

- Retail purchase (RM5 - RM300) - Pay & Scan for over-the-counter payments
- Online shopping & payments (RM5 – RM300) - Parking, Prepaid, Postpaid, Bills, Movies, Flight, Online (ie: Lazada, PrestoMall, Taobao, Apple App Store & more)
- Toll payments (RM0.50 – RM2) - PayDirect & RFID

5. Is there a minimum spend for the Cashback Vouchers?

- Retail purchase (RM5 - RM300) – minimum spend of RM10
- Online shopping & payments (RM 5 – RM300) – minimum spend of RM20
- Toll payments (RM0.50 – RM2) – no minimum spend

6. Why do I get a greeting message instead of a Cashback Voucher or Instant Cashback?

You have either exceeded the THREE (3) times cap for total payouts eligible per user or the promotion has already exceeded the 2,000,000 eligible transactions cap.

7. How many times can I receive a Cashback Voucher or Instant Cashback?

Each user is eligible to receive up to 3 Cashback Voucher and/or Instant Cashback per unique transaction in total. Exceeding which, user will receive a greeting message.

8. When will I receive the Cashback Voucher or Instant Cashback?

If eligible, the Cashback Voucher will be shown under 'My Rewards' on your app; Instant Cashback will be credited into your Touch 'n Go eWallet immediately.

9. Can I use more than one Cashback Voucher per transaction?

No, only ONE (1) Cashback Voucher can be used per transaction and Cashback Voucher for this promotion may not be used for other ongoing in-store cashback promotions by TNGD.

10. If I have a Cashback Voucher for 'Retail Purchase' and a merchant-branded Cashback Voucher, which voucher will be used first?

The merchant-branded voucher will be used first, followed by the 'Retail Purchase' Cashback Voucher from value high to low.

11. How long is the Cashback Voucher valid for?

Cashback Vouchers earned are valid throughout the Campaign Period. Unused vouchers will expire after 31 May 2020.

Soalan Lazim

1. Apakah tawaran Promosi ini?

Buat Pindahan Tunai Duit Raya sekurang-kurangnya RM5 kepada TIGA (3) penerima unik dan dapatkan sehingga TIGA (3) Pulangan Tunai Segera atau Baucar Pulangan Tunai atau gabungan kedua-duanya; untuk digunakan pada urusanniaga akan datang untuk transaksi dalam kedai, pembelian dan pembayaran atas talian (*Online*) atau bayaran Tol.

2. Bilakah Tempoh Promosi ini?

Promosi ini sah dari 08:00 AM 13 Mei 2020 sehingga 11:59 PM 31 Mei 2020.

3. Adakan saya boleh menerima Baucar Pulangan Tunai atau Pulangan Tunai untuk ketiga-tiganya pindahan tunai saya, sekiranya adalah kepada penerima unik?

Ya, sekiranya ketiga-tiga pindahan tunai tersebut adalah sekurang-kurangnya RM5 dan Promosi ini belum sampai had 2,000,000 transaksi yang layak untuk Baucar Pulangan Tunai & Pulangan Tunai.

4. Apakah Baucar Pulangan Tunai yang akan saya menerima?

- Baucar '*Retail purchase*' (RM5 - RM300) - Fungsi '*Pay & Scan*'
- Baucar '*Online shopping & payments*' (RM5 – RM300) - *Parking, Prepaid, Postpaid, Bills, Movies, Flight, Online (ie: Lazada, PrestoMall, Taobao, Apple App Store etc.)*
- Baucar Tol (RM0.50 – RM2) - *PayDirect & RFID*

5. Apakah had belanja minima untuk Baucar Pulangan Tunai?

- Baucar '*Retail purchase*' (RM5 - RM300) – belanja minima RM10
- Baucar '*Online shopping & payments*' (RM5 – RM300) – belanja minima RM20
- Baucar Tol (RM0.50 – RM2) – tiada belanja minima

6. Kenapakah saya hanya mendapat mesej sambutan dan bukan Baucar Pulangan Tunai atau Pulangan Tunai?

Anda telah melebihi had penerimaan maksima TIGA (3) ataupun Baucar Pulangan Tunai & Pulangan Tunai telah melebihi had 2,000,000 transaksi yang layak untuk Promosi ini.

7. Berapa kali bolehkah saya menerima Baucar Pulangan Tunai atau Pulangan Tunai?

Anda boleh menerima maksima TIGA (3) Baucar Pulangan Tunai dan/atau Pulangan Tunai sepanjang tempoh Promosi ini sahaja.

8. Bilakah akan saya menerima Baucar Pulangan Tunai atau Pulangan Tunai sekiranya layak?

Sekiranya layak, Baucar Pulangan Tunai akan didapati dalam seksyen 'My Rewards' dalam app Touch 'n Go eWallet anda; Pulangan Tunai akan dikreditkan terus dalam Touch 'n Go eWallet anda.

9. Adakan saya boleh menggunakan lebih daripada satu Baucar Pulangan Tunai dalam satu transaksi?

Tidak, hanya SATU (1) Baucar Pulangan Tunai boleh digunakan sahaja dalam satu transaksi. Baucar Pulangan Tunai promosi ini tidak boleh digunakan untuk promosi Pulangan Tunai yang lain dari TNGD.

10. Jikalau saya mempunyai satu Baucar Pulangan Tunai '*Retail Purchase*' dan satu Baucar Pulangan Tunai rakan niaga tertentu, baucar manakah yang akan digunakan dahulu?

Baucar Pulangan Tunai rakan niaga tertentu akan digunakan dahulu, dituruti oleh Baucar Pulangan Tunai '*Retail purchase*' bermula dari baucar bernilai tinggi dahulu.

11. Apakah tempoh sah Baucar Pulangan Tunai promosi ini?

Baucar Pulangan Tunai yang diperolehi adalah sah sepanjang Tempoh Kempen. Baucar yang tidak digunakan akan luput selepas 31 Mei 2020.