



## **ONECARD GIFT CARD TERMS AND CONDITIONS OF USE (English V.5.0 20 FEBRUARY 2022)**

1. You may purchase a ONECARD Gift Card from the Operator at the Customer Service Centres or on ONESHOP.
2. The ONECARD Gift Card maybe in the form of:
  - a) a physical ONECARD Gift Card; or
  - b) an e-ONECARD Gift Card.
3. The minimum monetary value for each ONECARD Gift Card is RM10.00 and the maximum monetary value is RM1,500.00.
4. If you are a recipient of a ONECARD Gift Card, you are required to link the ONECARD Gift Card to your 1PAY E-Wallet before the expiry date. In the event that the ONECARD Gift Card received has not been linked and it expires, the monetary value of the ONECARD Gift Card will be forfeited and the Operator will neither be liable to you nor the purchaser of the ONECARD Gift Card for any compensation, loss or damage whatsoever or all requests to obtain a refund of the monetary value of the ONECARD Gift Card shall not be entertained.
5. You may link ONECARD Gift Card to your 1PAY E-Wallet via ONECARD website or via 1 Utama Mobile App. If you are NOT an existing ONECARD Member, you may apply for a ONECARD free of charge for a 5 years validity period.
6. If you are the purchaser of the ONECARD Gift Card, you may apply for a refund of the monetary value of the ONECARD Gift Card before its expiry date by submitting a refund request to the Operator.
7. Refunds of the monetary value of the ONECARD Gift Card to you as the purchaser will be made to a bank account of a Malaysian licensed financial institution in your name only and not to any third-party accounts. Refunds will not be made in physical cash.
8. For the avoidance of doubt, refund is only available to the purchaser of the ONECARD Gift Card. Gift Card which was gifted or transferred to another ONECARD Member is not entitled for a refund.
9. An administrative fee of RM5.00 is required to process the refund request.