

**1PAY E-WALLET AND ONECARD GIFT CARD TERMS AND CONDITIONS OF USE
(V.6.0 1 JULY 2024)**

1. You may purchase a ONECARD Gift Card from the Operator at the Customer Service Centres or on ONESHOP. Purchase of a ONECARD Gift Card is not entitled for the earning of any UPoints.
2. The ONECARD Gift Card may be 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 RM4,999.
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 SuperApp. 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 at the Operator's sole and absolute discretion. 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.
7. In the event of loss of any physical ONECARD Gift Card, a replacement may be only requested by the original purchaser at any Customer Service Centres.
8. For the avoidance of doubt, refund is only available to the original purchaser of the ONECARD Gift Card. Gift card which was gifted or transferred to another ONECARD Member is not entitled for a refund.
9. For any ONECARD Gift Card purchase which cumulatively exceeds RM5,000 in a single transaction, the Operator may request for additional information pertaining to the purchase prior to approving/processing the transaction. Subject to the Operator's review and discretion, your ONECARD Gift Card purchase will be completed within three (3) business days.
10. An administrative fee of RM 5.00 is required to process the refund request.