

## FAQs

### **Q1: How to participate in the cash-back promotion?**

A: While shopping at participating merchants who accept UnionPay IC card Quick Pass or mobile phone Quick Pass, make your payment with UnionPay IC card Quick Pass or mobile phone Quick Pass(only for UnionPay Cards issued in Mainland China)and retain the receipt (not shopping list or invoice).

Scan the QR code from the merchant's display offer image to enter the promotion page, follow the instructions to fill in your information then upload the photo of your receipt. The system will finish the verification within 14 business days after the receipt has been uploaded.

After passing the verification, please click the "cashback" button to process the cashback and follow the instructions on the promotion page. The cashback will be completed within 14 business days after you complete the final "cashback" step by choosing the 'submit' option. Please check your bank account status.

### **Q2: What kind of UnionPay Card can I use to participate in the promotion?**

A: This promotion is valid only for UnionPay IC cards (card number starts with 62) which are issued in Mainland China, pay by Quick Pass (tap and go) or mobile phone Quick Pass in the Australian market.

### **Q3: When do I need to scan the QR code? After or before the purchase?**

A: Make your payment with your UnionPay IC card Quick Pass or mobile phone Quick Pass first and retain the receipt, then scan the QR code from the merchant's display offer image which will provide further steps and prompts to upload your receipt photo.

### **Q4: Which APP do I need to use to scan the QR code? Do I need to download the iTrip APP?**

A: Use WeChat to scan the QR code. You are not required to download the iTrip APP at anytime

### **Q5: Why have I not received the 'cashback' after the verification process is complete?**

A: There are instructions on how to participate in this promotion on the promotion page. Receipts that have been paid with valid UnionPay IC card Quick Pass or mobile phone Quick Pass should be uploaded within **7 days** after the payment day.

After the receipt passes the verification process, please click the "cashback" button to process the cashback and follow the instructions on the promotion page to fill in your information. The cashback will be completed within 14 business days after you submit the "cashback" which will be your final step in redemption. Please check your bank account status.

### **Q6: Does it matter if I forget to upload the receipt on the same day when I make the purchase?**

A: According to the terms & conditions, it is not necessary to upload the receipt on the same day when you make the purchase. You can upload the receipts that have been paid with valid UnionPay IC card Quick Pass or mobile phone Quick Pass within 7 days after the payment day. Also, participants must complete the "withdraw" process within 30 days after promotion finished, otherwise participants will lose eligibility for redemption.

### **Q7: What if the attendant/customer service representative does not issue me the receipt?**

A: According to the terms & conditions, the receipt is the only valid certification to participate in the promotion. Please ensure to ask for the receipt, retain and manage them by yourself.

**Q8: Why does it show 'verification failed' after uploading my receipt?**

A: Please follow the instructions on the promotion page. Please ensure the information in the photo of receipt is clear (including payment method, payment date, payment value, etc.). The receipts uploaded for cashback must be paid with valid UnionPay IC card Quick Pass or mobile phone Quick Pass. Duplicate receipts will not be accepted. Receipts that have been redeemed by other UnionPay gifts events or campaigns in Australia during the same period may not be eligible to participate in this promotion. Any receipt that uses UnionPay card to purchase any gift card or pre-paid cards or equivalent is not acceptable for this promotion.

**Q9: How do I know which merchant can accept UnionPay QuickPass?**

A: Currently, some of the terminals accepting UnionPay card cannot accept Quick Pass functionality such as Commonwealth Bank, Tyro, etc. Sometimes Quick Pass may be declined because the POS is dated or running under an older version. Other merchants accept UnionPay IC card Quick Pass or mobile phone Quick Pass.

**Q10: Tried to use the UnionPay IC card Quick Pass, the terminal displays exceeds the limit (error code: Decline 61), what should I do?**

A: Some card issuing banks set a single maximum limit for overseas Quick Pass transactions, you can contact the issuing bank to increase or cancel the limit, or use the issuing bank APP to do it directly.

**Q11: Payment done with Quick Pass is declined, the terminal shows that I must pay by insert or swap method?**

A: Currently, some of the terminals accepting UnionPay cards cannot accept Quick Pass functionality such as Commonwealth Bank, Tyro, etc. Sometimes Quick Pass may be declined because the POS terminal is dated. In addition, since the UnionPay cards of some card issuing banks do not support overseas Quick Pass, the Quick Pass is unsuccessful. Please contact the issuing bank for further details. This offer is not available for swiping or inserting the card.

**Q12: When using UnionPay Quick Pass to pay more than 100 Australian dollars, the terminal does not require a password, but directly prompts password error (error code: Decline 55), resulting in unsuccessful transactions?**

A: This is because some UnionPay cards of some issuing banks do not support overseas card transactions exceeding AUD 100. Please contact the issuing bank directly for details.

**Q13: Which currency will I get the cashback?**

A: The cashback will be done only in CNY.

**Q14: Can I select the bank account to receive the cashback?**

A: Unfortunately no. The UnionPay card registered on the promotion page must be the same card which you used to make the payment and cashback.

**Q15: Can I change the UnionPay card number which has been registered?**

A: Unfortunately no. The card number cannot be changed once it is registered.