

## Frequently Asked Questions

### NETS 2023 Merchant Rewards Programme (“NETS 2023 MRP”)

(1 June – 31 October 2023)

#### 1. How do I qualify for this programme?

The Merchant Rewards Programme is an initiative by NETS to increase overall NETS transactions. The eligibility and selection of merchants for the programme is at NETS’ discretion.

#### 2. How do I earn the cash incentive of \$20?

To earn the cash incentive, your business will need to:

1. Achieve 35 or more NETS transactions in the month.
2. Rank amongst the top 50 merchants by the number of NETS transactions.

#### 3. How do I earn the additional cash bonus of \$150?

If your business has at least 35 NETS transactions for at least 3 months during June to October 2023, and rank amongst the top 50 merchants by total transaction count across the 5-month period, you will be able to earn a one-time cash bonus of \$150.

#### 4. What is the maximum incentive that I can earn from this programme?

The maximum incentive to be earned is \$250.

Incentive Breakdown:

(\$20 cash incentive x 5 months) + \$150 additional cash bonus = \$250

#### 5. How many merchants will be able to earn the cash incentive of \$20?

Up to 50 merchants will be able to earn the cash incentive per month.

#### 6. How many merchants will be able to earn the additional cash bonus of \$150?

Up to 50 merchants will be able to earn the additional cash bonus of \$150.

#### 7. How will the top 50 merchants be identified?

Rest assured that NETS follows a stringent process to verify and ensure that all results are properly validated before the selection of the top 50 merchants.

**8. How will I know if I am one of the top 50 merchants of that month during the programme period?**

NETS will notify you if you are one of the top 50 merchants of the month via call / SMS / email.

**9. After being notified by NETS, how long will it take before I will receive my incentive?**

Upon the successful verification by NETS, we will make a one-time payment of the incentives to your company's bank account registered with NETS via bank transfer no more than two (2) months from the end of the programme period.

**10. I do not wish to participate in the programme. What should I do?**

You may opt out of the NETS 2023 Merchant Rewards Programme by emailing to [contactus@nets.com.sg](mailto:contactus@nets.com.sg) with your full company name, email address and contact number before 30 June 2023 stating your intention to withdraw from the programme.

**11. Where can I get more information about the NETS 2023 Merchant Rewards Programme?**

For the full terms and conditions, please view the Terms & Conditions page, or visit [www.nets.com.sg/2023MRP](http://www.nets.com.sg/2023MRP) for further information.

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