

FAQ

| | Question | Answer |
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| 1 | What is the offer? | Mastercard cardholder will receive LKR 100 waived from following month's bill, for payments over LKR 1,000 |
| 2 | Does it apply if I pay with my Debit / Credit card? | The offer is applicable for Mastercard Debit, Credit, Corporate and SME cards |
| 3 | Does the offer apply for PEO TV? | Yes, for all SLT Connections |
| 4 | What if I pay less than LKR 1000? | Then you will not be eligible for the offer |
| 5 | Will I be entitled for LKR 200 if I pay LKR 2000? | No, for all payments of LKR 1,000 and above the waiver is LKR 100 from the following month's bill |
| 6 | Can I get the waiver for the current month I am paying? | No it will apply in the following month |
| 7 | What if I pay in the middle of the month then which month will it affect? | The offer will reflect in the following month's statement/bill regardless of the time of payment within the month |
| 8 | How many times am I eligible for the offer? | Per calendar month, maximum amount is three. Therefore for maximum of LKR 1,000 x 3 times a month. The following month the bill will be reduced by LKR 300 (maximum) |
| 9 | Does the waiver apply for bill before tax or after tax? | The amount is reflected on the consumption before tax. LKR 100 will be reduced from the following month's consumption before tax |
| 10 | What if my following month usage is less than LKR 100? Can it be carried forwarded to the following month? | It would reflect a credit balance as the net in your statement (if your starting balance is zero). If you had a starting balance it would be deducted from the starting balance and reflect in your statement. |
| 11 | What if I make a payment half in cash half in card, am I eligible for the offer? | No, the offer is only applicable for transactions made by Mastercard Debit, credit, SME or Corporate cards |
| 12 | Can I make a payment from any bank card or is there a specific bank? | You can make the payment from any Mastercard issued by any Bank or Financial Institution in Sri Lanka |
| 13 | My Mastercard debit card cannot be used for online transactions | Kindly speak to your bank regarding the same. |
| 14 | I want to get a Mastercard credit card, how can I get one? | Kindly speak to your bank regarding the same. |
| 15 | I didn't get the OTP number/ PIN number to make the transaction. | Kindly speak to your bank regarding the same. |
| 16 | I paid my bill at a supermarket why didn't I get the offer? | The offer is only applicable for payments made at SLT outlets and www.slt.lk . This is not valid for other modes of payments |

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| 17 | I have two connections under my name, is it applicable for both? | Yes, per connections you will receive a maximum of three times a month to get the offer. |
| 18 | My PEOTV bill is less than LKR 1,000 but my landline bill is LKR 3,000. Can I use both and get the offer twice for TV and landline? | This depends on the SLT account number. If both are under the same account number, it would be considered as a consolidated payment. If you have two accounts, then account where you make the payment over LKR 1000 will get you the offer. |
| 19 | To be entitled should I my bill be over LKR 1,000 before tax or after tax? | The offer is applicable for payments made over LKR 1,000 despite of the bill value. |