



## Frequently Asked Questions for Customers

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### 1- What is the Campaign about?

'Win Gold with PayPak' is a campaign exclusively designed for PayPak Debit Cardholders. Cardholders are required to withdraw or spend a minimum of Rs. 500 on any purchase nationwide to enter the lucky draw.

### 2- What is the Campaign period?

The Campaign period is from 1st October 2021 to 31st December 2021 (both days included)

### 3- Who is eligible to participate in this Campaign?

Both existing and new PayPak debit cardholders are eligible for participation.

### 4- Do I need to fill up any campaign entry form to enter?

No entry form is required. Automatic entry is recorded.

### 5- How to participate in this Campaign?

Use your PayPak Debit Card to withdraw or spend on any purchase nationwide for minimum Rs. 500 to participate in the lucky draw.

### 6- What is the minimum spend required for the Lucky draws?

To be eligible for the lucky draw, a minimum Rs. 500/- cash withdrawal or retail spend is required within the Campaign Period.

### 7- What are the Campaign Prizes?

The campaign offers a chance to win 50 five- grams gold bars through a lucky draw. 25 winners for ATM withdrawal transactions and 25 winners for POS transactions.

### 8- How will the winners be selected?

The winners of the campaign will be selected through a lucky draw held by 1LINK (Pvt.) Ltd. based on entries that have been recorded during the Campaign Period.

### 9- When will the Winner(s) be announced?

The winner(s) will be announced within twelve (12) weeks from the end of qualifying period. Banks will be notified about the winners and prizes delivery/collection details will be shared with the banks.

### 10- Can the prizes be exchanged for cash or other products?

Prizes are strictly non-transferable or non-exchangeable for cash or other products, in part or in full.



**11- Need further help or have further questions about the campaign, what should be done?**

For any further clarification, please contact your branch directly or visit banks website.

**12- Who is hosting the campaign?**

'Win Gold with PayPak' campaign is being run by 1LINK (Pvt.) Ltd. for banks' customers.

**13- What is 1LINK?**

1LINK is Pakistan's first fully licensed PSO/PSP, largest payment and switch system, committed to administer and evolve a strong e-payment network in the Pakistan and owners of PayPak - Pakistan first domestic payment scheme.

