



Terms and Conditions of MoneyBack Reward Programme:

A. “MoneyBack Points autopay for bills to earn Points” service

1. Definition of “Eligible Customer”

- 1.1. Customer is required to successfully link the MoneyBack App account to 3 Hong Kong mobile / service number account of the customer via My3 App (“**3 Hong Kong Platform**”).
- 1.2. Each 3 Hong Kong mobile / service number account can only be linked to one MoneyBack App account and vice versa. The mobile / service number registered in MoneyBack App account must be the same as the 3 Hong Kong mobile / service number account registered with the 3 Hong Kong Platform.
- 1.3. Customer is required to activate the “MoneyBack Points autopay for bills to earn Points” service in My3 App in order to enjoy the service.

2. Autopay with MoneyBack Points

- 2.1. MoneyBack Members (as defined under General Terms and Conditions No. 2) may offset / settle relevant 3 Hong Kong monthly bill amount with MoneyBack Points automatically by activating the service via 3 Hong Kong Platform.
- 2.2. Details of automatically offsetting / settling payable amount of 3 Hong Kong’s monthly bill (“**3 Hong Kong Monthly Bill Amount**”) are set out below:
 - 2.2.1. Standard conversion rate: Every 50 MoneyBack Points to offset / settle HK\$1 of 3 Hong Kong Monthly Bill Amount.
 - 2.2.2. The corresponding amount of MoneyBack Points will be deducted from the linked MoneyBack App account based on the 3 Hong Kong Bill Amount to offset / settle the 3 Hong Kong Monthly Bill Amount on the monthly cutoff date.
 - 2.2.3. Customer must settle the remaining outstanding bill amount through other payment means if the available balance of MoneyBack Points in customer’s MoneyBack App account is not sufficient to fully settle such bill. Customer is not required to make additional payment arrangements if autopay service has been applied with 3 Hong Kong, the remaining outstanding bill amount will be settled by autopay accordingly.
 - 2.2.4. A maximum of 50,000 MoneyBack Points in total can be offset / settled against HK\$1,000 of 3 Hong Kong Monthly Bill Amount through the 3 Hong Kong Platform each day.





- 2.3. Subject to paragraph 2.2.3, customer must ensure that sufficient MoneyBack Points are available for redemption for offsetting / settlement of 3 Hong Kong Monthly Bill Amount, otherwise such redemption transaction will fail for which 3 Hong Kong will not be liable.
- 2.4. The spending amount for the primary SIM card and secondary SIM card(s) under a Multi-SIM monthly plan will be consolidated into the monthly bill of the primary SIM card and can be offset / settled with MoneyBack Points through the linked MoneyBack App Account of the primary SIM card.
- 2.5. All transactions are non-refundable, non-transferable and non-reversible.
- 2.6. 3 Hong Kong and MoneyBack are not liable for any loss or damage arising from loss or unauthorized use of MoneyBack membership card / MoneyBack Points, or unauthorized login of MoneyBack App account.

3. Automatically earn MoneyBack Points

- 3.1. Eligible Customer is entitled to earn 1 MoneyBack Point for every HK\$5 of eligible spending at 3 Hong Kong ("**3 Hong Kong**").
- 3.2. "Eligible Spending" refers to the net charges of the designated monthly service plans in respect of each registered 3 Hong Kong mobile / service number's, such as 5G broadband Service monthly fee, value added service charges, subsequent charges, IDD and roaming service charges and admin fee etc. However, Eligible Spending does not include the following specified amounts: monthly fee rebates, service fee adjustments, prepayment, different types of discount offers / rewards, payment for prepaid SIM cards, direct carrier billing payment, deposits, reward rebates, prepayments or payments for purchases of handsets / devices / accessories / other hardwares , donations, early termination charge or other administrative fees, refunded amounts, spending at XtraMall , the amounts deducted through use of handset vouchers or other cash coupons, MoneyBack Points, promotional coupons or promotional codes, other designated fees and non-Eligible Spending items determined by 3 Hong Kong from time to time.
- 3.3. The Eligible Spending amounts for the primary SIM card and secondary SIM card(s) under a Multi-SIM monthly plan will be consolidated into the monthly bill of the primary SIM card to earn MoneyBack Points.
- 3.4. The MoneyBack Points earned through the monthly bills will be automatically credited to the Eligible Customer's MoneyBack App account within 5 business days of the statement cutoff date.





- 3.5. Each Eligible Customer is entitled to earn a maximum of 100 MoneyBack Points in respect of a monthly bill.
- 3.6. 3 Hong Kong reserves the right not to award any MoneyBack Points if an Eligible Customer fails to settle the relevant payment due on or before the due date specified in a monthly bill.
- 3.7. 3 Hong Kong has the right to adjust, clawback or revoke any MoneyBack Points awarded or to be awarded to customers at any time without prior notice.
- 3.8. 3 Hong Kong and MoneyBack (as defined under General Terms and Conditions No. 2) reserve the right to change, amend or cancel the Service, its content, terms and conditions at any time without prior notice. Please contact our staff or call our Customer Service Hotline 1033 for more details.

B. Redemption of MoneyBack Points

- 1. Customer is required to successfully link the MoneyBack App account to 3 Hong Kong mobile / service number account of the customer via My3 App (“**3 Hong Kong Platform**”).
- 2. Each 3 Hong Kong mobile / service number account can only be linked to one MoneyBack App account and vice versa. The mobile / service number registered in MoneyBack App account must be the same as the 3 Hong Kong mobile / service number account registered with the 3 Hong Kong Platform.
- 3. Offer is only applicable to customer who settles 3 Hong Kong monthly bill and relevant charges as specified via credit card autopay. MoneyBack Members (as defined under General Terms and Conditions No. 2) may offset / settle relevant 3 Hong Kong monthly bill amount / redeem designated value-added service (“VAS”) with specified MoneyBack Points via the 3 Hong Kong Platforms.
- 4. For 3 Hong Kong monthly bill settlement:
 - 4.1. Customer is required to complete the relevant steps via the 3 Hong Kong Platforms within 12 days after monthly bill date with specified MoneyBack Points to offset / settle monthly bill amount of 3 Hong Kong (“the 3 Hong Kong Monthly Bill Amount”) subject to the conversion rate mentioned under paragraph 4.2.
 - 4.2. Standard conversion rate: Every 50 MoneyBack Points to offset / settle HK\$1 of 3 Hong Kong Monthly Bill Amount.
 - 4.3. A maximum of 50,000 MoneyBack Points in total can be offset / settled against HK\$1,000 of 3 Hong Kong Monthly Bill Amount through the 3 Hong Kong Platform each day.





5. For VAS redemption:
 - 5.1. Offer is applicable to designated VAS only.
 - 5.2. You may redeem designated VAS via designated webpage on the 3 Hong Kong Platforms using the requisite full amount of MoneyBack Points or a combination of MoneyBack Points and cash.
 - 5.3. Offer is also subject to the related service terms and condition of VAS.
6. Customer must ensure that sufficient MoneyBack Points are available for redemption for offsetting / settlement of the 3 Hong Kong Monthly Bill Amount or VAS redemption, otherwise such redemption transaction will fail for which 3 Hong Kong will not be liable.
7. MoneyBack Points transaction will be shown under customer's 3 Hong Kong mobile / service number account upon completion of each transaction.
8. All transactions are non-refundable, non-transferable and non-reversible.
9. 3 Hong Kong and MoneyBack are not liable for any loss or damage arising from loss or unauthorized use of MoneyBack membership card / MoneyBack Points, or unauthorized login of MoneyBack App account.

C. General Terms and Conditions

1. Unless otherwise specified, the above offers and service are valid until 31 Dec 2025 (based on transaction date) ("Promotion Period").
2. The offers and service are applicable only to members of the MoneyBack program ("MoneyBack Members"), which is operated by A.S. Watson MoneyBack (HK) Limited ("MB").
3. The earning and redemption of MoneyBack Points are subject to the Terms and Conditions of the MoneyBack Program. Please refer to www.moneyback.com.hk for further details.
4. The offers cannot be transferred, exchanged for cash or other products.
5. Unless otherwise specified, the usage entitlement and service fee of the monthly plan apply to local services only.
6. Unless otherwise specified, the offers cannot be used in conjunction with any other discounts or promotional offers (including other MoneyBack Points promotional offers).
7. All 3 Hong Kong service contents and charges are subject to final decision of 3 Hong Kong. 3 Hong Kong reserves the right to change the service contents and charges at any time without prior notice.
8. The above offers and service are subject to [3G, 4G LTE and 5G Service Terms and Conditions](#) of 3 Hong Kong, as well as the abovementioned Special and General Terms





and Conditions relating to the offers. For further details, please contact our staff, call our Customer Service Hotline 1033 or visit 3 Hong Kong website www.three.com.hk.

9. 5G network experience may be affected due to various factors including but not limited to network setting / specification or coverage, the features or functionality of individual mobile device, transmission technology, network traffic and usage, speed of websites servers, service stability of other content providers, weather and other circumstantial factors (e.g. blockades such as buildings, mountains, tunnels) which may lead to radio interference. Subject to 5G Service Terms and Conditions of 3 Hong Kong. All service usage is subject to [Service Usage Policy and Fair Usage Policy](#).
10. Hutchison Telephone Company Limited ("3 Hong Kong") and MoneyBack reserve the rights to amend, suspend or terminate the offers and service, their content, terms and conditions at any time without further notice. 3 Hong Kong and MoneyBack will have the right of final decision in case of any dispute.

