



## Terms and Conditions of MoneyBack Reward Programme:

### A. Earning of MoneyBack Points:

#### A1. Link Up My3 and MoneyBack Mobile Application (“App”) Account

1. Customer is required to successfully link up MoneyBack App Account to 3HK Mobile Number Account via My3 App (“the Company Platforms”) to enjoy 500 MoneyBack Points.
2. Each 3HK Mobile Number Account can only be linked to one MoneyBack App Account and vice versa. The mobile number registered in MoneyBack App Account must be the same as the 3HK Mobile Number Account registration mobile number of the Company Platforms.
3. Customers will be notified via SMS within 5 working days upon successful linking up MoneyBack App Account to the Company Platforms.
4. Designated MoneyBack Points is required to be collected via the Company Platforms within 30 days after received SMS (details refer to the SMS content).
5. All uncollected MoneyBack Points will be forfeited after designated collection period and will not be re-issued.
6. 3HK and MoneyBack (as defined under General Terms and Conditions No.2) reserve the right to change the MoneyBack Programme offer at any time without prior notice. Please contact our staff or call our Customer Service Hotline 1033 for more details.

#### A2. New Sales or Contract Renewal or Plan Upgrade

1. Customer is required to subscribe designated Monthly Service Plan, commit to minimum 24 months contract and pay for the Admin fee of \$28 per month to enjoy designated MoneyBack Points.
2. Customer is required to successfully link up MoneyBack App Account to 3HK Mobile Number Account via the Company Platforms to collect designated MoneyBack Points.
3. Each 3HK Mobile Number Account can only be linked to one MoneyBack App Account and vice versa. The mobile number registered in MoneyBack App Account must be the same as the 3HK Mobile Number Account registration mobile number of the Company Platforms.
4. Designated MoneyBack Points will be allocated to Customer’s Mobile Number Account as follows:
  - i. First Allocation:
    - Customer will be notified via SMS within 10 days after 3HK service activation. Designated MoneyBack Points is required to be collected via the Company Platforms within 30 days upon received SMS (details refer to the SMS content).
  - ii. Second Allocation:
    - The balance of MoneyBack Points will be allocated to Customer’s Mobile Number Account by instalment (rounded down to nearest integer) during contract period. Any odd Points (if applicable) will be allocated in the last instalment. Designated MoneyBack Points is required to be collected via the Company Platforms within 30 days of monthly bill date.

Net Monthly Fee*	MoneyBack Points to be Earned	Issuance of MoneyBack Points	
		First Allocation	Second Allocation
Below \$400	800	500	300
\$400 - \$599	1,800	1,000	800
\$600 or over	3,000	2,000	1,000

\*Net Monthly Fee = Monthly Fee - Monthly Fee Rebate + \$28 Admin Fee; all value-added services fee are excluded

5. The MoneyBack Points will be forfeited and not be allocated under the following conditions:
  - i. Early termination of existing contract;
  - ii. Canceled or terminated any non-activated service within 30 days of service subscription



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6. All uncollected MoneyBack Points will be forfeited after designated collection period and will not be reissued or extend the validity.
7. If service plan is terminated within contract period, 3HK reserves the rights to forfeit MoneyBack Points rewards to be given in the entire contract / retrieve back from customers collected MoneyBack Points rewards (or charge the customers for the value of the MoneyBack Points at the current prevailing exchange rate) without prior notice.
8. This offer can be enjoyed in conjunction with other MoneyBack Points offers.
9. All service plans are subject to relevant service terms and conditions of 3HK.
10. 3HK and MoneyBack (as defined under General Terms and Conditions No.2) reserve the right to change the MoneyBack Programme offer at any time without prior notice. Please contact our staff or call our Customer Service Hotline 1033 for more details.

#### A3. Member Referral Programme

1. Offer is valid until 31 Dec 2025 ('Offer Period')
2. For details, please refer to <https://web.three.com.hk/tnc/220107/tnc-3hkmgm-en.pdf>.

#### **B. Redemption of MoneyBack Points:**

1. Customer is required to successfully link up MoneyBack App Account to 3HK Mobile Number Account via the Company Platforms. Each 3HK Mobile Number Account can only be linked to one MoneyBack App Account and vice versa. The mobile number registered in MoneyBack App Account must be the same as the 3HK Mobile Number Account registration mobile number of the Company Platforms.
2. Offer is only applicable to customer who settles 3HK 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 3HK monthly bill amount / redeem designated value-added service ("VAS") with specified MoneyBack Points via the Company Platforms.
3. For 3HK monthly bill settlement:
  - i. Customer is required to complete the relevant steps via the Company Platforms within 12 days after monthly bill date with specified MoneyBack Points to offset / settle monthly bill amount of 3HK ("the Company Monthly Bill Amount") subject to the conversation rate mentioned under paragraph 3(ii).
  - ii. Standard conversation rate: Every 50 MoneyBack Points to offset / settle HK\$1 of the Company Monthly Bill Amount.
  - iii. A maximum of 50,000 MoneyBack Points in total can be offset / settled against HK\$1,000 the Company Monthly Bill Amount through the Company Platforms per day.
4. For VAS redemption:
  - i. Offer is applicable to designated VAS only.
  - ii. You may redeem designated VAS via designated webpage on the Company Platforms using the requisite full amount of MoneyBack Points or a combination of MoneyBack Points and cash.
  - iii. Offer is also subject to the related service terms and condition of VAS.
5. Customer must ensure that sufficient MoneyBack Points are available for redemption for offsetting / settlement of the Company Monthly Bill Amount or VAS redemption, otherwise such redemption transaction will fail for which 3HK will not be liable.
6. MoneyBack Points transaction will be shown under customer's 3HK Mobile Number Account upon completion of each transaction.
7. All transactions are non-refundable, non-transferable and non-reversible.
8. 3HK and MoneyBack are not liable for any loss of MoneyBack Points resulted from the loss of MoneyBack membership cards / MoneyBack App Account.

#### **C. General Terms and Conditions:**

1. Unless otherwise specified, the offers are valid until 31 Dec 2025 (based on transaction date) ("Promotion Period").



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2. Only members of the MoneyBack program ("**MoneyBack Members**") (operated by A.S. Watson MoneyBack (HK) Limited ("**MB**")) are entitled to the Offers.
3. The earning and redemption of MoneyBack Points are subject to the Terms and Conditions for MoneyBack Program (please refer to [www.moneyback.com.hk](http://www.moneyback.com.hk) for further details).
4. The Offers cannot be transferred, redeemed or 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 offer cannot be used in conjunction with any other discounts or promotional offers (including other MoneyBack Points promotional offers).
7. All 3HK service contents and charges are subject to final decision of 3HK. 3HK reserves the right to change the service contents and charges at any time without prior notice.
8. The above offers are subject to [3G, 4G LTE and 5G Service Terms and Conditions](#) of 3HK, 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 3HK website [www.three.com.hk](http://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 3HK. All service usage is subject to [Service Usage Policy and Fair Usage Policy](#).
10. Hutchison Telephone Company Limited ("**3HK**") and MB reserve the rights to amend, suspend or terminate the content, terms and conditions of the Offers at any time without further notice. 3HK and MB will have the right of final decision in case of any dispute.

