

FAQs - Visa ShopSmall Campaign Offers

Q. What is Visa's ShopSmall campaign?

A. Visa has launched exciting offers for payment transactions made at local sellers across Cambodia, especially Siem Reap to support everyday spending at small merchants from any payment methods.

- Tap to Pay by valid Visa credit, debit and prepaid card issued by any licensed issuers in Cambodia
- Scan to Pay by valid Visa card issued by ABA Bank, ACLEDA Bank and Aeon Bank in Cambodia via their respective banking app.



Q. How can I participate?

A. To participate in the Campaign, you just perform 'Tap' or 'Scan' to Pay with Visa for 5, 10 or 15 transactions in a month at eligible merchants. And logs into the redemption portal to redeem for a reward.

- All Eligible Transactions should have been processed on the VisaNet.
- Only successful payment transactions will be considered eligible. Any product return, request for refund, or transaction cancellation for any reason whatsoever will disqualify an Eligible Transaction from the Campaign for the transaction of refund or cancellation.

Q. What's the campaign offer?

A. Campaign offers are available in limited amounts on a first-come-first-served basis and depend on the payment transactions required as follows:

- For an Eligible 5 Transactions in a month get 1 Complimentary Drink voucher at

Brown.

- For an Eligible 10 Transactions in a month get more 1 Complimentary Drink voucher at Brown
- For an Eligible 15 Transactions in a month get 1 Complimentary Ticket for Running Event hosted by Cambodia Event Organizer

Vouchers are non-transferable, non-exchangeable, and non-refundable. No cash alternative or substitute to the Vouchers will be provided. The validity of a Voucher starts from the procurement of the code.

Q. How to redeem the offer on portal site?

A. You can click to www.visa.com/en_KH/pay-with-visa/shops-small-campaign.html that is shared on campaign communications which could be social media post, issuer bank app / web banner etc. or scan the QR on promotional materials at eligible merchants

- You will be redirected to Visa Offer Page. Click on "Claim Offer" button
- Enter first 8 and last 4 digits of your Visa card number and your mobile phone number
- Enter OTP password that is sent to your mobile phone or email.
- The eligible offers will show up for redeem
- A unique code will be displayed for the voucher that you have redeemed.
- The same unique code will also be sent to you as an SMS to the phone number or email provided.
- Each Voucher can only be claimed within 60 days from the month of the Eligible Transaction that qualifies the Cardholder for the Voucher. The Voucher details will be available to the Cardholder on the Website upon claiming such Voucher.
- "Eligible Transactions" means any amount of successful payment transactions by Visa Tap to Pay or Scan to Pay at eligible merchants within a month.
- If the Voucher is not claimed by an Eligible cardholder within the voucher claimed period, the eligible cardholders will forfeit the Voucher on that month.
- Visa, Issuers and Merchants will not be responsible for any delay, loss, or damage in the delivery of the Vouchers.

For any queries or concerns, please reach out to the customer service team at Razorpay at Visaoffersupport@razorpay.com. Please note that Visa and Issuers are not responsible for customer service related to this Campaign. For avoidance of doubt, the sole responsibility of the customer services shall be of Razorpay.

Q. How the Use of Vouchers?

A. "Complimentary drink voucher at Brown"

- Present the Voucher code from SMS or email at any Brown shops to get complimentary one small size of any hot & cold drinks (except Juice).
- The voucher is valid for 3 months from the date of voucher claimed.
- If Voucher(s) are not redeemed within the validity period, the Voucher(s) will expire. Expired Vouchers cannot be replaced.

“Complimentary ticket for Running Event hosted by Cambodia Event Organizer”

- Voucher code can redeem for a complimentary running entry pass/registration fee for any Events, Race category that are available on the Cambodia Event Organizer registration website at the time of redemption made.
- Cardholders can claim their Vouchers by clicking on the reward, where they will have the option to “Claim” the Voucher. Accordingly, the Cardholder would be redirected to a landing page (“**Website**”), for entering the card number and other details to claim such applicable Voucher.

Q. I have successfully logged into the offer redemption website, but there are no vouchers for me.

A.

- Ensure that you have completed the payment transactions required.
- The voucher will be displayed 7 days after you have made the last eligible transaction.
- You should log into the offer redemption website within 60 days from the month of your transaction made to redeem the voucher.
- If you are still unable to see your voucher despite your eligibility, please contact customer care team at visaoffersupport@razorpay.com

Q. Who are the eligible merchants?

A. “Eligible merchants” which includes but not limited to small shops selling goods/services by local people i.e. food stalls, clothes & fabric shops, souvenir shops, handicraft shops, grocery stores, local transportation: Tuk Tuk. Or in Visa definition, eligible merchants are categorized with MVV tagging in the Visa system, and with Visa annual sale of less than USD60,000.