

## Reactivate and Win Promo – Terms & Conditions

### 1. Promo Overview

MTN FinTech Eswatini is rewarding customers who reactivate their dormant MoMo wallets. By reactivating, customers stand a chance to win **E500** directly into their MoMo wallet.

### 2. Promo Duration

- The promotion runs for **6 weeks**, starting from **6 November 2025**.
- Weekly draws will be held every **Wednesday**, and winners will be announced every **Friday**.

### 3. Who Can Participate?

- Open to MTN customers whose MoMo wallets have been **inactive for 6 months or more**.
- Customers must reactivate their wallets and achieve **active status** to qualify.
- Each customer can only win **once** during the promo.
- Close relatives of MTN Eswatini and MTN Fintech employees are **not eligible** to win.
- 

### 4. How to Reactivate Your MoMo Wallet

Customers can reactivate their dormant MoMo wallets through any of the following channels:

- MTN Service Centres
- MTN Trade Agents
- RADs (Retail Activation Dealers)
- MTN Branded Shops
- MTN E-Top Up Shops
- Or by emailing required documents to **momokycsubmission@mtn.com**

#### Required documents:

- Valid ID
- Proof of residence

- Proof of income (*optional – for customers requesting higher transaction limits*)

## 5. Prize Details

- E500 will be awarded to weekly 80 **customers** during the promo period.
- Winners will be selected randomly from eligible reactivated accounts.
- Prize money will be deposited directly into the winners' MoMo wallets.
- An SMS notification will be sent to each winner explaining the deposit.
- Prizes will not be transferred to another user

## 6. Prize Redemption

- Prizes are non-transferable and cannot be exchanged for cash or other alternatives.
- All prize money will be deposited directly into the winners' MoMo wallets.

## 7. Data Protection

- By participating, customers consent to the use of their personal data for promotion administration and winner communication.
- MTN FinTech Eswatini will handle all personal data in accordance with applicable data protection laws.

## 8. Additional Terms

- This is a **random-based promotion** – winners are selected via weekly draws.
- Customers must reach **active status** after reactivation to be entered into the draw.
- MTN FinTech Eswatini reserves the right to verify eligibility and disqualify any fraudulent entries.