

Denko Mobile Application

Terms and Conditions

Users using our Denko Mobile Application are deemed as understood, accepted and agreed to be bound by Terms and Conditions described below.

1. Any holders of Denko Smile Card can be registered for Denko Mobile Application.
2. Denko Mobile Application can be used with both iOS and Android Mobile Platforms and is available to download easily in Apple Store and Google Play Store.
3. When registering an account, users have to insert their Smile Card No. in (Card No.) and insert their NRC Card Number (or) Passport Number which have used for making Smile Card in (Citizen). When inserting NRC Card Number, the abbreviations of your townships and types of citizenship shall be spelled as follows:

က	ka
ခ	kha
ဂ/ဃ	ga
င	nga
စ/ဆ	sa
ဇ	za
ည	nya
တ	ta

ထ	hta
ဒ/ဓ	da
န/ဏ	na
ပ	pa
ဖ	pha
ဘ/ဗ	ba
မ	ma
ယ	ya

ရ	ra
လ	la
ဝ	wa
သ	tha
ဟ	ha
အ	ah
ဠ	au

(နိုင်)	(n)
(သတ)	(t)
(ပြု)	(p)
(ဧည့်)	(e)

For example: ၁၂/ဗဟန(နိုင်)၁၂၃၄၅၆ shall be inserted as 12/bahana(n)123456.

4. After inserting your Registration Card Number correctly, you will be asked to specify Password (Confidential Number). It is your responsibility to keep your Password secret and secure.
5. If you are an email user, you shall provide your email address.
6. In any case you forgot your Password Number, you can recover your Password number by clicking FORGOT PASSWORD and recovery email with Password Number will be sent

to your email address. If you do not use an email, you can recover your Password Number by calling to Call Center. However, it is required to answer the questions asked by the Call Center correctly.

7. If any problems arise when registering to Mobile Apps despite of being correctly inserted an NRC Number, please call to the Call Center by telling your Card No and will be checked with the information provided at the time registration. However, it is required to answer the questions asked by the Call Center correctly.
8. By using Denko Mobile Apps, you will be able to check your previous Fuel Transactions, your reward points for fuel filling, and remaining balance if you have loaded Pre-Load funds in Smile Card.
9. However, collecting of points with cash down payment, buying fuel with Pre-Load Money and shopping at Denko Minimart, buying fuel by redeeming the points obtained and shopping at Denko Minimart.etc can only be carried out by providing Smile Card.
10. If you wish to do fuel filling and collecting of points only via Mobile Apps and do not want to hold Smile Card in hand, you can apply for New Mobile Member Card directly in Mobile Application.
11. When applying for New Mobile Member Card, you shall provide the required information such as Name, NRC Card Number (or) Passport Number, and correct Mobile Number. The purpose of asking such information is for approval and verification in the event of forgetting your account details and temporary suspension of account.
12. You will be asked to specify your Password Number when registering to obtain New Mobile Member Card. It shall only be your responsibility in respect of all the activities and payments made by logging in with your Password Number.

13. Only one Mobile Account can be opened by using your name, NRC Card Number and Phone Number. You must not transfer your account to any other persons.
14. Appropriate reward points can be collected only if you provide your Smile Card to the Fuel Station Staff at the time of buying fuel.
15. You will get (1) reward point for every (100) MMK purchase of fuel and the value of (1) reward point is equivalent to (1) MMK.
16. With your reward points, you can enjoy filling of fuel (or) shopping at Denko Minimart (or) redeem with the specified gifts. However, such points cannot be exchange with cash.
17. To contact immediately to Call Center for temporary suspension of Card-use in the event of card lost.
18. It is the responsibility of card holder for every matter arisen for the period before temporary suspension of card is taken place after Call Center has received the notice of card lost.
19. For loss and damages of card, replacement cards shall be issued upon application and the card holder shall pay for the specific fees incurred for such replacement card. Application for Replacement Card can be carried out at every Denko Fuel Station nearby.
20. Transferring funds and points in your card to other person's card, and redeeming rewards by adding total points of your card and total points of other person's card shall not be allowed.
21. For Pre-Load Card holders, remaining balance in your card shall not be withdrawn in cash.

22. Automatic Cancellation shall take place if not using for any time during (2) years.
23. Denko reserves the right to amend either partly or wholly of the terms and conditions, and beneficial rights at any time without given any advance notice.
24. Although Denko is aiming to provide best services, we cannot promise that the services provided by Denko will meet and fulfil all of your requirements. Denko is not guaranteed that this program is errorless. In the event of any error, you can contact Call Center at anytime and we will resolve any errors as soon as possible.