

# Fonepay Points and Voucher Conversion

Fonepay is updating how Fonepay Points can be used, and this notice informs users of the key terms governing the conversion and use of Fonepay Points available through the Fonepay Application. Please read the following important information carefully.

## Conversion of Fonepay Points

Eligible users can choose to convert their Fonepay Points into Fonepoints loyalty platform, or a single Fonepay Voucher within March 14, 2026. If any of the users do not convert their points or enroll in Fonepoints by this date, any unused Fonepay Points will expire without compensation.

## Voucher Conversion Details

When the User converts their Fonepay Points to a voucher, their entire Fonepay Points balance will be converted at once and the Fonepay Points balance will be reset to zero after conversion. The Voucher value is calculated at NPR 6.5 paisa per Fonepay Point at the time of conversion and can be revised by Fonepay at its sole discretion. The conversions must be initiated by the User and once completed, cannot be reversed.

## Voucher Usage & Validity

The Converted vouchers will be valid until May 14, 2026 and can be used at authorized Fonepay QR merchants across Nepal. Voucher balance will be automatically applied during payment, and any unused voucher balance after the expiry date will be forfeited.

## General & Important Terms

- The Vouchers are Non-transferable, Non-cashable and Non-refundable.
- After voucher conversion, users may continue earning new Fonepay Points, but such points will not be added to or merge with any existing voucher.
- Fonepay may verify users and may suspend or cancel points or vouchers in cases of misuse, fraud, or as required by law.
- Fonepay reserves the right to modify or discontinue this points conversion program in accordance with applicable policies and regulations.

