



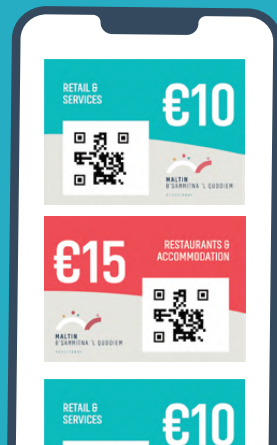
MALTIN
B'SAHHITNA 'L QUDDIEM

DOWNLOADING YOUR DIGITAL GOVERNMENT VOUCHER E-WALLET



INCENTIVISING PEOPLE TO HELP THE ECONOMY

With a €50 million investment, the Government is now launching the second Covid-19 voucher scheme. You can opt to download your €100 government vouchers directly on your mobile phone or receive printed vouchers at home.





Foreword by

Hon. Silvio Schembri

Minister for the Economy and Industry

Dear Sir/Madam,

Together with Prime Minister Hon. Robert Abela, we are now launching a second Covid-19 Voucher Scheme to help regenerate the economy through a direct investment of €50 million.

Citizens who were 16 years or older by end of April 2021, will be entitled to a total of €100 in Government vouchers. Four vouchers of €15 each can be spent at restaurants, bars, hotels, accommodation and diving outlets, whilst another four vouchers of €10 each can be spent at retail outlets such as those selling clothes & footwear, hairdressers, beauty parlours, gyms, gift shops, clubs, museums and art shops amongst others.

This year, we are giving you the opportunity to download your vouchers digitally on your mobile phone. This will make it easier for you to receive your vouchers immediately and store them in a digital e-wallet on your phone. The app will allow you to present the digital vouchers to the cashier on your mobile phone's screen.

You can also transfer individual vouchers to another family member or friend who can then make use of them using the app. The app will also make it possible for you to make remote payments without the need to be present at the outlet.

Please follow this step by step guide to register and download your digital government vouchers app easily and learn how to use it.

If you do not wish to download your vouchers through the App, you will automatically receive printed vouchers at your residential address via registered post.

For further assistance please call the customer helpline on 8007 4904 or visit the consumer section on the webportal vouchersmimcol.com

As a Government, we will continue working to regenerate the economy and guarantee a better quality of life for all.

Yours Truly,

Silvio Schembri

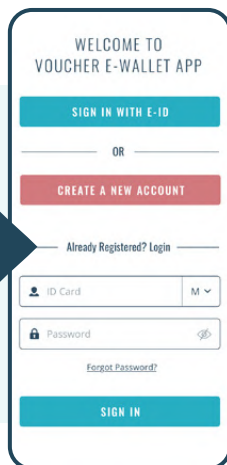
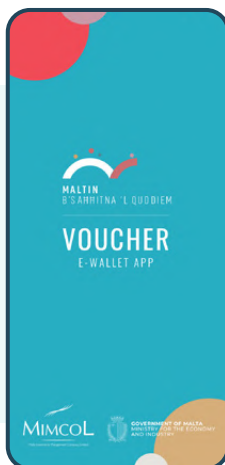
Follow these steps only if you want to download your vouchers digitally on your mobile phone.

Those who do not download the vouchers digitally will receive the printed vouchers at home.

1

To register for your vouchers e-wallet, type **wallet.vouchersmimcol.com** in your web browser. You will be prompted to save the app on your smart mobile phone to facilitate access every time you need it. Follow the instructions coming up on your screen. Should you not manage to save it on your phone, you can always access your vouchers ewallet from the same web address:

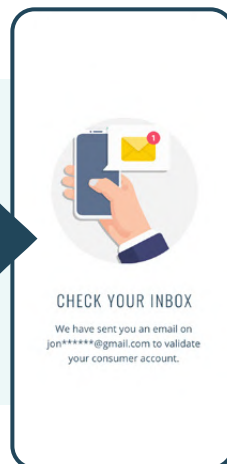
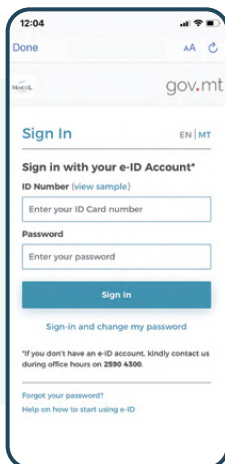
wallet.vouchersmimcol.com



2

Sign in with e-ID

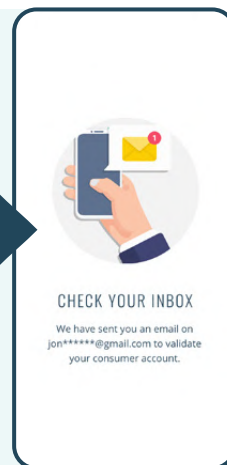
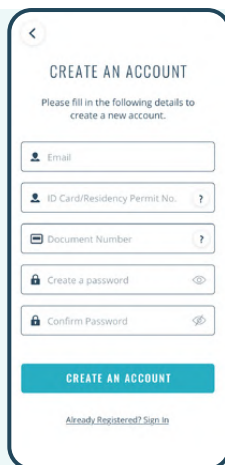
You can login into the app by using your e-ID. Select Sign In with E-ID to do so. Insert your ID Card number or Residency Card Number (for foreign residents) followed by your e-ID password. This will immediately enable you to download your e-wallet and vouchers on your mobile phone.



OR

Register a new Voucher Identification Account

If you do not have an e-ID login and password, you can create a new Voucher Identification Account, however this will require your identity to be verified and confirmed by the app. Fill in your email address, ID Card number or residency number in case of foreigners, your id card/ residency card document number, followed by a password of your own choice. After pressing create an account, you will receive a confirmation email from MIMCOL. Check your email and confirm by clicking on the link received to proceed to the next step.



3

Terms and Conditions

Read the terms and conditions for using the app, and if you agree then press I accept.

TERMS & CONDITIONS

THESE VOUCHERS HAVE BEEN ISSUED BY THE GOVERNMENT OF MALTA AND ARE AVAILABLE FOR USE BY THE HOLDER OF THE VOUCHER AT THOSE OUTLETS AS FURTHER IDENTIFIED FROM THE FOLLOWING WEBSITE:
www.vouchersmimcol.com

T&Cs for Citizens

1. Vouchers can be used to pay for goods or services. Four vouchers of 15 euro each are to be spent on MTA licensed outlets and the remaining four of 10 euro each on all other businesses that had to close shop as ordered by the Superintendent of Public Health.

2. Vouchers will be of the sole responsibility of their bearer and neither the Government of Malta, nor MIMCOL, will have any liability or responsibility for vouchers that are lost, stolen or misplaced. Neither will they have any responsibility or obligation to provide replacement vouchers.

In the event of damaged vouchers, individuals are

I ACCEPT

the guidelines, found on:

4

Prepare your identification document and read the tips

You will need to upload photos of your id card or residency card, as well as a photo of yourself holding this document. Read the tips carefully before uploading. Taking unsuitable photos or unclear images of yourself holding the document might lead to your identification not being successfully verified. Once you read the tips press 'Got it' to proceed.

×

TIPS TO UPLOAD YOUR IDENTIFICATION DOCUMENT



1 Upload front side of your ID Card or Residency Card



2 Upload back side of your ID Card



3 Upload a photo of you holding your front-side of the ID Card

Make sure there is enough light source
Blurry or unclear photos will lead to an unsuccessful verification

Got it

5

Upload the 3 photos requested

You will need to upload:

1. A photo of the front side of your identification document
2. A photo of the back side of your identification document
3. A photo of yourself holding your front side of your identification document. Take the photo as close as possible and do not cover the document with your fingers.

Press Submit once ready.

< ?

UPLOAD PHOTOS

1 Upload front side of your ID Card/ Residency Card

TAKE PHOTO

2 Upload back side of your ID Card/ Residency Card

TAKE PHOTO

3 Upload a photo of you holding your front-side of the ID Card/Residency Card

TAKE PHOTO

SUBMIT

6

Confirm uploaded photos

In case you need to change any of the three photos, you can press remove and retake that photo.

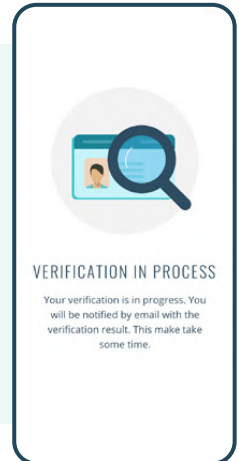
Once all three photos have been uploaded, tap on 'Submit'. Your documents will be submitted for review by MIMCOL.

7

Identity Verification in Process

After submitting your photos, you will be notified by email with the verification result. This may take some days. Please wait patiently.

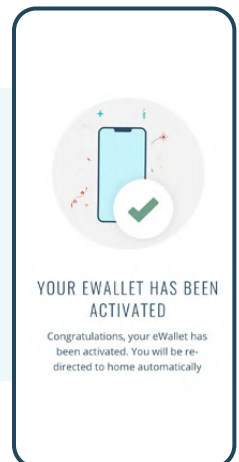
Before calling the consumer helpline for assistance on 8007 4904, please check your email spam folder just in case the notification email ends in it.



8

Identity Verification Process Successful

Should your verification process be successful, you will receive an email confirming this. Click on the link in that email to proceed to step 10 and create a 4 digit pin for your vouchers e-wallet on your mobile phone.



OR

Identity Verification Unsuccessful

Should your verification process be unsuccessful, you will receive an email with the details and the link to re-upload the defective image(s). You will have one more chance to resubmit your photos for verification.

Click on the link in your email and this will take you automatically to Step 5 for you to upload new photos as instructed in your email.

Once you resubmit your photos, please wait patiently until your account is processed again. This may take some time.

You have a new message regarding your identification review for the Malta Government Voucher eWallet:

Please re-upload your picture as it is not clear enough.

You have one more chance to re-upload what is requested.

Please follow this link to continue with the verification process on the App as instructed above:

wallet.vouchersmimcol.com



9

Verification Unsuccessful for the second time

Should your verification be unsuccessful for the second time, you will receive an email notification saying this. In such case, you will not be able to download the digital vouchers and you will automatically receive your vouchers printed via registered post at your residence.

We regret to inform that your profile has not been approved for access to the voucher eWallet App. Of course, you will receive the paper vouchers by post mail.

Please contact us if you need any clarification.



10

Create a 4 digit Pin for your voucher e-wallet

Once your verification is successful, you have to create a 4 digit pin to protect your voucher e-wallet. You need to input your pin twice to confirm it. Press Activate wallet to finalise. Make sure you do not forget your pin as this may result in the loss of your vouchers.

YOU HAVE BEEN VERIFIED

Congratulations! Verification was successful. **Input a 4 digit pin to protect your wallet.**

If you forget your PIN code you lose access to your wallet and your vouchers.

New PIN

Confirm Pin

ACTIVATE WALLET

USING YOUR VOUCHERS

Every resident in Malta will receive 8 vouchers, which amount to €100.

Four €15 vouchers will be coloured red and can be used at Hotels, Accommodation, Restaurants, Bars and Diving Schools.

The other four €10 vouchers, of blue colour, can be used for Retail and Services.

Follow the steps below to learn how to use your government vouchers e-wallet.



1

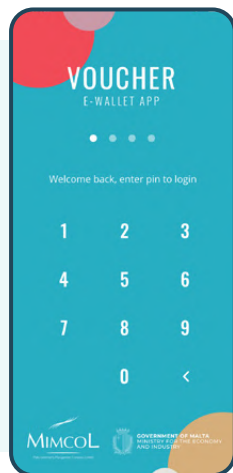
Login into your e-wallet using your PIN

Click on the voucher e-wallet app on your phone. You can safely login to your e-wallet by inputting your PIN.

Alternatively you can access your e-wallet through a web browser through the following web address:

wallet.vouchersmimcol.com

Your mobile phone needs to have an internet connection for the vouchers e-wallet to function.

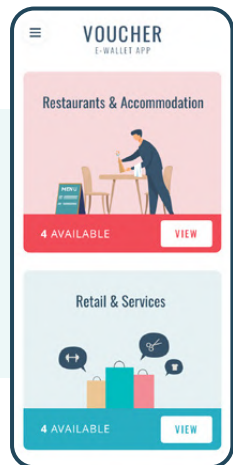


2

Voucher e-Wallet Homepage

Here you will find an overview of all the vouchers you have available in your e-wallet.

Tap on 'View' to select that type of voucher.



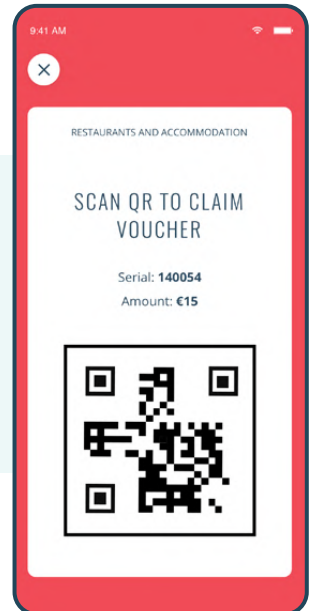
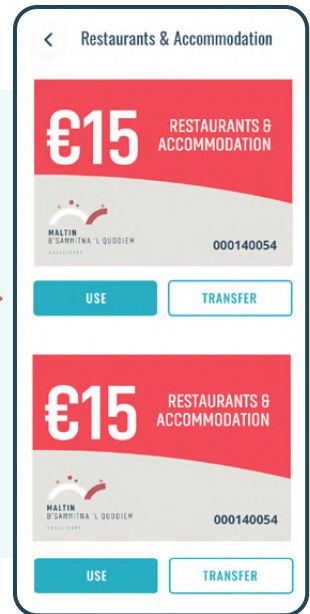
3

View vouchers

Once you tap to view the red or blue vouchers you will be able to scroll on all the vouchers available in that category. You can tap on 'Use' to proceed with using the voucher in an outlet.

Alternatively you can tap on 'Transfer' to proceed with sending your voucher to another person's e-wallet. More information about this on page 13.

You can also tap the top left arrow to go back to Homepage.



4

Use your voucher

Once you tap on 'Use' voucher, a QR code and value of voucher will come up.

Tap the top left cross in case you need to cancel and go back to homepage.

5

Present your digital voucher to the outlet for scanning

To be able to pay, present the voucher QR code on your mobile to the outlet's cashier to scan it.

The QR code should be placed close to the other device and at the centre of the window.

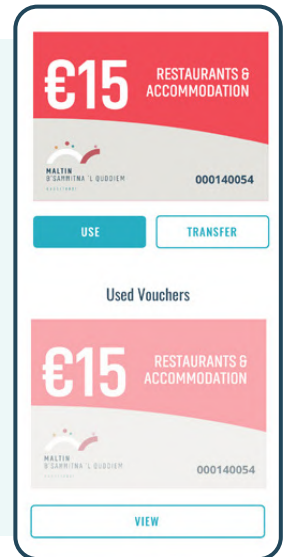


6

Voucher scanned successfully. Close or add another voucher.

Once a voucher has been scanned successfully, you will be automatically redirected to the vouchers e-wallet where you can see available and used vouchers. You will notice that scanned vouchers will be marked as 'Used' and you can no longer use those vouchers.

You may proceed to scan another voucher at this point or else close the e-wallet app.



REMOTE VOUCHER PAYMENTS

You can now pay an outlet via a remote voucher payment.

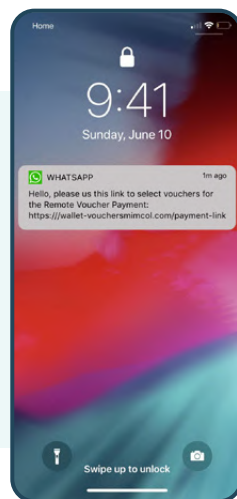
To use this feature when making an order with an outlet remotely, provide the outlet with a contact of your choice for them to send you a link for payment generated by the outlet's voucher system.



1

Click on the link received from Outlet

Once the outlet you are buying from sends you the generated link for remote payment on your phone, click on the link to proceed. You will be automatically directed to your vouchers e-wallet app in order to select your voucher/s and effect payment.

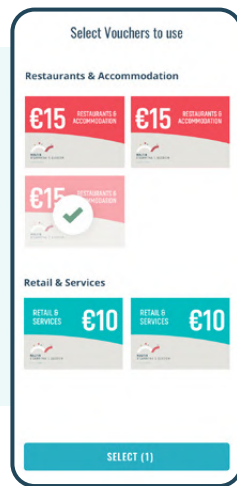


2

Select Voucher(s) to use

You can now select one or multiple vouchers to send to the outlet. Only the vouchers accepted by the outlet will appear on your screen.

Once you have selected the voucher(s), tap on 'Select' to proceed.



3

Confirm Remote Voucher Payment

After you have selected the voucher(s), you will get a confirmation summary screen. At this point, you can choose to change the selected vouchers again, or tap on 'Send Vouchers' to confirm.

Remote Voucher Payment

Establishment:	Reference:	Receipt Amount:
John Doe's	INV12345	€45.00

Voucher(s) selected

RESTAURANTS & ACCOMMOD...

000140054

€15

RESTAURANTS & ACCOMMOD...

000140055

€15

RESTAURANTS & ACCOMMOD...

000140056

€15

SEND VOUCHERS

CHANGE SELECTED VOUCHERS

4

Remote Voucher Payment Confirmation

You will be notified once your remote voucher payment has been confirmed. Tap on 'Home' to return back to the app home menu.

REMOTE VOUCHER PAYMENT
CONFIRMED

HOME

TRANSFER OF VOUCHERS TO OTHER E-WALLET USERS

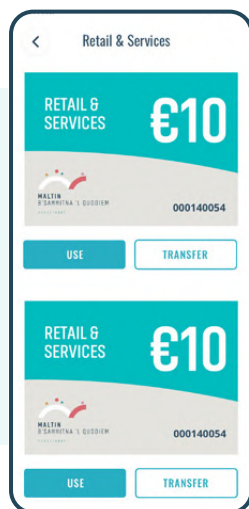


1

Transfer a Voucher

In case where you cannot use the vouchers yourself, you may opt to transfer your voucher/s to another voucher e-wallet user.

Access the red or blue vouchers through the 'View' button and then click on 'Transfer' button beneath the voucher you wish to transfer.

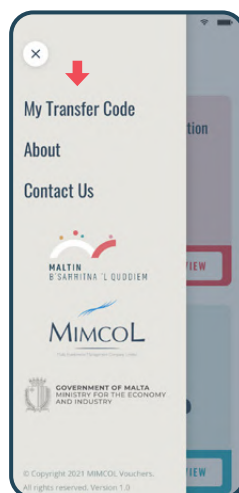
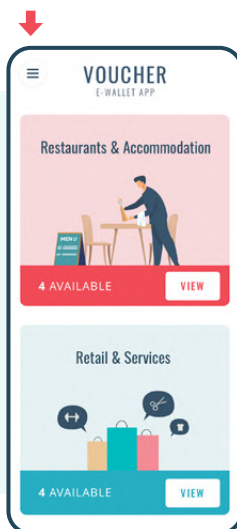


2

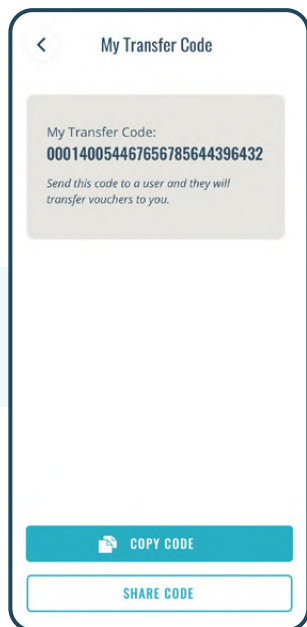
Ask for the Transfer Code

Ask the person you want to transfer your voucher to, to send you his/her e-wallet transfer code.

The other person can find this transfer code in the main menu bar of the app by selecting 'My Transfer Code'.



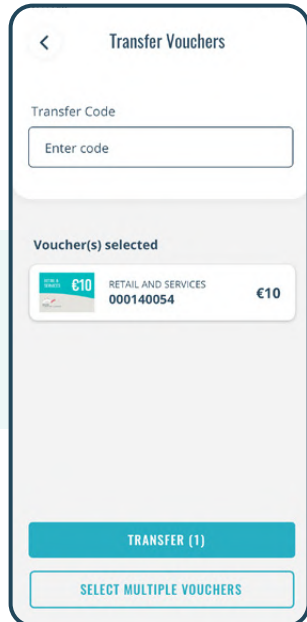
The code can be sent to you via call, sms or chat.



3

Input Transfer Code

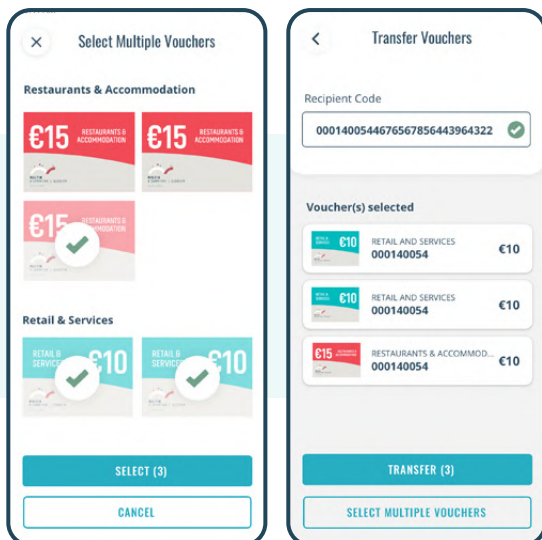
Once you receive the transfer code from the other person, enter it in the Transfer Code box.



4

Select multiple vouchers

You may also tap on 'Select Multiple Vouchers' to transfer in one go. Once you are ready, tap on 'Transfer'.

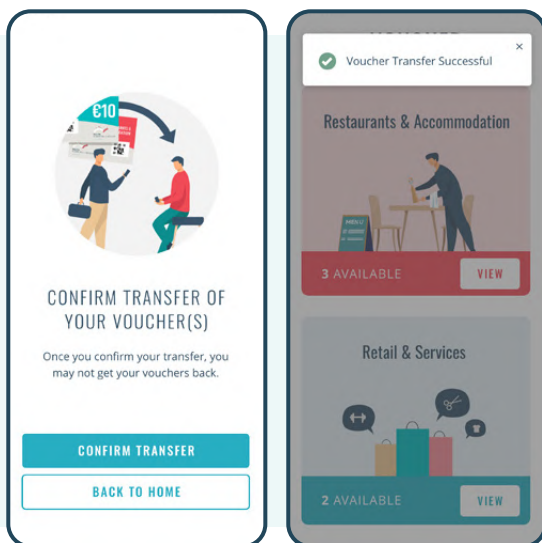


5

Transfer Confirmed

You will be required to confirm transfer one more time. Tap on 'Confirm Transfer'.

You will note that the vouchers transferred become unusable in your e-wallet. The person receiving your voucher/s will see them in his/her e-wallet and will be able to use them for voucher payments at eligible outlets.



Enjoy using your government vouchers e-wallet app!



In case you need further assistance:

- 🖱 Website: www.vouchersmimcol.com
- ☎ Consumer Helpline: 8007 4904
- ✉ Email: consumers@vouchersmimcol.com