

KEEP YOUR GO CREDITS SECURE AND READY TO USE

From 1 July 2026, mobile number verification is required to use Gentari Go Credits. This quick step helps add an extra layer of protection to your wallet, keeping your credits safe and ready whenever you need them.

Verifying your mobile number only takes a few seconds.

How to verify your mobile number

1. Open the Gentari Go app and go to **Me** tab
2. Tap **Sign in Methods** and add your **mobile number**
3. Key in your Phone Number and Tap **Get code** to request OTP
4. Enter the **OTP** to verify and you're done

Once verified, you can continue using your GO Credits for your EV charging sessions.

If you choose not to verify your mobile number, you can still use Gentari Go as usual and continue charging with other available payment methods. Your Go Credits will remain in your account and can be used once your mobile number is verified.

For Go Credits earned through rewards such as Reload PINs, campaign promotions, loyalty points and/or referral credits, the expiry date will be shown in the app. Please use your GO Credits before the stated expiry date.

FREQUENTLY ASKED QUESTIONS

NO	QUESTIONS	ANSWERS
1	Why do I need to verify my mobile number?	Mobile number verification helps add an extra layer of protection to your Gentari Go wallet and ensures your Go Credits are kept secure.
2	When will mobile number verification be required?	From 1 July, mobile number verification is required to use Gentari Go Credits.
3	What happens if I do not verify my mobile number?	You can still use Gentari Go and continue charging with other available payment methods. However, you will need to verify your mobile number before using your Go Credits.

4	Will my Go Credits disappear if I do not verify my mobile number?	No, your GO Credits will remain in your account. You can use them once your mobile number has been verified. For users who choose not to verify their mobile number, any GO Credits purchased via top-up may be refunded to the original payment method, subject to the applicable refund process.
5	How do I verify my mobile number?	1. Open the Gentari Go app 2. Go to Me > Sign in Methods 3. Add your mobile number, and enter the OTP sent to you.
6	Do Go Credits have an expiry date?	For Go Credits earned through rewards, such as Reload PINs, campaign promotions and/or referral credits, the expiry date will be shown in the app. Please use your GO Credits before the stated expiry date.