

MASTERCARD-BKASH ADD MONEY OFFER 2024

Frequently Asked Questions (FAQs)

CAMPAIGN MODALITY & OFFER

CAMPAIGN DURATION	15 th December 2024, 00:00:00 hours to 31st December 2024 , 23:59:59 hours
CAMPAIGN MODALITY	Customers will enjoy BDT 50 instant cashback on BDT 4600 add money through UCB Mastercard.
CONDITIONS	Limit: Destination bKash account to receive cashback once in campaign period. Channel: APP (Mastercard)
ELIGIBLE CARDS	UCB Mastercard branded Debit, Credit, and Prepaid cards.

Frequently Asked Questions:

- **What is the duration of this campaign offer?**
This offer is valid from 15th December 2024, 00:00:00 hours to 31st December 2024, 23:59:59 hours
- **What is the cashback amount?**
BDT 50 instant cashback on exact BDT 4600 add money through UCB Mastercard.
- **Is there any limit in the campaign?**
Yes, Destination bKash account to receive cashback once in campaign period.
- **Will receive the cashback on any payment amount?**
No, the exact add money amount has to be BDT 4600.
- **In which channel can I make this payment to get the cash back?**
APP (Mastercard)
- **Does my account need to be in ‘Active Status’ to receive cash back?**
In order to receive the Cashback, the account status and incoming transaction of the destination customer account must be active. If the Cashback disbursement fails due to a customer account status issue, the customer will not receive the Cashback for the campaign
- **Will I receive cash back if my payment is successful?**
If the customer's add money is valid, bKash recognizes the transaction as authentic, and the incoming transaction of the destination customer's account is active, they will receive the Cashback. However, bKash reserves the right to cancel the Cashback payout if the particular transaction and/or the customer transaction behavior raises reasonable suspicion that they have abused the benefit of the Cashback campaign
- **Is there any chance that my cash back will be delayed? If yes, what should I do?**
Most likely the customers will receive their Cashback instantly as per eligibility. There could be unanticipated cases where Cashback payment would be delayed due to unknown/unforeseen issues. If the customer does not receive their Cashback, they can call 16247 or approach bKash centers, bKash Care, Facebook fan page, Web chat (Live chat service) as well as send e-mail to support@bkash.com to know details about it.

CAMPAIGN MODALITY & ELIGIBILITY

1. bKash customers with active account status can enjoy the offer by doing “add money” from UCB Mastercard to his/her/other bKash account (*must be in Trust level-2 and Trust level-3*)
2. To receive cashback, account status and incoming transaction of customer account must be active. If cashback disbursement fails due to customer account status issue, customer will not receive cash back for the campaign
3. In case cashback disbursement fails due to any unknown/unforeseen reason except for customer account status issue, bKash will retry cashback disbursement manually with three intervals within 2 months after the campaign. If all attempts fail, no other attempt will be made and the customer will no longer be entitled for the cash back of the campaign
4. Customer (destination account) is entitled to instant cashback for successful transactions (Add money from UCB Mastercard).
5. bKash reserves the right to change/modify campaign terms & conditions, merchant/client in any manner or cancel the entire campaign at any time without giving any prior notice
6. bKash reserves the right to cancel cashback payout if the particular transaction and/or the customer transaction behavior raises reasonable suspicion that the customer has abused the benefit of the campaign
7. bKash is neither liable nor responsible for merchant’s inability to ensure availability or delivery of services since bKash is only providing a add money service to the customer. Any reimbursement from the merchant to the customer due to non-delivery of service shall not invalidate the respective transaction and therefore does not bind bKash to reinstate customer’s cash back eligibility limit disregarding the particular transaction for the campaign period. The cashback offer for that particular transaction shall be considered consumed accordingly
8. In case a customer makes a wrong add money, bKash will not address or liable for the matter.
9. BKash & Mastercard reserves all right to modify or discontinue the offer at any time without prior notice.

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