

UCB Card to bKash Friday Cashback Offer

Frequently Asked Questions (FAQs)

1. What is the offer?

- ✓ All UCB Cardholders will get BDT 50 Cashback for First Add Money of BDT 5,500 & BDT 50 Discount Coupon for second Add Money of BDT 5,500 the same day.

2. What is the duration of this campaign offer?

- ✓ 06th September 2024

3. What is the maximum cashback amount?

- ✓ BDT 50.

4. What is the maximum Coupon amount?

- ✓ BDT 50.

5. How many times I can enjoy the offer during the campaign period?

- ✓ For Cashback once (Card to bKash Only)
- ✓ For Coupon once (Card to bKash Only)

6. Will receive the cashback/coupon on any Add money amount?

- ✓ No, you have to perform add money of BDT 5,500 (Card to bKash Only)

7. After performing Add Money, when will I receive the cashback?

- ✓ You will receive the cashback instantly.

8. After performing the second Add Money, when will I receive the coupon?

- ✓ You will receive the coupon within 2 working days.

9. I have received the Superstore coupon from bKash, how long is the validity?

- ✓ Validity of the coupon is 7 days from the day of issuing

10. Will I be able to redeem the coupon on any purchase amount?

- ✓ No, to redeem the coupon you have to purchase minimum BDT 300 worthy products or service.

11. Can I redeem some percentage of coupon amount in one transaction and redeem the rest amount of coupon in another transaction?

- ✓ No, you cannot split the coupon discount amount. You have to redeem the whole 50 tk. coupon in one single transaction.

12. Can I redeem this Coupon from any bKash merchant outlet?

- ✓ No, you can only redeem the coupon from selected superstore participant merchants of this campaign.

13. In which channel can I perform add money to get the cash back/coupon?

- ✓ App only.

14. Does my account need to be in 'Active Status' to receive cash back/coupon?

- ✓ In order to receive cash back/coupon, account status and incoming transaction of customer account must be active. If cash back/coupon disbursement fails due to customer account status issue, customer will not receive cash back/coupon for the campaign.

15. Will I receive cash back/coupon if my add money is successful?

- ✓ If your add money transaction is valid, bKash recognizes the transaction as authentic and incoming transaction of your account is active, you will receive cash back/coupon. However, bKash reserves the right to cancel cash back payout/coupon if the particular transaction and/or your transaction behavior raises reasonable suspicion that you have abused the benefit of the campaign.

16. Is there any chance that my cash back/coupon will be delayed? If yes, what should I do?

- ✓ Most likely you will receive your cash back instantly & coupon within 4 working days as per eligibility. There could be unanticipated cases where cash back/ coupon payment would be delayed due to unknown/unforeseen issues. If you do not receive your cash back/coupon, you 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.