

UCB Card to bKash Cashback and Coupon Offer

Frequently Asked Questions (FAQ)

1. What is the offer?

- ◆ All UCB Cardholders will get BDT 30 Cashback for Add Money (UCB Card to bKash) of BDT 2,999 on Tuesday.
- ◆ BDT 100 Mobile Recharge Coupon for Add Money (UCB Card to bKash) of BDT 3,999 on Wednesday
- ◆ BDT 100 Discount Coupon for Add Money (UCB Card to bKash) of BDT 4,999 on Thursday.

2. What is the duration of this campaign offer?

- ◆ Add Money Weekly Fest Aug'24 (Tuesday): August 13th 00:00 - 23:59 and August 20th 00:00- 23:59
- ◆ Add Money Weekly Fest Aug'24 (Wednesday): August 14th 00:00- 23:59 and August 21st 00:00- 23:59
- ◆ Add Money Weekly Fest Aug'24 (Thursday): August 15th 00:00- 23:59 and August 22nd 00:00- 23:59

3. What is the maximum cashback amount?

- ◆ Add Money Weekly Fest Aug'24 (Tuesday): BDT 30.

4. What is the maximum Coupon amount?

- ◆ Add Money Weekly Fest Aug'24 (Wednesday): BDT 100.
- ◆ Add Money Weekly Fest Aug'24 (Thursday): BDT 100.

5. How many times can the offer be used during the campaign period?

- ◆ For Cashback once (UCB Card to bKash Only)
- ◆ For Coupon once (UCB Card to bKash Only)

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

- ◆ Add Money Weekly Fest Aug'24 (Tuesday): Add money of BDT 2,999 (UCB Card to bKash Only)
- ◆ Add Money Weekly Fest Aug'24 (Wednesday): Add money of BDT 3,999 (UCB Card to bKash Only)
- ◆ Add Money Weekly Fest Aug'24 (Thursday): Add money of BDT 4,999 (UCB Card to bKash Only)

7. When will the cashback be received after performing the Add Money transaction?

- ◆ You will receive the cashback instantly.

8. When will the coupon be received after performing the Add Money transaction?

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

9. What is the validity of the coupon received from bKash?

- ◆ Add Money Weekly Fest Aug'24 (Wednesday): Validity of the coupon is 5 days from the day of issuing
- ◆ Add Money Weekly Fest Aug'24 (Thursday): Validity of the coupon is 15 days from the day of issuing

10. Can the coupon be redeemed on any purchase amount?

- ◆ Add Money Weekly Fest Aug'24 (Wednesday): To redeem the coupon you have to make a mobile recharge of BDT 300.
- ◆ Add Money Weekly Fest Aug'24 (Thursday): To redeem the coupon you have to purchase minimum BDT 1000 worthy products or service.

11. Can I redeem a portion of the coupon amount in one transaction and use the remaining amount in another transaction?

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

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

- ◆ Add Money Weekly Fest Aug'24 (Wednesday): You Can redeem the coupon by making a mobile recharge transaction
- ◆ Add Money Weekly Fest Aug'24 (Thursday): You can only redeem the coupon from selected 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 the 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.