

Cashback Program Terms and Conditions

1. The Cashback amount is calculated based on the settled transactions (except cash and all fees debited by the bank) and will be shown after each statement cycle.
2. The CashBack amount is calculated for all POS transactions that the cardholder makes using the credit card in Kuwait and abroad.
3. The Cashback offer excludes all credit cards issued for corporate accounts or business purposes.
4. Cash withdrawals transactions made using the credit cards are excluded from the amount based on which the Cashback is calculated.
5. The transactions made with the supplementary card will qualify for Cashback as per the criteria mentioned above.
6. The minimum required amount to spend to start earning Cashback is KD 100 per month and there is no maximum purchase amount.
7. The Cashback rewards will be calculated as per the Merchant Category code (MCC) defined by the acquiring Bank based on Visa & Mastercard guidelines. (Some Grocery stores will not be classified under Grocery category and such purchases will fall under other spends category).
8. The maximum Cashback amount cap is KD 250 per month for each Cashback Card (including the supplementary cards).
9. The bank reserves the right to exclude Cashback from cardholders who are misusing the promotion for business transactions such as commercial purchases, one or multiple transactions from one merchant, and/or any transactions that are not deemed as normal retail purchases.
10. The customer is eligible for Cashback only if due amounts are paid on time without any delay.
11. The customer can redeem Cashback amount only within two years after which it expires.
12. Redemption is valid for KD 10 and its multipliers only (i.e. the customer cannot have Cashback on KD 3 for example).
13. Cashback amount will be awarded based on the rate applied by the bank.
14. In case of a transaction reversal or refund, the Cashback amount awarded on the credit card will be reversed based on the rate given on the date of reversal, and not based on the original rate.
15. The bank has the right to stop the Loyalty Program / Cashback for any customer based on specific reasons.
16. The bank has the right to stop the Loyalty Program / Cashback in case the customer is downgraded or if no salary is transferred into the account.
17. In case the bank discovers that there are Cashback amounts paid to the customer by mistake or that the customer is not eligible for CashBack, the bank has the right to debit the amount after informing the customer.
18. The bank reserves the right to amend the terms & conditions of the Cashback program from time to time without notice.