

Service Terms:

1. "Boubyan Rewards" points is eligible for Credit Card holders who have continuous salary transfer equal or above KD 400 with Boubyan bank or are tagged as Platinum / Private Banking customer.
2. "Boubyan Rewards" program is not available to customers who have taken a credit card against a blocked amount only if the customer is has salary transfer KD 400+ or is tagged as Platinum or Private Banking customer.
3. "Boubyan Rewards" points calculated on the settled POS transactions (received) only during 21st until 20th of each month.
4. Any 'Refund/Reverse Transactions' posted to the Credit Card by the Merchant will reduce the spends for the credit cycle with the particular amount and the Boubyan Rewards will be calculated on the net amount. In case not enough points in that particular cycle cover the 'Refund/Reverse Transactions' the system will try to re-process it once there are enough points to cover the negative reward transaction then the system will deduct the 'Refund/Reverse Transactions'
5. "Boubyan Rewards" points calculated for all POS and E-commerce transactions that the cardholder makes using Credit card in Kuwait and abroad.
6. "Boubyan Rewards" points excludes all Credit Cards issued for corporate accounts or business purposes.
7. Cash withdrawals transactions done by the credit cards excluded from the points calculated amount.
8. POS transaction done with the supplementary card will qualify for points as per the criteria mentioned above.
9. The minimum required amount to spend to start earning "Boubyan Rewards" points is KD 100 per month and no maximum purchase amount.
10. The maximum Boubyan Rewards amount is capped at KWD 250 for Bronze Tier, 300 for Silver Tier and no cap for Gold Tier per month for each Customer (including the Supplementary Cards).
11. The bank reserves the right to exclude any 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.
12. Customer is eligible for "Boubyan Rewards" points only if due amounts are paid on time without any delay.
13. The "Boubyan Rewards" points will be automatically credited to the customer's "Boubyan Rewards" account after each statement cycle which is end of each month.
14. An SMS / notification message will be sent out every month to cardholders, with "Boubyan Rewards" points Received
15. The customer can't claim any missing points if there is no active Credit Card during the points processing date.
16. The bank has the right to stop the "Boubyan Rewards" points transfer for any customer based on specific reason that decided by the bank and in any time.
17. The bank has the right to stop the "Boubyan Rewards" points transfer in case the customer is being downgraded or no salary transferred into the account.
18. In case the bank discover that there are "Boubyan Rewards" points transferred to the customer by mistake or customer is not eligible, the bank has the right to debit the amount after informing the customer.
19. Boubyan Bank reserves the right to amend the terms & Conditions of the cashback program.
20. Boubyan Rewards points do not have an expiry date.
21. Boubyan Rewards points cannot be transferred to another person's account
22. Transactions related to trading in Crypto currencies, currencies, bonds and stocks will not be considered for Boubyan Rewards.

Classification: Internal

23. Boubyan Bank holds the right to exclude a customer from the rewards scheme if the customer is not eligible at any point or if the customer is abusing the service by making questionable payments.
24. Boubyan Bank has the right in all cases and without stating the reasons to exclude any customer from the rewards program.

Classification: Internal