

## FAQs

### Can I receive cashback when redeeming my PRIME Rewards points?

No, PRIME customers can redeem points in the marketplace only.

### What are the Redemption options for PRIME Rewards points?

- E-vouchers
- Travel portal
- Airline miles

### Are there any fees associated with PRIME Rewards?

No. Boubyan Rewards does not charge any fees to register or use.

### How can I register into PRIME Rewards?

Transfer your student allowance and you would be eligible for the rewards program.

### Would my PRIME Rewards membership expire?

Yes, the prime rewards membership would expire if your student allowance does not get credited to your Prime account for 6 month continuously.

### Do PRIME Rewards points have an expiry date?

PRIME Box Expires 24 months after your membership expires. The membership expiry happens 6 months after the last student allowance is credited to your Prime account. (Total of 30 months after the last allowance transferred)

PRIME customers who do not transfer their salary after graduating and after passing 30 months, the following actions will be taken:

- Points in the PRIME Box purged.
- Points in the digital Rewards wallet removed.

**Will I be able to transfer my points to a family member or a friend?**

No, you cannot transfer your points to someone else.

**How many points I can get when I spend KD 200 using my PRIME Prepaid card in one month?**

You can get maximum points of 100 points. Each 1 point = KD 1

Rewards for prepaid spends: 1%

Maximum cash earned in a month = KD 100

**What is the maximum number of points that a customer can earn during his lifetime as a PRIME customer?**

There is no limit of the points that can be earned during your lifetime as a PRIME customer.

**Will I be able to redeem my points at a Boubyan Branch?**

No. The branch employees will not be able to assist in redeeming the points. The only way to redeem the points is through Msa3ed or PRIME App.

**How will I be able to redeem the points?**

You can redeem the points through the Marketplace, which includes E-vouchers, travel portal and Oasis Club.

**Can the customer change/reverse the redeemed products/e-voucher/miles/tickets once the transactions are successfully processed?**

No, the customer will not be able to change the redeemed product/items/voucher, etc.

**Can I get the points available in the PRIME Box if I transfer my salary to a different bank?**

No, you will not be able to get the points available in the PRIME Box.

**If I Purchase stocks or crypto currency, can I get points?**

No, transactions related to trading in Crypto currencies, currencies, bonds and stocks will not be considered for Prime Rewards

**Manual Redemption to Airline Miles:**

**What are the available Airlines in Boubyan Rewards?**

We are currently partnered with Kuwait Airways and will provide further airlines options in the future.

**What is the cost of each Airline miles?**

5,000 Kuwait Airways miles costs 40 PRIME Points.

**Can the customer purchase less than 5000 miles?**

No, the miles should be purchased in lots equivalent to 5000 miles and its multiples.

**How can the customer claim missing miles?**

Contact the airline company for miles.

**To redeem points to any Airline account, do I need to have a Frequent Flyer Membership with the airline company?**

Yes, you will need to have a Frequent Flyer Membership. This is to enable you to transfer the miles you redeem from PRIME Rewards to the chosen airline.

**Can I register for an airline Frequent Flyer Membership through PRIME Rewards?**

No, you will need to visit the airline's website to register for their Frequent Flyer Membership.

**Will my miles expire once I redeem them?**

When you redeem miles, they will go directly to your Frequent Flyer Membership for the airline you have selected. The policy of the airline will apply. Check with the airline company itself.

**If I redeemed airline miles from PRIME Rewards but did not receive them in my airline Frequent Flyer Membership, who should I contact?**

If the Points are already debited from your PRIME Rewards account, then you should contact the airline company for assistance.

**When redeeming miles from PRIME Rewards, can I transfer them to a Frequent Flyer Membership that is not mine?**

Yes. You can redeem miles from PRIME Rewards and use any Frequent Flyer Membership.

**What if I entered a Frequent Flyer Membership that belongs to somebody else by mistake when redeeming miles?**

If the incorrect membership number you entered belongs to someone else, the miles will go to that person. You will have to contact the airlines to inform them that you have transferred those Miles by mistake and file a claim.

### **What if I entered my Frequent Flyer Membership incorrectly when redeeming Miles?**

If the incorrect membership number you entered does not exist, the points will be refunded back to your Boubyan Rewards account.

### **Manual Redemption to Travel Portal:**

### **How do I know my flight tickets, hotel and car rental have been confirmed and processed successfully?**

All flight, hotel and car bookings are instant and the customer will immediately receive the booking email confirmation on the registered email address and to the email provided in the checkout page of the redemption process that includes all the necessary information for the customer's reference (Airline number reference, ticket number, hotel reservation number, car rental reservation number, etc). Alternatively, you can send email to [info@bluloyalty.com](mailto:info@bluloyalty.com)

### **What should the customer do if he wants to amend/cancel the booking (flight/hotels/car rental)?**

If the customer wishes to cancel or amend the booking reservation, he should contact Boubyan Call Center team. Or you can send email to [info@bluloyalty.com](mailto:info@bluloyalty.com)

Terms and conditions, charges and deadline of each hotel, airlines and car rental companies will be applied.

Note, that any additional fee resulting from a change or cancellation in the travel booking will be covered by the customer.