

## FAQ

### Boubyan Rewards

- What are the percentage points for Boubyan Rewards points?  
The points will be calculated as follows:

KD Spent Monthly	Earned Points	Tier		
		Gold	Silver	Bronze
100 - 1,000	1%	✓	✓	✓
1,001 - 2,000	2%	✓	✓	✓
2,001 - 3,000	3%	✓	✓	✓
3,000 - 4,000	4%	✓	✓	✓
4001 - 5000	5%	✓	✓	✓
5001 - 6,000	5%	✓	✓	
6,001+	1%	✓		
Maximum Monthly Points		Unlimited	300 points	250 points

\*Each point is equal to KD 1

- Do Boubyan Rewards points have an expiry date?

No. Boubyan points does not have an expiry date.

- Can I pay the rest of the amount in cash if the points are not enough?

Yes, you can pay using your points and add cash for the remaining amount in case you do not have enough points balance.

- How points are calculated if I have 2 credit cards?

The points calculation is made for each credit card separately.

- How do I get upgraded/downgraded in tiers?

You will be upgraded and downgraded based on the total spending amount for all credit cards during 12 months.

Spends KD 100 – KD 10,000 = Bronze

Spends KD 10,001 – 40,000 = Silver

Spends KD 40,001+ = Gold

- What is the maximum amount of points that can be earned?

The maximum number of Boubyan points that can be earned for all credit cards combined is

250 for Bronze tier

300 for Silver tier

No cap for Gold tier

- How will I be able to redeem the points?

You can only redeem your points through Boubyan app and Msa3ed.

- Can I change/reverse the redeemed points?

No, you will not be able to change the redeemed points

## Auto cash Back Option:

- **How can I enable the auto cash back?**

You can disable or enable auto cashback through the mobile app or Msa3ed.

- **Is there any way to have my points directly redeemed to my credit cards?**

Yes, by enabling the auto cash back option.

## Manual Redemption to Cash back:

- **How many times can I make a cashback redemption?**

There is no limit for the number of times to redeem the points.

- **What should I do if the points are redeemed, but not reflected on the credit card or account?**

Please contact Boubyan Call Center.

- **How many days will the points take to be reflected on the credit card?**

The points should be reflected on the next working day.

- **How many days will the points take to be reflected on the account?**

The points should be reflected in the account immediately.

## Airline Miles:

- **How can I claim missing miles?**

Please contact the airline company for missing miles.

- **Do I need to have a Frequent Flyer Membership with the airline to redeem my points for miles?**

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

- **What should I do if I redeemed airline miles from Boubyan Rewards, but did not receive them in my airline Frequent Flyer Membership?**

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

## Flights, Hotels and Car Rental:

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

You will immediately receive the booking confirmation to your flight, hotel and car bookings on the registered email address.

The confirmation will include all the necessary information, such as Airline number reference, ticket number, hotel reservation number, car rental reservation number etc.

- **What should I do if I want to amend/cancel the booking (flight/hotels/car rental)?**

If you wish to cancel or amend the booking reservation, please contact Boubyan Call Center.

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.