Service Terms

1. "Boubyan Rewards" points are credited to eligible credit cardholders who have a minimum continuous salary transfer of KD 400 with Boubyan Bank, or are ranked as Platinum, Premium or Private Banking customers.

2. "Boubyan Rewards" program is not available to customers who have been issued a credit card against a blocked amount; the program is only available to Platinum or Private Banking customers or customers with a minimum continuous salary transfer of KD 400.

3. "Boubyan Rewards" points are calculated based on settled (received) P.O.S. transactions only during the period from 21st until 20th of each month.

4. Transactions related to the below MCC codes are excluded from eligible transactions in Boubyan Rewards Program.

MCC Code	Category
4829	Money orders - bank transfers
6010/6011	Financial institutions
6012	Crypto Merchants Exchanges
6051	Non-financial institutions - foreign exchange, Crypto currencies and money orders (non-wire transfer) and traveler's checks
6211	Securities - brokers/dealers
4829	Money orders Transfer – Wire transfers
8398	Charity

5. Cashback redemption will be reflected within 24 hours on account/card.

6. The customer shall not be vested with the right to object to or claim missing cashback reward amounts after the lapse of 3 months from the date of the respective transaction.

7. Any Refund/Reverse transactions by the Merchant, which are posted to the credit card's monthly statement, thereby reducing the total spends for the respective cycle for calculating the points, shall be excluded. In case there are no enough points in that particular cycle to cover the 'Refund/Reverse Transactions', the system will try to reprocess them monthly once there are enough points to cover the 'Refund/Reverse Transactions', and the system will deduct them accordingly.

8. "Boubyan Rewards" points are calculated for all P.O.S. and e-commerce transactions that the cardholder makes using a credit card in Kuwait and abroad.

9. An active credit card is required to receive points' redemption

10. "Boubyan Rewards" program excludes all credit cards issued for corporate accounts or business purposes.

11. Cash withdrawal transactions using credit cards are also excluded from "Boubyan Rewards" program.

12. A P.O.S. transaction done using a supplementary card will qualify for "Boubyan Rewards" points as per the criteria mentioned above.

13. Boubyan Rewards Points are irreversible/non-refundable once used such as e-vouchers, flights, hotels and airline miles.

14. The minimum spend required to start earning "Boubyan Rewards" points is KD 100 per month with no maximum purchase amount.

15. The maximum Boubyan Rewards points is capped as per the tier of each customer; KD 250 monthly for Bronze Tier, KD 300 monthly for Silver Tier, and no monthly cap for Gold Tier (including supplementary cards).

16. The bank reserves the right to exclude any cardholders who misuse the promotion for business transactions such as commercial purchases, one or multiple transactions from one merchant, and/or any transactions that are not deemed normal retail purchases.

17. Customer is eligible for "Boubyan Rewards" points only if due amounts are paid on time without any delay.

18. "Boubyan Rewards" points will be automatically credited to the customer's "Boubyan Rewards" account after each statement cycle, i.e., the end of each month.

19. An SMS/Push Notification will be sent out every month to Boubyan Rewards' customers informing them of the earned "Boubyan Rewards" points.

20. The customer cannot claim any missing points if there is no active credit card during the processing date of Boubyan Rewards' points.

21. The bank is vested with the right to stop "Boubyan Rewards" points' transfer to any customer based on a specific reason decided by the bank and as deemed appropriate by the bank at any time.

22. The bank has the right to stop the "Boubyan Rewards" program in case the customer is downgraded or if no salary is transferred to his account.

23. In case the bank discovers that "Boubyan Rewards" points are credited to the customer by mistake or that the customer is not eligible, the bank has the right to deduct the points after informing the customer.

24. The Bank reserves the right to amend the Terms & Conditions of Boubyan Rewards program.

25. Transactions related to Easy Payment Plan (Installments) will not be eligible to earn Boubyan Rewards' points.

26. Boubyan Bank maintains the right to exclude a customer from the rewards programs if the customer is not eligible at any point or if the customer is abusing the service by making questionable payments.

27. The maximum Boubyan Rewards' points per customer is capped at KD 100 per a single or specific merchant for three months.

28. The maximum monthly Boubyan Rewards' points per customer is capped at KD 100 per a specific merchant category.

29. The customer can move between Boubyan Rewards' tiers based on his spending during the 12-month period, and the calculation of spending begins on the enrollment date to the program.

30. Boubyan Rewards points have an expiry date, and points will expire after the lapse of 24 months.

Eligibility

The below credit cards are eligible to enroll in Boubyan Rewards program under the specified conditions:

Credit Card	BIN	Eligible Transactions
Visa Infinite	458815	All transactions inside and outside Kuwait. All credit cards issued against a minimum salary of KD 400. All credit cards issued against a deposit/blocked amount with the minimum salary of KD 400. For credit cards issued against a deposit, only private and platinum cards are eligible.
Visa Signature	443995	
Visa Platinum	422114	
MasterCardWorld Elite	510692	
MasterCard World	528540	
MasterCard Platinum	533746	
MasterCard 15th Anniversary	510692	

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

*Each point is equal to KD 1

Spending range for the last 12 months
• Gold: 40,000+
• Silver: 10,001- 40,000
• Bronze: 100 - 10,000
• Boubyan Rewards points will be credited into your Boubyan Rewards account at the ending of each month.
• The maximum number of Boubyan points you can earn in a month depends on your tier.
  - Bronze: 250 Points
  - Silver: 300 Points
  - Gold: No cap and a flat %1 is adopted for all spends above KD 6,000

Redeeming Boubyan Rewards Points:
• Boubyan points can be redeemed through the Boubyan App in the form of cashback (manual/automatic), airline miles, flights, car rentals, hotel reservations or vouchers.
• Customers can make as many redemptions as needed as long as there is a balance of Boubyan points available.
• Customers can set up an account for the rewards program to get cashback in case the card is not active due to its loss, theft or any fraud.

Cashback Redemption:
Manual Cashback:
• There is no limit for manual Cashback redemption. You can redeem any number of points into cashback as long as you have available Boubyan Rewards Points.
• You can redeem all Boubyan Rewards points for cashback to any Boubyan credit card or account of your choice, or divide the number of points into multiple cards.
• The points redeemed as cashback to a credit card are credited to the credit card within 1 business day of the redemption request.

- The points redeemed as cashback to an account will be credited immediately.
- You can set a default account where your cashback will be transferred in case your card is inactive due to loss, theft or fraud.

Auto Cash Back:
- When the auto cash back option is enabled, you cannot proceed to the manual redemption.
- Auto cash back will be processed on the end of each month.
- The auto cash back amount will be credited to the credit card only.

Digital Products – e-voucher
- You can redeem points for digital products available in the marketplace and get the purchase code instantly.
- In case the customer did not find the e-voucher or an error occurred when redeeming the e-voucher please contact: help@yougotagift.com Or contact center: +965 22204519, and for Cozmo, Marhaba please contact: am@marhabagts.com

Travel Redemption Portal:
- You can redeem your Boubyan Rewards points for travel bookings including flights, hotels and car rentals.
- You will receive an email to confirm your booking.
- For bookings changes or cancellations the terms and conditions of each hotel, airline and car rental company apply.
- Additional fees resulting from a change or cancellation of the travel booking are borne by the customer.
- In case the customer did not receive a confirmation email, they can contact this email address: info@bluloyalty.com.

Boubyan Rewards Partners:
- To redeem airline miles, you need to be a Frequent Flyer Member with the airline.
- The points can only be redeemed in groups of 5,000 miles.

Cost of the Miles:

Airline	Boubyan Point	Conversion (miles)
Kuwait Airways	40	5,000

- The airline miles will be credited to your Frequent Flyer Membership within 10 business days.
- There is no monthly limit for the airline miles redemption. You can redeem any number of miles, as long as you have enough Boubyan Points.
- The cost of miles in Boubyan points can be changed from time to time by the airline company.
- The miles expiry date is subject to the terms and conditions of the airline company.
- Boubyan Rewards points are irreversible/non-refundable once used such in airline miles redemptions.

Cash + Points:
- When you don't have enough points to redeem an item, you can conveniently use your available points and add cash.
- The Cash + Points feature is only be available when you don't have enough points to redeem a specific item. You can redeem the item by using all your remaining points and adding the remaining amount in cash through a transfer from your account.
- The minimum threshold of points is at least %10 for digital products. If you don't have the minimum %10 of the necessary points to be redeemed for an item, you can't use the Cash + Points feature.