

Service Terms

1. "Boubyan Rewards" points is for eligible Credit Card holders who have a continuous salary transfer equal or above KD 400 with Boubyan Bank or are tagged as Platinum or Private Banking customers.
2. "Boubyan Rewards" program is not available to customers who have taken a credit card against a blocked amount, but only for customers who have a salary transfer of KD +400 or are tagged as Platinum or Private Banking customers.
3. "Boubyan Rewards" points are 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 there are not enough points in that particular cycle to cover the 'refund/reverse transactions' the system will try to re-process it monthly once there are enough points to cover the negative reward transaction then the system will deduct the 'refund/reverse transactions'
5. "Boubyan Rewards" points are 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 are 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 is decided by the bank and at 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 is transferred to 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 charities, trading in Crypto currencies, foreign currencies, bonds and stocks will not be considered for Boubyan Rewards.
- 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.
- 25. The customer can move between Boubyan Rewards tiers based on their spending during the last 12 months, and the calculation of spending begins with the launch of the new program on 21st July 2021.

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	

		Tier		
KD Spent Monthly	Earned Points	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
- Boubyan Points do not have an expiry date.
- Boubyan Points cannot be transferred to another person.

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.

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.

Airline Miles Redemption:

- To redeem airline miles, you need to be a Frequent Flyer Member with the airline. Boubyan Rewards program currently includes only Kuwait Airways but more airlines will be added in the future.
- The points can only be redeemed in groups of 5,000 miles.
- 5,000 Kuwait Airways miles cost 40 Boubyan Points.
- The airline miles will be credited to your Frequent Flyer Membership within 7 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.

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.