

Commercial Credit Cards Cashback Program Terms & Conditions:

- Cashback is calculated for all settled P.O.S. and e-commerce transactions that the cardholder makes using a credit card in Kuwait and abroad during the period from 21st until 20th of the next month (card statement cycle).
- Any Refund/Reversal transactions by the Merchant, which are posted to the credit card's monthly statement, will be deducted/removed from the total spends for the respective cycle for calculating the cashback.
- Transactions related to charities, purchase and trading of foreign currencies, financial transfer, Crypto currencies, stocks, and bonds shall not be considered eligible for cashback.
- Transactions related to Easy Payment Plan (Installments) will not be eligible to earn cashback.
- Cash withdrawal transactions are also excluded from program.
- Cashback will be credited after each statement cycle, i.e., by end of each month.
- Customer is eligible for cashback only if due amounts are paid on time without any delay.
- The customer cannot claim any missing points if there is no active credit card during the processing date of cashback.
- Customer may not dispute or claim missing cashback after 3 months of the transactions date.
- The Bank is vested with the right to stop cashback transfer to any Customer based on a specific reason decided by the Bank and as deemed appropriate by the Bank at any time.
- In case the Bank discovers that cashback is credited to the Customer by mistake, or that the Customer is not eligible, the Bank has the right to reverse the cashback with due information to the Customer.
- The Bank at its discretion may announce points, rewards, incentives, bonus cashback programs from time to time complementing or alternating the existing standard cashback with specific applicable terms & conditions and eligibility norms for specific customers.
- The Bank has the right to exclude any customer from the rewards program, stating the reasons in accordance with the terms and conditions.
- The Bank reserves the right to cancel or amend services, earnings, redemption types or program terms and conditions at any time with notice to the customer in accordance with the terms and conditions.

Cashback Earning:

Cashback	Business Credit Cards
Monthly Cashback Percentage on Eligible Transactions	Up to 1.5%