

AB Bank Mastercard & Nagad Add Money Campaign 2024 Frequently Asked Questions (FAQs)

Modality Brief:

- ❑ **Campaign Duration: (30 Days):**
 - Start Date: 2nd Dec'24
 - End Date: 31st DEC'24
- Customer (**initiator**) must avail "Add Money from Mastercard" to any Nagad Account to receive cash-bonus as per following table:
- Customer (**initiator**) will be eligible to receive **up to BDT 1,000 cash bonus each calendar month.**

Denomination (BDT)	Cash-Bonus (BDT)	Condition
3,550	80 (2X Bonus)	Save the card for the first time
3,550	40	Card already saved / not saved

1. What is the "Mastercard Add Money" campaign?

= If any customer uses the Nagad app's "Card to Nagad" feature to add BDT 3,550 (three thousand five hundred fifty) from a Mastercard to its own or someone else's Nagad account, they will receive a cash bonus of BDT 40. Additionally, if a Nagad customer **saves their Mastercard for the first time** and adds BDT 3,550 (three thousand five hundred fifty) for the first time, they will receive a cash bonus of BDT 80. This campaign will run from December 2, 2024, to December 31, 2024, and customers will be eligible to receive up to BDT 1,000 in cashback bonuses throughout the month.

2. How can I participate in the campaign?

= You can join this campaign by using the Nagad app's "Card to Nagad" feature to add BDT 3,550 (three thousand five hundred fifty) from a Mastercard to your own or someone else's Nagad account.

- To receive a cash bonus of BDT 40, add BDT 3,550 from Mastercard.
- To receive a cash bonus of BDT 80, save your Mastercard for the first time and add BDT 3,550 from it. This bonus will be available for first-time transactions.

Only active and valid Nagad account holders will be eligible to participate in this campaign.

3. How many times will I receive the bonus?

= You can earn a cash bonus up to **25 times** to accumulate the maximum BDT 1,000 bonus during the campaign period. However, if you save your Mastercard for the very first time and perform an "Add Money" transaction, you will receive a cash bonus of **BDT 80** for your first transaction. In this case, you can earn a total BDT 1,000 bonus with **24 transactions**.

4. What is the maximum number of times I can enjoy the bonus in one day?

= Max 14 times

5. How long will the campaign last?

= This campaign shall start from 02nd December 2024 and run until 31st December 2024.

6. How much money do I need to add to be eligible for the bonus?

= BDT 3,550

7. How long will it take to receive the bonus?

= You will receive cashback within **3 working days** from making a transaction under this campaign for valid transactions.

8. Where should I contact if I don't receive the bonus?

= If you do not receive your cash bonus within the promised three (3) working days, please contact Nagad's hotline number (16167 or 096 096 16167).

9. If I add money to another Nagad account using my Mastercard during the campaign, will I receive the bonus?

= Yes, only the **Initiator** of the transaction, will be eligible for the cash bonus.

10. Does my Nagad account need to be active to add money?

= Only active and valid Nagad account holders will be eligible to participate in this campaign

11. How much money do I need to add from my Mastercard to get a bonus of 1,000 BDT?

= To earn the full BDT 1,000 cash bonus, you need to add BDT 3,550 at least **25 times** from Mastercard during the campaign. However, if you save your Mastercard for the first time and perform your first "Add Money" transaction, you will receive a **cash bonus of BDT 80** for that transaction. In this case, you will need to add BDT 3,550 at least **24 times** from Mastercard to reach the total BDT 1,000 bonus.

12. What is the maximum amount of bonus I can receive in a single day?

= Nagad customers can receive a maximum cash bonus of up to BDT 600 per day if they save Mastercard for the first time and add money of 3,550 taka from their Mastercard.

13. What is the maximum amount of bonus I can receive in a month?

= Nagad customers can earn a maximum bonus of BDT 1,000 a month.

14. How many times can I add money from my Mastercard in a day to receive the bonus?

= 14 eligible transactions per day

15. If there is a dispute during an Add Money transaction from Mastercard during the campaign, how many days will it take to refund the money? Will the bonus be refunded as well?

= Except for Customer account compliance issue, if the receivable cashback to any 'Nagad' account fails due to any unknown reason, Nagad will retry to send the bonus within 7 working days after ending the campaign. If the bonus sending process fails after 3 (three) consecutive attempts, the customer will no longer be considered eligible for this campaign.

16. Will the bonus be given to the initiator (sender) or the receiver?

= Only the **Initiator** will receive a cash bonus.

17. How much bonus will I receive if I select "Remember Me" while adding money for the first time from my Mastercard?

= BDT 80

18. How many times can a customer receive an 80 BDT bonus?

= Only 1 time

19. What is the charge for adding money from a Mastercard?

= No charge required for adding money from Mastercard.

20. If I remove my previously saved Mastercard and save a new one to add money, will I still get the 80 BDT bonus?

= Nagad customers who have previously saved their Mastercard in the app, or who unsaved and saved it again, or do not save it after making a transaction, will only receive a cash bonus of BDT 40 taka.

21. I added money using Mastercard for the first time, but I did not receive the 80 BDT bonus.

= Only nagad customers who save their Mastercard for the first time and add 3,550 taka from Mastercard for their first transaction, will receive a cash bonus of 80 taka.