

FAQ OF ADD MONEY NEW USER CAMPAIGN APR'24

BACKGROUND

Visa and bKash are going to run an Add Money coupon campaign to increase transaction during the month of April. The campaign modality has been designed as follows:

ADD MONEY NEW USER CAMPAIGN APR'24	
Campaign Duration	<ul style="list-style-type: none">23 April 2024, 00:00 hour – 30 April 2024, 23:59:59 hours
Campaign Modality	<ul style="list-style-type: none">bKash customers who have never done Add Money will receive BDT 50 coupon for performing Visa Card to Wallet of BDT 3,500.
Conditions	<ul style="list-style-type: none">After receiving the coupon, customer will be able to redeem the coupon at any outlets of this campaign participating merchants <p>Coupon amount: BDT 50</p> <p>Coupon Validity Duration: 7 days after receiving the coupon</p> <p>Minimum Payment Amount to Redeem the Coupon: BDT 300</p> <p>Limit: One customer will enjoy the coupon once during the campaign period.</p>

Frequently Asked Questions:

1. What is the duration of this campaign offer?

- April 23rd 00:00hrs – April 30th 23:59:59 hrs

2. What is the offer?

- BDT 50 Discount Coupon for Visa Card to Wallet of BDT 3,500 during the campaign period.

3. What is the maximum Coupon amount?

- BDT 50.

4. How many times I can enjoy the offer during the campaign period?

- Once

5. Will receive the coupon on any Add money amount?

- No, you have to perform Visa Card to Wallet of BDT 3,500

6. After performing the Add Money, when will I receive the coupon?

- You will receive the coupon instantly.

7. I have received the Superstore coupon from bKash, how long is the validity?

- Validity of the coupon is 7 days from the day of issuing

8. Will I be able to redeem the coupon on any purchase amount?

- ◆ No, to redeem the coupon you have to purchase minimum BDT 300 worthy products or service.

9. Can I redeem some percentage of coupon amount in one transaction and redeem the rest amount of coupon in another transaction?

- ◆ No, you cannot split the coupon discount amount. You have to redeem the whole 50 tk. coupon in one single transaction.

10. Can I redeem this Coupon from any bKash merchant outlet?

- ◆ No, you can only redeem the coupon from selected superstore participant merchants of this campaign.

11. In which channel can I perform add money to get the cash back/coupon?

- ◆ App only.

12. Does my account need to be in 'Active Status' to receive cash back/coupon?

- ◆ In order to receive cash back/coupon, account status and incoming transaction of customer account must be active. If cash back/coupon disbursement fails due to customer account status issue, customer will not receive cash back/coupon for the campaign

13. Will I receive cash back/coupon if my add money is successful?

- ◆ If your add money transaction is valid, bKash recognizes the transaction as authentic and incoming transaction of your account is active, you will receive cash back/coupon. However, bKash reserves the right to cancel cash back payout/coupon if the particular transaction and/or the your transaction behavior raises reasonable suspicion that you have abused the benefit of the campaign

14. Is there any chance that my cash back/coupon will be delayed? If yes, what should I do?

- ◆ Most likely you will receive your cash back instantly & coupon within 4 working days as per eligibility. There could be unanticipated cases where cash back/ coupon payment would be delayed due to unknown/unforeseen issues. If you do not receive your cash back/coupon, you can call 16247 or approach bKash centers, bKash Care, Facebook fan page, Web chat (Live chat service) as well as send e-mail to support@bkash.com to know details about it.