

## **FAQs for 100% Cash Back Campaign on Service Charge of Credit Card Bill Payment**

1. What types of Credit Cards are eligible for Cash Back in this campaign?
  - VISA
  - Master
  - AMEX
2. Are all Banks Credit card Bill payment eligible for this Cash Back Campaign?
  - Yes. all Banks credit card bill payment are eligible for this campaign including Lanka Bangla Credit card
3. Is 100% Cash Back applicable on Credit Card Bill amount?
  - No. 100% Cash Back is only applicable on service fees of Credit Card Bill payment.
4. Who are eligible for this Campaign?
  - Only active customers with verified KYC are eligible to receive cash back under this campaign
5. How long this campaign will continue?
  - Starting from 24th February 2021 to 28th February 2021.
6. How many times a customer can enjoy this offer?
  - 5 Credit Card bill payments during the campaign period.
7. What is the maximum limit of Cash Back amount that a customer can enjoy in a single transaction?
  - Maximum BDT 25 per Credit Card bill payment/ per transaction.
8. What is the maximum limit of Cash Back amount that a customer can enjoy during the Campaign period?
  - Maximum BDT 50 during campaign period.
9. Which channel customer need for pay to avail this Cash Back?
  - OK Customers can enjoy this campaign from Mobile App.
10. Is Cash Back offer can be availed through OK Wallet Agent points?
  - No. Cash Back campaign is applicable on Credit Card bill payment through OK Wallet customer account only and not applicable for payment through OK Agent points.
11. How long it requires receiving Cash Back amount?
  - Maximum 1 working day.