



## Cashback Program Terms and Conditions - Eligible KIB cards only

### Eligibility:

1. KIB selected Credit and Prepaid cards are eligible to enter the program
2. KIB eligible Cards are listed in the table below:

| Card Type                                  | Cashback per KD1 |               |
|--|------------------|---------------|
|  | Local            | International |
| Visa Infinite                              | %5               | %5            |
| Visa Signature                             | %3               | %5            |
| World MasterCard                           | %2               | %3            |
| Visa Platinum                              | %1               | %2            |
| Other Cards<br>Classic/Gold/ Prepaid Cards | %1               | %1            |

3. Only Cards of Active status are eligible to earn and/or redeem KIB Cashback points, Card status of Late Payment, Stop and/or any other status will not earn Cashback points and will not be part of the KIB Cashback program.

### Cashback Points:

4. Cashback points are calculated after reaching KD 100 and above or its equivalent in Kuwaiti dinar as total monthly spends for each card from the customer/cardholder on any of the eligible cards in the program listed under the customer's account.
5. The KD 100 monthly qualifier is calculated based on calendar months.
6. Cashback points are calculated based on selected Card transaction types, such as local and international POS and Online transactions.
7. Cashback points are calculated on transactions that are posted/billed on Card account statement only.
8. Cashback points will be calculated based on the equivalent transaction amount in KD value for Multicurrency Prepaid Card Foreign Currencies transactions and all eligible cards international transactions.
9. The amount of Cashback applied is determined by the bank and is based on the amount of eligible purchases made using the card and the merchant categories where the card is used.

### Transactions excluded from the program:

10. All eligible cards issued for corporate accounts are excluded from earning Cashback Points
11. The following transactions are exempted from earning cashback points: Annual/Renewal fee payment(s), cash advance/ withdrawal, finance charges, redemption transactions, balance transfer, repayment of bank finances/fees/charges and, reversals, credit vouchers, Bank fees and charges, Payment aggregators (selected merchants), payment transfers transactions, purchase of commodities (foreign currencies, gold and minerals, stock, crypto, etc.), Quasi Cash transactions, non-personal usage and non-personal vendors and any payments and transactions that KIB decides are disputed), unauthorized, illegal and/or fraudulent. In addition to any transactions that are not in line with AML/CFT LAW 106/2013 as per CBK and other regulatory instructions in this regard in the State of Kuwait.
12. KIB reserves the right to exclude any cardholder transactions for misusing the cashback program for transactions identified as business transactions such as commercial purchases, one or multiple transactions from one merchant / MCC, if a customer misuses the program based on their previous transactions / transaction history, and/or any transactions that are not deemed as normal retail purchases by the Bank.
13. In the event that any transaction is disqualified for any of the reasons mentioned in term 10 and 11 from earning cashback points, the customer has the ability to submit a refund request for excluded transactions and the bank will review the request. The customer must submit the excluded transaction documentation (if required), the bank has the absolute right to approve or reject the request, if the refund request is approved, cashback points will be credit back to the customer in the first week of next month.
14. The following Merchant Category Codes (MCC) will be exempted from earning cashback Points: Quasi Cash MCC (6051 and 6211, 4829, 9311, 6537) and non-personal transactions MCC (7399, 5964, 7311).
  - a. Merchant Category Codes are defined by the bank based on Visa and MasterCard guidelines.
  - b. These codes may be changed without prior notice and will be updated in our system accordingly

**General Terms:**

15. Cashback points will be retracted from future accruals for cases of reversed transactions, issuance of credit vouchers and for any chargeback cases. In case there are not enough points in customers Cashback point balance to cover the reversed transaction, the system will retract those points once cashback point balance is available.
16. A customer cannot claim or dispute any missing Cashback points after 45 days of the disputed transaction date
17. The Bank cancel and/or excludes Cashback Points and the customer is not entitled to claim these points, in cases where the customer cancels the card or does not activate it, or if he violates any of the terms and conditions stated in regards with the Cashback Program or violates the instructions of the bank, the regulatory authorities or the laws and regulations in force.
18. Customers can only earn up to KD600 in Cashback rewards each month. This is for each individual customer/account and not on each card.
19. Earned Cashback points are eligible for six months, from transaction date, and can't be redeemed after that duration passes as they become expired and void.
20. In the event that a Cashback amount was wrongly credited to the Cashback balance due to ineligibility or misuse, the bank has the right to deduct the said Cashback amount or an equivalent amount from the customer's card or bank account.
21. Cashback points are credited into the customer's Cashback account on a monthly basis.
22. Cashback points accumulated from transactions made by both the primary and supplementary card, will be rewarded into the customer's Cashback account of the primary account holder within 5 working days upon the end of the month.
23. If the status of the card entitled to earn cashback points changes, the bank has the right to add/transfer the eligible cashback points to any other active card under your account.
24. Cashback points are redeemed in KD and credited back to the customers Card Account
25. Customer can redeem Cashback points once credited via the following channels: ATM, Contact Center, KIB Online and Mobile Banking.
26. The Bank has the right to amend the Program Terms and Conditions in relation to KIB Credit card mentioned at its discretion, given that it informs the customer within sufficient time in writing or by electronic means.
27. All Kuwait International Bank other account and credit/prepaid card terms and conditions apply.