

BKash ADD MONEY FRIDAY CAMPAIGN MAY'25

FAQ

1. What is the offer?

- ◆ BDT 25 Cashback for First Add Money of BDT 5,500, BDT 50 Cashback for Second Add Money of BDT 5,500 & BDT 50 Discount Coupon for Third Add Money of BDT 5,500 the same day.

2. What is the duration of this campaign offer?

The offer will be applicable on following days (Fridays of May 2025)

- May 2nd 00:00hrs - 23:59:59 hrs
- May 9th 00:00hrs - 23:59:59 hrs
- May 16th 00:00hrs - 23:59:59 hrs
- May 23rd 00:00hrs - 23:59:59 hrs
- May 30th 00:00hrs - 23:59:59 hrs

3. What is the maximum cashback amount?

- ◆ BDT 25 for First Add Money, BDT 50 for Second Add Money.

4. What is the maximum Coupon amount?

- ◆ BDT 50.

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

- ◆ For Cashback once (Card to bKash Only)
- ◆ For Coupon once (Card to bKash Only)

6. Will receive the cashback/coupon on any Add money amount?

- ◆ No, you have to perform add money of BDT 5,500 (Card to bKash Only)

7. After performing Add Money, when will I receive the cashback?

- ◆ You will receive the cashback instantly.

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

- ◆ You will receive the coupon within 4 working days.

9. 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.

10. 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.

11. 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.

12. 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.

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

- ◆ App only.

14. 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

15. 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 your transaction behavior raises reasonable suspicion that you have abused the benefit of the campaign

16. 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.

Conditions apply*