

BKASH ADD MONEY WEEKLY FEST JAN'25
Frequently Asked Questions (FAQs)

1. What is the offer?

- ◆ BDT 30 Cashback for Add Money (Card to bKash) of BDT 3,500 on Sunday
- ◆ BDT 50 Cashback for Add Money (Card to bKash) of BDT 5,500 on Monday
- ◆ BDT 75 Cashback for Add Money (Card to bKash) of BDT 7,500 on Tuesday
- ◆ BDT 95 Cashback for Add Money (Card to bKash) of BDT 9,500 on Wednesday
- ◆ BDT 100 Cashback for Add Money (Card to bKash) of BDT 11,500 on Thursday

2. What is the duration of this campaign offer?

- ◆ (Sunday) - January 19th 00:00hrs - 23:59:59 hrs, January 26th 00:00hrs - 23:59:59 hrs
- ◆ (Monday) - January 20th 00:00hrs - 23:59:59 hrs, January 27th 00:00hrs - 23:59:59 hrs
- ◆ (Tuesday) - January 21st 00:00hrs - 23:59:59 hrs, January 28th 00:00hrs - 23:59:59 hrs
- ◆ (Wednesday) - January 22nd 00:00hrs - 23:59:59 hrs, January 29th 00:00hrs - 23:59:59 hrs
- ◆ (Thursday) - January 23rd 00:00hrs - 23:59:59 hrs, January 30th 00:00hrs - 23:59:59 hrs

3. What is the maximum cashback amount?

- ◆ Add Money Weekly Fest Jan'25 (Sunday) – BDT 30
- ◆ Add Money Weekly Fest Jan'25 (Monday) – BDT 50
- ◆ Add Money Weekly Fest Jan'25 (Tuesday) - BDT 75
- ◆ Add Money Weekly Fest Jan'25 (Wednesday) – BDT 95
- ◆ Add Money Weekly Fest Jan'25 (Thursday) – BDT 100

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

- ◆ For Cashback once (Card to bKash Only)

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

No, only the below mentioned amount will be eligible for cashback.

- ◆ Add Money Weekly Fest Jan'25 (Sunday) – Add Money of BDT 3,500 (Card to bKash only)
- ◆ Add Money Weekly Fest Jan'25 (Monday) – Add Money of BDT 5,500 (Card to bKash only)
- ◆ Add Money Weekly Fest Jan'25 (Tuesday) - Add Money of BDT 7,500 (Card to bKash only)
- ◆ Add Money Weekly Fest Jan'25 (Wednesday) – Add Money of BDT 9,500 (Card to bKash only)
- ◆ Add Money Weekly Fest Jan'25 (Thursday) – Add Money of BDT 11,500 (Card to bKash only)

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

- ◆ You will receive the cashback instantly.

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

- ◆ App only.

8. 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

9. Will I receive cash back 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. 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

10. 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 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.