

10% CASHBACK ON GROCERY SHOPPING WITH UCB CREDIT CARDS

Frequently Asked Questions (FAQ)

1. What is the offer?

UCB Cardholders can enjoy **10% cashback** on grocery shopping at selected partner outlets when paying with eligible **UCB Credit Cards**.

2. Which cards are eligible for this offer?

This campaign is valid on UCB issued Classic, Gold, Platinum, Business, Signature and World Credit Cards. **This cashback campaign is applicable to primary cardholders only.**

4. What is the campaign duration?

- The campaign will run for **05 weekends before and during Ramadan**, starting from **13 February 2026**.
- **Weekends refer to Friday and Saturday** only.

5. What is the minimum transaction amount to avail the cashback?

The minimum transaction amount is **BDT 2,500** per eligible transaction.

6. How much cashback can I earn?

- **10% cashback** on eligible grocery transactions
- **Maximum cashback: BDT 300 per transaction**
- **Maximum cumulative cashback: BDT 600** across all participating grocery partners during the campaign period

7. Where can I avail this offer?

- The offer is applicable at the following selected grocery partners:

Unimart	Shwapno
The Basket	Prince Bazar
Apon Family Mart	Meena Bazar
Shopping Bag	Agora

8. How and when will the cashback be credited?

Eligible cashback will be **credited to the primary cardholder's credit card account within 30 working days** after completion of the campaign.

9. Are refunded or reversed transactions eligible for cashback?

Refunded, reversed, or disputed transactions will not qualify for cashback.

10. Who can I contact for assistance?

For queries, customers may contact UCB's @16419 (24 X 7) or email to customerservice.card@ucb.com.bd.

11. What is the operation policy?

UCB reserves the right to cancel, amend, modify, or withdraw the campaign or any of its terms and conditions at any time without prior notice and without assuming any liability.