

Frequently Asked Questions (FAQ)

UCB CREDIT CARD SPEND & WIN UNIMART VOUCHER CAMPAIGN

1. What is this campaign about?

Selected UCB Credit Card holders can win a **BDT 500 Unimart voucher** by fulfilling the campaign criteria during the campaign period.

2. Who is eligible for this campaign?

Only selected UCB Credit Card holders who receive the campaign SMS from UCB are eligible to participate.

3. What is the campaign duration?

The campaign will run for 15 days, from **8 July 2026 to 22 July 2026** (both days inclusive).

4. What do I need to do to qualify?

To qualify for the reward, you must:

- Spend a cumulative **BDT 2,000 or more** using your eligible UCB Credit Card during the campaign period.
- Complete a minimum of **two (2) eligible purchase transactions**.
- Only **POS** and **Ecommerce purchase transactions** are eligible.
- MFS (Add money) transactions are not eligible

5. Which cards are eligible?

Only selected UCB Credit Cards that receive the campaign SMS are eligible for this campaign.

8. Will a single transaction of BDT 2,000 qualify?

No. You must complete **at least two eligible purchase transactions** with a cumulative spend of **BDT 2,000 or more** during the campaign period.

9. How will I receive the reward?

Eligible customers will receive **one physical Unimart voucher worth BDT 500**, which will be delivered to their registered contact address after completion of the campaign and verification of eligibility.

10. Can the Unimart voucher be exchanged for cash or any other reward?

No. The Unimart voucher cannot be exchanged, transferred, converted into cash, or replaced with any alternative reward.

12. What if my registered contact address has changed?

If your contact address has changed, please update your information with UCB before the campaign ends to ensure successful delivery of the voucher.

13. Will supplementary card transactions be counted?

Yes. Supplementary card transactions may be considered, provided they are billed under the eligible primary Credit Card account and comply with all campaign terms and conditions.

14. Can I receive more than one voucher?

No. Each eligible customer is entitled to receive only **one Unimart voucher** under this campaign.

15. Can UCB change or cancel the campaign?

Yes. UCB reserves the right to amend, suspend, withdraw, or cancel the campaign, or modify any of its terms and conditions, at any time without prior notice, in accordance with the Bank's policy.

16. Where can I get more information?

For further details, please contact the UCB Call Centre at **16419** or email customerservice.card@ucb.com.bd.