

CASHBACK PERSONAL CARD CAMPAIGN FAQs



1. What is the offer?

Cash-back of Kes. 200 for a card spend of Kes. 4,000 and above payable at the end of the month.

2. When will the cashback be credited to my card /Account?

Eligible Cardholders will receive the Offer in their Card Account within thirty (30) days from the last date of the Offer Period.

3. What happens if I do not receive the 2% cashback in my bank account?

Call NCBA Contact Centre for assistance Mobile: +254 711 056444/+254 732 156444 or email contact@ncbagroup.com

4. What is the duration of the cashback Debit card campaign?

The campaign will run from XXX August 2024 to 30th September 2024, both days included subject to availability of funds.

5. Who is eligible for this campaign?

Personal Debit and Credit Cardholders.

6. What else do I need to know about the Campaign?

Yes, NCBA Staff and their immediate families will be eligible to participate.

7. What are the exclusions in this campaign?

The following transactions are excluded;

- Business Credit card transactions
- Business Debit card transactions
- Prepaid card transactions
- ATM transactions
- Cash advances
- Financial charges
- Balance transfers from credit card to Current Account.

8. Can I transact multiple times the same day and get cashback reward?

Yes, you can transact multiple times and get rewarded a maximum of KES 200 per month.

9. Do I need to share my NCBA card details with the merchant to get the cashback into my account?

No, you only need to pay for the goods and services and your NCBA account will be credited with the cashback.

10. Whom do I contact for assistance on any card issues?

NCBA Contact Centre Mobile: +254711056444 OR +254732156444 or email contact@ncbagroup.com or your dedicated relationship manager (for RM managed clients).