

Frequently Asked Questions

What is the cashback offer? And what is the offer period?

The cashback offer is provided to direct debit card customers on all local online purchase transactions during the months of November and December 2024.

The customer makes online payment transactions during the offer period and gets a cashback up to 10% according to the following table:

Maximum cashback per card	Minimum transactions during the offer period
EGP500	From 2,000 EGP to 5,999 EGP
EGP 900	From 6,000 EGP or more
Total of 2,000	10.000 EGP or more for Excellence plus customers

Will the cashback amount be obtained as soon as the transaction is made?

No, the customer must send an SMS with the word "ONLINE" to 1166 from the phone number registered with us in order to benefit from the offer.

When will the cashback amount be redeemed?

The cashback amount will be deposited in the month after the offer period.

Does this offer include cash withdrawals?

No, the cashback offer is on local online payment transactions only.

Are there any limits on transactions or the cashback amount?

There is a minimum limit for transactions according to the table shown above and there is no maximum limit for transactions executed and the maximum cashback limit is explained in the above table.

How many transactions are eligible for this offer?

There is no specific number or maximum limit for transaction