

Credit Card Cashback Program - FAQs

1. What is the cashback percentage on my purchases?

The cashback percentage varies by category and is typically between 1% to 5% depending on your spending.

2. How often do I receive my cashback?

Cashback is credited to your account on a monthly basis, following the closing of each billing cycle.

3. Are there any exclusions on cashback items?

Yes, certain purchases such as cash advances, balance transfers, and fees do not qualify for cashback rewards.

4. Can I redeem my cashback at any time?

Cashback can be redeemed once you reach a minimum threshold of \$25. You can request redemption anytime after reaching this amount.

5. Is there a limit on how much cashback I can earn?

Yes, there may be a cap on the cashback you can earn based on your cardholder agreement. Please refer to your terms for details.

6. How can I track my cashback earnings?

You can track your cashback earnings through your online banking account or mobile app under the rewards section.

7. What happens if I return a purchase?

Any cashback earned on returned purchases will be deducted from your total cashback balance.

8. Can I combine cashback from multiple cards?

Cashback rewards cannot be combined across different credit cards. Each card's cashback must be redeemed individually.

9. How can I contact customer service for more questions?

You can contact our customer service team via the number on the back of your credit card or through our website's live chat feature.