



Frequently Asked Questions (FAQ)

1. Who is eligible for this campaign?

- All City Bank Credit Cardmembers are eligible for this campaign, except FC, RFCD, and ERQ Cardmembers.

2. Which transactions will be considered for Goal accumulation?

- All eligible transactions made during the campaign period will count toward Goal accumulation, including:

- Online transactions
- Offline (POS & QR) transactions
- Local transactions
- International transactions

3. What is the criterion for Goal qualification?

- Each eligible transaction of BDT 3,000 or above made during the campaign period will qualify as one Goal. Each transaction must individually be BDT 3,000 or above to qualify as one Goal.

Example:

- Transaction of BDT 2,500 = No Goal
- Transaction of BDT 3,000 = 1 Goal
- Transaction of BDT 5,000 = 1 Goal

4. Do both local and international purchases qualify?

- Yes. Both local and international transactions, whether online or offline, will be considered, provided they meet the minimum transaction requirement of BDT 3,000.

5. Is there any limit to the number of Goals a Cardmember can accumulate?

- No. There is no limit to the number of Goals a Cardmember can accumulate during the campaign period.

6. Will Supplementary Card transactions be counted for this campaign?

- Yes. Transactions made using both Primary and Supplementary Cards will be consolidated under one card account and counted toward the campaign.

7. Which transactions are excluded from the campaign?

- The following transactions will not be considered for Goal accumulation:

- Any non-payment transactions
- Returned, reversed, or disputed transactions

8. What are the rewards for eligible achievers of the campaign?

Achievement Criteria	Reward
Highest Goal Scorer	iPhone 17 Pro
Minimum 50 Goals	AirPods Pro
Minimum 40 Goals	JBL Speaker
Minimum 30 Goals	Shopping Voucher Worth BDT 3,000
Minimum 20 Goals	Food Coupon Worth BDT 500
Minimum 10 Goals	Food Coupon Worth BDT 200

*Each Cardmember will be eligible for only the highest reward tier achieved. Rewards are not cumulative across tiers.

9. How is the Highest Goal Scorer determined?

- The Highest Goal Scorer will be the Cardmember who accumulates the highest number of valid Goals during the campaign period. To qualify, the Cardmember must accumulate more than 50 Goals.



10. Is there a minimum number of Goals required to qualify for the Highest Goal Scorer reward?

- Yes. A Cardmember must accumulate more than 50 valid Goals during the campaign period to be eligible for the Highest Goal Scorer reward.

11. What happens if two or more Cardmembers achieve the same number of Goals for the Highest Goal Scorer position?

- In the event of a tie, the Cardmember with the higher total spending amount during the campaign period will be declared the winner.

12. When will the rewards be distributed?

- Eligible Cardmembers will receive their rewards within 30 days after the end of the campaign period.

13. Can City Bank disqualify a Cardmember from the campaign?

- Yes. In the event of any fraudulent, suspicious, or manipulative activity related to campaign transactions, City Bank reserves the right to investigate the matter and, at its sole discretion, disqualify the Cardmember, revoke the reward, or amend the winner selection criteria without prior notice.

14. Can City Bank change or cancel the campaign?

- Yes. City Bank reserves the right to modify, amend, suspend, or withdraw the campaign at its sole discretion.