

FAQs - 5% Cashback on Online Dining Transactions

Q. How do I earn Cashback on my Credit Card?

You will earn 5% cashback on all the Online dining transactions made on the Credit Card during the campaign period.

Q. What is the campaign period?

The campaign period is 15th Apr 2020 to 15th Jun 2020.

Q. Is there any minimum spend to earn 5% Cashback?

No, there are no minimum spends required to earn this 5% cashback.

Q. When will the cashback be calculated?

Cashback will be computed based on transaction date of the spends on Online Dining transactions.

Q. What happens to the cashback in the case of a transaction reversal?

In the case of a reversal of a transaction, the cashback on the transaction will also be reversed. Cashback will be awarded only for actual online dining transactions.

Q. Can I redeem my cashback/ savings for something other than cash?

No. The cashback earned can be redeemed only as cash credit to the card account.

Q. I have a supplementary card as well? Will I earn cashback on this card as well?

Cashback will be earned on spends made on the supplementary card(s) as well. However, please note that the cashback will appear only on the statement of the Primary Card account.

Q. How do I check my cashback balances?

The cashback earned will appear in the monthly credit card statement. The cashback mentioned in the statement will be the cashback earned during that particular billing cycle.

Q. What is the maximum offer cap per month?

Maximum Offer cap per month is AED 100

- Example 1: If customer performs online dining transactions through Finance House credit cards for an amount of AED 500. 5% cashback will be calculated at AED 500 = AED 25. Hence, customer will get cashback of AED 25 credited to his/her Credit Card in the next month's Credit Card statement.
- Example 2: If customer performs online dining transactions through Finance House credit cards for an amount of AED 5000. 5% cashback will be calculated at AED 5000 = AED 250. Customer will get cashback of AED 100 credited to his/her Credit Card in the next month's Credit Card statement as the maximum cap per month per customer is AED 100.

Q. Should my card be active at the time of availing the cashback?

Yes, your credit card needs to be active at the time of crediting the 5% cashback on online dining transaction offer.