

## Frequently Asked Questions (FAQ)

1. What is the name of Campaign?

**Ans:** Winter Vacation Campaign.

2. What is the effective period for Winter Vacation Campaign?

**Ans:** 1<sup>st</sup> December 2018 to 31<sup>st</sup> January 2019.

3. Which cards are eligible for discount offer?

**Ans:** All BRAC Bank Debit, Credit and Prepaid Cards.

4. What is the minimum transaction amount required to avail discount offer?

**Ans:** There is no minimum transaction amount required to avail discount offer except at **Cosmos Holiday** where the minimum transaction amount is **BDT 30,000 or above** to avail this discount offer.

5. To avail discount offer is it mandatory to make the transaction through BRAC Bank POS?

**Ans:** No transacting through BBL POS is not mandatory to avail this discount offer.

6. Is there any cashback offer in Winter Vacation Campaign?

**Ans:** No. There is no cashback offer in this campaign.

7. What is the payment method to avail discount offer?

**Ans:** The cardholder must pay the bill by BRAC Bank Card to avail the discount offer.

8. Where can BBL Cardholders find the details of partner list and discount offer?

**Ans:** BBL website, facebook, Electronic Direct Mail (EDM) and SMS.

9. How many times can a customer avail the discount offer from the same Partner outlet?

**Ans:** As many times as the customer wants.

10. Is the discount offer applicable for all products?

**Ans:** No, it is applicable for selected packages only.

11. Is the discount offer applicable for Air Ticket at Tours & Travel partners?

**Ans:** No, it is applicable for selected packages only.

12. Can the cardholder avail the discount and EMI Facility at a time?

**Ans:** No, the cardholder can avail only one offer from at a time.