

Terms and Conditions for NBK KWT Program

The following terms and conditions are applied to the NBK KWT Program, along with NBK Credit Card terms and conditions, which may be modified from time to time by the bank:

1. Unless the context otherwise requires, the following terms and expressions, wherever stated herein, shall have the meanings assigned to them:










- **“Bank”** or **“NBK”** means National Bank of Kuwait S.A.K.P.
- **“Card”**: NBK KWT Visa Infinite Credit Card issued by the Bank to the Member
- **“Member”**: The person to whom the Card is issued, and whose name is printed on the Card
- **“Transactions”**: Buying goods or receiving services by using the Card locally (inside Kuwait) or internationally (outside Kuwait)
- **“NBK KWT Points”**: What the Member earns against Transactions and which can be redeemed for any services offered by the Program Manager
- **“Services”**: Cashback/ Points Exchange/ e-Gift Voucher/ air tickets/ hotel reservations/ car rental. The type and terms of services may be amended or canceled by the Program Manager from time to time, and points cannot be exchanged for cash
- **“Program”**: NBK KWT Program
- **“Program Manager”**: An independent third party who manages the Program and is responsible only for services offered to the Member as per this Program and for any other amendments applied on the same

2. Earning NBK KWT Points

- Member must select one of the KWT Points Earning Options upon card request
- Member cannot switch between KWT Points Earning Options once the Card is issued
- Member can earn NBK KWT Points through Transactions made using the Card based on the KWT Points Earning Options

KWT Points Earning Options:

a. Spends Tier is as per the following table:

|  Spend Amount in KD | Digital Payments* | International** | All Others*** |
|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------|
| 250 – 3,000 | 2%  | 2%  | 1% |
| 3,001 - 5,000 | 3%  | 3%  | 2% |
| 5,001-9,999 | 4%  | 4%  | 3% |
| 10,000+ | 4%  | 5%  | 3% |


***Digital Payment Solutions**: NBK KWT Points earned through digital payment transactions made in-person are capped at 250 points per month

****International**: Transactions made in-person by the Member on POS machines outside the State of Kuwait

*****All Others**: Transactions done over POS machines in the State of Kuwait or Transactions made online within/ outside Kuwait

 **Starting from 1 October 2023**


b. Merchant Category is as per the following table:

| Merchant Category* | Rewards Ratio |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| Telecom (Capped at 100 NBK KWT Points Monthly)  | 10% |
| Restaurants (Capped at 100 NBK KWT Points monthly) | 7%  |
| Gas Stations (Capped at 5 NBK KWT Points Monthly starting 12 December 2024) | 5% |
| Beauty and Fitness | 5% |
| Jewelry , Clothing and Grocery | 3% |
| Education (Capped at 100 NBK KWT Points Monthly starting from 01 January 2025)  | 3% |

*This KWT Points Earning Option shall be valid on leading/ selected merchant categories made under only the following Merchant Category Codes (MCC) and which will be eligible for earning NBK KWT Points: 5691, 5651, 5641, 5621, 5137, 5631, 5812, 5814, 4814, 5411, 5311, 8211, 8220, 8241, 8249, 8299, 7230, 7298, 7997, 5944, 5541, 5983, 5172

- All Transactions made at payment aggregators or through any other service provider using merchant category will not be entitled for earning NBK KWT points.
- Merchant Category Codes are defined by the acquiring bank based on Visa guidelines. These codes may be changed without prior notice and will be updated in our system accordingly
- Some merchants will not be classified under the specified Merchant Category Codes and such Transactions made at those merchants will not be included in earning NBK KWT Points
- NBK will not be responsible for providing NBK KWT Points for purchases through merchants that are not classified under the above mentioned MCCs

3. General Terms and Conditions for KWT Points Earning Options:

- Member must spend a minimum of KD 250 using the Card per month to be eligible to earn NBK KWT Points
- Member can earn a maximum of 1,000 NBK KWT Points across all their cards (primary & supplementary) combined 
- NBK KWT Points may be earned on primary or supplementary cards, but can only be redeemed by the primary cardholder
- NBK KWT Points are credited to the Member's Program account from the 5th to the 15th of the following month for transactions posted to the Program from the first to the end of the previous month. Transactions will be posted to the Program the day after the Transaction is posted on the card statement
- Member is not allowed to sell/ assign/ transfer/ gift NBK KWT Points earned to any other person
- Member may not dispute or claim missing points after 3 months of the Transaction date
- Business Banking and Corporate Banking Members are excluded from the Program
- Selected merchants will allow the Member to earn a flat 10% in NBK KWT Points, regardless of the selected KWT Points Earning Options and shall not exceed 10% for the selected merchants
- Starting from 1 January 2026, the selected merchants included are: [IKEA Kuwait](#), [Q'go](#), [FARFETCH](#), [Xcite Kuwait](#), [OFFTO](#) These merchants may change or be updated from time to time without further notification by NBK and will be updated on nbk.com
 - Member can earn a maximum of 100 NBK KWT Points from each of the merchants mentioned above across all their cards (primary & supplementary) combined 

 **Starting from October 2024**

 **Starting from February 2025**

 **Starting from September 2025**

The following products are not applicable for 2% instant discount from Xcite:

- Computers (laptop and desktop)
- Projectors
- IT accessories (mouse, keyboard, sleeves, cables etc.)
- Printing and printer accessories
- Mobile Phones
- Mobile accessories (headphones, airpods, earphones, Bluetooth speakers, cases, covers and screen protectors etc.)
- All gaming consoles, computers and gaming accessories
- Digital Cards
- Smart home devices (voice assistant and hubs, smart thermostats, smart locks, detectors and sensors, smart vacuum cleaners)
- Cameras and drones (GoPro, Action cameras, instant cameras, SD cards, DJI phantoms)
- Customer must present NBK KWT Visa Infinite Credit Card to the cashier before paying to avail the Xcite in-store discount offer

The following Transactions shall not be applicable for earning NBK KWT Points and are not included in the minimum spend threshold of KD 250:

- Cash withdrawal, any card fees, transfer of balance
- Operations carried out through the following business categories:
 - Money orders – bank transfers
 - 6012: Financial institutions
 - 6051: Non-financial institutions – foreign exchange and money orders (not wire transfer) and traveler’s checks
 - 6211: Security - brokers/dealers
 - 7995: Transactions that contradict with public policy and the laws stipulated in the State of Kuwait
 - Transactions related to trading in crypto currencies will be excluded from earning

4. NBK KWT Points Redemption

Redemption may be done by logging in to NBK Mobile or Online Banking with the following options:

Cashback

- 1 NBK KWT Point is equivalent to KD 1 cashback
- The minimum value of cashback that can be redeemed is KD 20. There is no limit to number of cashback redemptions
- NBK KWT Points redeemed for cashback will be credited to the credit card within 2 business days to the card selected by the Member

Points Exchange

- Members may exchange their NBK KWT Points with participating airline or retail rewards programs as follows:

| Partner Rewards Programs | Value For Redemption | NBK KWT Points Equivalent |
|-------------------------------|----------------------|---------------------------|
| Qatar Airways Privilege Club | 1,000 Avios | 6 NBK KWT Points |
| Turkish Airlines Miles&Smiles | 1,000 Miles | 6 NBK KWT Points |

- NBK KWT Points that are exchanged with other third party partner programs will be credited within 14 days to the airline loyalty or retail rewards account
- Member must enter a valid membership number with the name identical to his/her corresponding loyalty membership for the participating partners
- Member acknowledges and approves to share data related to both mentioned airlines in the above table and other partner programs in case of points exchange request
- There will be no refund for Avios or Miles on any participating airlines program or program partners once they have been credited to the relevant account
- Member may not claim credits resulting from inaccurate or erroneous information provided to the Bank by the MemberTravel

Travel Related Booking

- Member may redeem NBK KWT Points for travel bookings across 800 airlines, 150,000 hotels and car rental companies through the service provider Q’go
- Member will receive a booking confirmation on the registered email provided during the booking by the third party provider
- Member shall be solely responsible for any changes or cancellations made to bookings
- If you face any issues with your travel booking or require any amendments to your booking, you can contact NBK Call Center 24/7 directly at 1801801 and select option 7 to direct you to Q’go, or you can connect with Q’go through WhatsApp: +965 9771 2790 or email at miles@Qgoonline.com

e-Vouchers

- Member can redeem NBK KWT Points for e-Vouchers across selected participating partners
- Redemption and validity of the voucher is subject to the terms and conditions of the partner
- Members will receive the e-Voucher to the email address registered with the Bank within 5 days
- Unused or canceled e-Vouchers cannot be reclaimed or refunded

Additional Benefits


5. "Buy 1 Get 1 Free" Offers

- Buy 1 Get 1 Free offers are valid for a limited time only
- Offers are subject to change from time to time without further notification from the Bank

Pret A Manger Offer

- Cardholder will get a free item with a maximum value of KD 1.5 per transaction, subject to a minimum of 2 items to be purchased (lowest priced item is free)
- Offer is valid on hot or cold drinks, salads or sandwiches from any Pret A Manger branch in Kuwait
- Offer is applicable only on in-store orders
- Offer valid every day
- Offer is valid till 31 December 2026
- Customer must present NBK KWT Visa Infinite Credit Card to the cashier before paying to avail of this offer

Cinescape Offer

- Cardholder will get one free ticket per transaction, with a maximum of 2 free tickets per month per card.
- Offer is valid for standard tickets only.
- Offer is valid for all showtimes at all Cinescape locations.
- Offer is only applicable through the Cinescape Website or mobile applications.
- Offer is not valid in conjunction with any special promotions, private screening, or premiers at Cinescape.
- Offer is valid using the NBK KWT Visa Infinite during payment checkout only.
- Cardholders must sign in to their Cinescape account to avail the offer.
- Cardholders must select at least 2 tickets during the seat selection process to avail the offer.
- Tickets purchased through this offer are non-transferable and non-refundable.
- Cinescape terms and conditions apply.
- Offer is valid every Friday till 31st of December 2026 

OLE Coffee Offer

- Cardholder will get a free item with a maximum value of KD 1.5 per transaction, subject to a minimum of 2 items to be purchased (lowest price item is free)
- Offer is applicable only on in-store orders
- Offer is valid every day
- Offer is valid till 31 December 2026
- Customer must present NBK KWT Visa Infinite Credit Card to the cashier before paying to avail of this offer

6. General Terms & Conditions

- Revolving issuance fee of KD 100 applies
- Full payment issuance fee of KD 125 applies
- Revolving annual fee of KD 100 applies; fee waiver is subject to KD 10,000 spend within 12 months of card issuance
- Full payment annual fee of KD 125 applies; fee waiver is subject to KD 10,000 spend within 12 months of card issuance
- Once the Member places a request for any redemption option, the request may not be canceled
- Earned NBK KWT Points will be canceled in the following instances:
 - Transactions which are reversed and the amount is refunded
 - If the Card is canceled or not activated
 - NBK KWT Points earned will expire after 23 months from the date they were awarded/ earned
 - Member will not be able to earn or redeem NBK KWT Points in case the Member is delinquent on any product with the Bank
- The Bank reserves the right to cancel or change services, earning, redemption types or Program terms and conditions at any time with or without notice
- If the Customer carries out any refund transaction(s) after having redeemed points, resulting in a negative points balance (i.e., an outstanding balance owed to the Bank), the Bank shall have the right and priority to recover such points from any points subsequently earned by the Customer from future purchase transactions, without objection from the Customer, who hereby irrevocably acknowledges and agrees to the Bank's full right to do so

 **Starting from 1 October 2023**