

3edeti service FAQs



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What is 3edeti?

3edeti is a service that provides users with the ability to send Eidia electronically to any mobile number registered in Kuwait.

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What are the benefits offered to a sender using the 3edeti service?

This service enables sending Eidia electronically and instantly, the service will be available 7/24 during Eid Al-Fitr holiday. Moreover, the sender may be eligible to a %5 cashback of the total amount spent through the 3edeti service with a cap of 20 KD.

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If eligible, how will the cashback amount be collected by the sender?

If the sender is eligible to receive a cashback, the sender will receive the cashback after Eid Al-Fitr holiday on the same debit card account used to process the 3edeti payments.

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What benefits does 3edeti service offer the Eidia recipients?

- 3edeti service can be used to process online payment for recipients without local bank accounts.
- Easy, fast and secure online payment through websites and applications.
- Exclusive offers from participating merchants.

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How will the offers and discount be applied to the Eidia recipient?

The Eidia recipient will initially pay the full invoice amount with the participating merchants through Knet payment gateway, the participating merchant will then chargeback the discount into the 3edeti service account. Additionally, some merchants will offer instant discounts at checkout.

How can I send money using “3edeti” service?

It's easy, all you have to do is to follow these steps:

- Enter the name you want to be displayed on the SMS when the Eidia notification is sent.
- Enter the amount you want to send, followed by the Mobile Number of the recipient.
- If you want to send Eidia to more than one recipient, Press “add New Recipient” to add another receiver and repeat the steps from 1 to 3.
- Once you've added the list of all recipients, press on “Send 3edeti” to be transferred to the Knet payment gateway to enter your bank details and process the payment.

How can you use the money received in “3edeti”?

The amount received in your 3edeti service can be used either in online payment through any website/application that have Knet payment gateway service or transferred to your local bank account.

Can I change the PIN number for my “3edeti” account?

You cannot change the pin number for your account. However, In case the recipient forgot his pin number he/she can always transfer the amount to their local bank account.

What can I do if “3edeti” service expired and there is still some amount left in my account?

After the expiration of the service, an application can be submitted to the Central Bank of Kuwait to retrieve the remaining amount. However, such requests will not be accepted while the 3edeti service is active.

When does the 3edeti recipient account expire?

The recipient can benefit from this service for 2 months after this service is live.

Is this service available to all local bank clients?

Yes, you can send money from any local bank debit card.

Can 3edeti sender process the payment in 3edeti service by a credit card (e.g. Visa - Mastercard)?

No, the sender can only process payment using a debit card that is issued from a local bank.

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Can the sender process Eidiyah payment through “3edeti” service from a non-local bank?

No, the payment and transfer through “3edeti” service are limited to debit cards issued by local banks in Kuwait.

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Where can the recipient pay using “3edeti” service?

The recipient can pay at any merchant website/application that accept payment through Knet payment gateway.

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What is the accepted currency in the “3edeti” service?

The Kuwaiti Dinar.

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Are there any fees/charges for using “3edeti” service?

No, 3edeti is a free of charge service.

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Should a sender/receiver sign up to benefit from “3edeti” service?

No, 3edeti is a free of charge service.

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How will the recipient receive the Eidiyah money?

As soon as the sender transfers the money to the recipient’s mobile number, the recipient will receive an SMS with the 3edeti account amount and the PIN number.

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Can the sender transfer Eidiyah money to an international phone number?

No, Eidity service is restricted to local phone numbers only.

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What is the maximum number of beneficiaries per transaction?

10 beneficiaries.

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What is the maximum/minimum limit of transfer for one beneficiary (Eidiayh recipient)?

The minimum transfer amount is KD 1 and the maximum is KD 500 per transaction for each recipient.

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What is maximum transfer limit per transaction?

The maximum transfer amount is KD 500 per transaction.

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How many times can the sender process “send Eidia” transaction per day?

4 transactions per day.

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Is there a limit for the money received in 3edeti card?

No, there is no limit for the amount received.

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How can the 3edeti recipient know their balance?

By clicking on “3edeti Balance” on the page, then entering the mobile number and one-time password (OTP) received by SMS to view the total amount received and the remaining balance.

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How can 3edeti recipient transfer his money to his local bank account?

By clicking on “Transfer to Knet card” and then entering the details of the debit card to complete the transfer of the balance into the account.

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Is there a contact number to call in case of inquires or technical issues?

You can always call your local bank call center for any inquires related to “3edeti” service or you may call Knet customer service at 1805638.

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What should I do if I transferred money but the recipient didn't receive it?

You should submit a complaint claim contact Knet customer service at 1805638.

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Who should I communicate with in case I did not receive my cashback (for the sender) or the discount amount from the merchant (for the recipient)?

You should contact Knet customer service at 1805638.