

Frequently Asked Questions (FAQs)

General

1. What is CBK's MasterCard Campaign 2026?

The MasterCard Campaign consists of two campaigns running simultaneously:

- Cashback Campaign
- UEFA Champions League Experience Campaign

2. When does the campaign run?

8 August 2026 until 7 November 2026.

3. Which cards are eligible?

Only CBK Mastercard Credit Cards:

- Mastercard World
- Mastercard Platinum
- Mastercard Titanium

4. Can I participate in both campaigns?

Yes. Customers may benefit from the Cashback Campaign while simultaneously competing in the UEFA Champions League Experience Campaign.

Cashback Campaign

5. How do I qualify for cashback?

Spend a minimum of KD 200 per month using your eligible Mastercard credit card on qualifying merchants.

6. What cashback will I receive?

6% Cashback.

7. Is there a cashback limit?

Yes. Maximum cashback is KD 600 per customer per month.

8. When will cashback be credited?

Cashback will be credited monthly after verification of eligible transactions.

9. Which transactions qualify?

Only transactions falling under selected Travel & Entertainment MCC (Airlines, Hotels, Car Rentals) categories. Eligible transactions include both:

- Local merchants
- International merchants

10. Will all merchants qualify?

No. Only merchants classified under the approved MCC (Airlines, Hotels, Car Rentals) categories will qualify.

11. Will online travel bookings qualify?

Yes, provided the merchant falls within an eligible Travel or Entertainment MCC (Airlines, Hotels, Car Rentals).

12. Are supplementary card transactions eligible?

Yes, provided they are linked to the eligible primary credit card account and comply with campaign terms.

UEFA Champions League Experience Campaign

13. Do I need to register?

Yes. Registration is mandatory to participate.

14. How do I earn points?

Every successful transaction worth KD10 or more earns:

- One Point

15. Does spending more earn more points?

No.

- A KD 10 transaction earns one point.
- A KD 1,000 transaction also earns one point.

The campaign rewards transaction frequency rather than transaction value.

16. Are local and international transactions earn points?

Yes.

17. How many winners will there be?

Five winners.

18. How are winners selected?

The five customers with the highest number of qualifying transactions.

19. What happens if two customers have the same number of points?

The customer with the highest cumulative qualifying spending during the campaign period will rank higher.

20. What does the prize include?

Each winner will receive a Mastercard Priceless Experience including:

- Business Class Flights
- Premium Match Tickets for Winner + Guest
- Three Nights Hotel Accommodation
- Daily Breakfast
- Airport Transfers
- Match-Day Hospitality
- Guided City Tour
- Farewell Dinner
- Dedicated Mastercard Host

Eligibility

21. Can I participate if I receive my card after the campaign starts?

Yes. Eligible transactions made after card issuance and within the campaign period will qualify.

22. Is there a limit to the number of points I can earn?

No. The more qualifying transactions you make; the more points you earn.

23. Can refunded transactions qualify?

No. Refunded or reversed transactions are excluded.

24. Do cash withdrawals and cash equivalent transactions qualify?

No.

25. Are commercial transactions eligible?

No. Commercial, trading-related, or business transactions are excluded.

26. Can CBK disqualify customers?

Yes. CBK reserves the right to disqualify customers engaged in suspicious, fraudulent, abusive, or campaign manipulation activities.

27. What happens if the UEFA Champions League Experience is cancelled?

If the UEFA Champions League Experience is cancelled for any reason, winners will not be entitled to a cash alternative, reimbursement of expenses, or any other form of compensation.

28. Can I exchange the prize for cash or claim reimbursement for my travel expenses?

No. The prize is non-transferable and cannot be exchanged for cash. Winners are not entitled to reimbursement for any expenses incurred in connection with their participation in the campaign or the prize experience.