



# SMART WALLET X WAFFARHA COLLABORATION FAQs

## Q1- I received an SMS or a push notification or saw a post on CIB’s social media related to a discount on the Waffarha app. What is this discount?

This is an additional 10% discount on your purchases, capped at EGP 100, when you use your Smart Wallet on the Waffarha app.



## Q2- How can I benefit from the discount on the Waffarha app?

- Open the Waffarha app
- Choose the merchant
- Choose the items you want to purchase and add them to the cart
- At checkout on the app, enter the promo code “CIB10”
- You will be redirected immediately to the CIB Smart Wallet payment page
- Enter the mobile number linked to your CIB Smart Wallet
- You will receive a push notification on your Smart Wallet
- Open the notification from the “Notifications” tab in the side menu on the Smart Wallet app to accept the payment
- On the Waffarha app, confirm to proceed with checkout
- You will then receive a code to use when receiving the product from the merchant

\*Before paying, please make sure that you have sufficient balance on your Smart Wallet app.



## Q3- What are the terms and conditions of the offer?

The offer provides customers with an additional 10% discount on their purchases, capped at EGP 100. It is valid for once a month per customer and for one month only. Please make sure to enter the promo code first to receive the discount.



## Q4- What is the duration of the offer?

The offer’s duration is one month, and you will be notified if it is extended.



## Q5- Are there specific merchants on the Waffarha app that are excluded from this offer?

No, all merchants on the Waffarha app are included in the offer.



## Q6- Is the offer available on the Waffarha app or website?

The offer is available on the Waffarha app only.



## Q7- Will the offer be available if I did not enter the promo code first, but proceeded to the CIB Smart Wallet payment page directly?

No, you have to enter the promo code “CIB10” first to receive the discount.



## Q8- Where can I find my promo code on the Waffarha app?

You can find the promo code in the “My Orders” tab.



## Q9- I can’t find my promo code on the app although the amount has been deducted from my Smart Wallet, what should I do?

Please contact Waffarha’s call center.



## Q10- When I click proceed on the app, I receive a payment declined error although the amount has been deducted from my Smart Wallet, what should I do?

Please contact Waffarha’s call center.