



# Explore Rewards Points Program From CIB

## Terms And Conditions

### 1. General:

- 1.1. Explore from CIB is a loyalty program, which rewards you with points on engaging with any of the highlighted products:
  - A. World Elite Credit Cards
  - B. World Elite Metal Credit Cards
- 1.2. You agree to participate in the program in accordance with these terms, which must be read in conjunction with the World Elite Cards / World Elite Metal Cards, which form our banking agreement.
- 1.3. You will participate in the program automatically for FREE with no need for self-subscription.
- 1.4. You may be disqualified from participation in the program at our discretion, if we determine:
  - Your card has been blocked, suspended, terminated or closed
  - You face legal proceedings or are under threat of so
  - Any of your World Elite / World Elite Metal Cards with us are delinquent or unsatisfactorily conducted for any reason
  - You are potentiality in breach of our banking agreement.
- 1.5. If you are disqualified from the program in accordance with clause 1.4, all your unused points will be cancelled and will no longer be available for use under the program.
- 1.6. If there is any inconsistency between the terms of this program and the terms of any other product or service, the terms of the program prevail.
- 1.7. CIB is entitled at its sole discretion at any time and without prior notice or liability to the subscriber in any manner whatsoever, to terminate CIB Loyalty program and/or cancel and/or vary its benefits or features, and / or vary, add or delete any of the terms and conditions outlined herein, and /or withdraw or change the participants of CIB Rewards program, and / or modify or limit the value of each Reward points and / or the manner of their redemption even though if any of such acts may diminish the value of the Reward points already accumulated.
- 1.8. In case of death-God forbids-any available points are cancelled and cannot be used/redeemed.
- 1.9. Minor Accounts, Grant Accounts are not eligible for the Explore Points program.

### 2. How Explore Rewards points program works:

#### 2.1. Cards:

- 2.1.1. You are awarded with points for each (Egyptian Pound) you spend in purchases using your credit card, rounded down to the nearest point.
- 2.1.2. There is no points earning on the following:
  - Gas stations transactions
  - Cash deposit or cash withdrawals at ATMs
  - Annual fees charged on the Credit Cards
  - Interest, fees or charges
  - Late payment fees
  - Any of the services/transactions performed on the ATMs
  - Smart and electronic wallets' transactions and loading
  - Commercial transactions on Business Banking Cards & Corporate Cards
  - Governmental payments

2.1.3. To earn points on your credit card, it must be in a good standing position. All benefits accrued under the program by the Primary or Supplementary Cardholder will be given to the Primary Cardholder.

2.1.4. If you are the Primary Cardholder, you will be entitled to use the points for redemption of goods and services. Your Supplementary cardholder will not be entitled to perform the redemption.

#### 2.1.5. Points earning criteria is as follows:

**Credit Cards:** Domestic and Cross Border spend have the same earning ratio, except for World Elite credit cards.

##### 1. Points on Purchases:

- **World Elite Credit Card:** 5 points for every EGP 1 spent domestically and 10 points for every EGP 1 spent cross border & Travel categories spend
- **World Elite Metal Credit Card:** 5 points for every EGP 1 spent domestically and 10 points for every EGP 1 spent cross border & Travel categories spend
- Whether you are World Elite or World Elite Metal card holder, you will have the points pooling with EXPLORE program & BONUS Program (If any)

#### 2.1.6. Sign Up Booster:

Gift sign-up points are awarded after the first purchase using the credit card within 2 months from the issuance date of new cards. Gift points are inapplicable for supplementary cards, replaced or renewed cards.

- **World Elite Credit Card: 300,000 points**
- **World Elite Metal Credit Card: 300,000 Points**

**N.B.** The points earning can be changed at any time based at the bank's discretion.

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2.2. If you terminate any product on which you have available points, you will lose all the points earned on the cancelled product. You will continue to earn points normally on your other valid products, if you are still eligible to participate in the program.

### 3. Redemption:

- 3.1. If you are not making the redemption request in person, we assume that all redemption requests made electronically online are made by yourself.
- 3.2. All the redemptions are done to the benefit of the primary customer in his capacity as the main customer, who only has the right to have access to and use the redeemed points.
- 3.3. We will process your redemption request within the time-frame as specified on the website.
- 3.4. The EXPLORE Voucher will be sent to the customer's registered mobile number, and the customer must ensure that his data is updated at all times to be able to receive the EXPLORE Voucher. The bank is not responsible in case of incorrect or outdated information and the points related to the EXPLORE Voucher in case the data is not updated are non-refundable.





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- 3.5. There might be a delay sometimes in receiving the EXPLORE Voucher SMS due to technical reasons out of the bank's control.
- 3.6. You must present the e-voucher and your valid national ID / Passport at rewards redemption to the merchant for verification purpose.
- 3.7. Redeemed rewards are not exchangeable for other rewards, refundable, replaceable or transferable for cash or credit under any circumstances.
- 3.8. Once you have confirmed your redemption request, it is irrevocable and you cannot ask for a refund of the points used for the redemption, or reverse your request.
- 3.9. If you have to make additional payment in order to use the EXPLORE Voucher, you may charge the difference to your CIB Credit / Debit Card or pay difference in cash. If the value of goods and services requested is less than the value stated in the EXPLORE Voucher, we or the merchant will not refund you with the difference.
- 3.10. Redeemed points for the vouchers used at our participating merchants are non-refundable in case of item return / exchange.
- 3.11. You will be able to redeem your points through:
  - CIB EXPLORE points program website (cibexplore.cibeg.com)
  - CIB Call Center
- 3.12. Points are redeemed for:
  - E-Vouchers that can be used at CIB participating merchants in the program
  - EXPLORE Cash is credited to CIB credit cards on CIB Credit Cards. In case you are world elite or world elite card holder only
  - Charitable donations to any charity listed on CIB Loyalty portal
  - Travel portal where you can book your flights tickets, Hotel rooms & points Exchange
- 3.13. The bank has right to terminate the agreement with any of the merchants or amend the terms of use at the merchants without prior notice.
- 3.14. For EXPLORE Cash redemption, it is only applicable on valid CIB credit card/s that are owned by the primary credit cardholders. Customer should choose one of the credit card numbers that are eligible for the cashback. In case you are world elite or world elite card holder only .
- 3.15. EXPLORE Vouchers expire after 3 months from the redemption date. Any expired EXPLORE Voucher will not be accepted by the participating merchants and the equivalent points redeemed against the issuance of this EXPLORE Voucher are non-refundable.
- 3.16. CIB EXPLORE Portal: you will be able to redeem your EXPLORE points with Flight tickets, Hotel rooms & Points exchange.
- 3.17. You must check now check Terms & conditions of the flights tickets booking & Hotel rooms reservation for CIB EXPLORE Travel website.
- 3.18. By using CIB EXPLORE travel website, you are accepting the terms & conditions.

#### 4. No liability:

- 4.1. In the event that you do not submit a redemption request yourself, we will assume that all redemptions requests submitted were made by you.
- 4.2. CIB is not liable for any goods or services or the quality or performance of such goods or services supplied by the participating merchant, service provider or other authorized agent under the program. You must direct any complaints or feedback in respect of such goods and services to the respective participating merchant, provider or agent.
- 4.3. We are not responsible for lost/ stolen or any goods and services redeemed under the program. These will not be replaced by the bank.

#### 5. Access:

- 5.1. Customers should login to CIB EXPLORE and ensure that their registered mobile number is the valid number, as login requires entering any of their CIB cards/account number. Customers will then receive an SMS with an OTP, valid for 10 minutes, then insert the OTP and enjoy the world of EXPLORE.
- 5.2. Customers should use cibexplore.cibeg.com to enjoy CIB EXPLORE benefits and if you logins on bonus.cibeg.com using your World Elite or World Elite Metal in the page you will be routed directly to cibexplore.cibeg.com
- 5.3. Any access that we may grant you from our Online Rewards Redemption website, or partner websites, will transport your navigation out of our sites. We are not responsible for, do not endorse, and make no representation or warranty in connection with, any hyperlinked internet sites on our website.

#### 6. Points Expiration:

- 6.1. All points will expire after 36 months from the month of earning the points.

