

Burgan Rewards Program

FAQ

1. What is Burgan Rewards Program?

Burgan Rewards is a loyalty program introduced by Burgan Bank to Reward its customers for their overall banking relationship and cards spends, providing them a variety of exclusive redemption options and benefits.

2. What are the benefits of Burgan Rewards Program?

Burgan Rewards gives you the ability to earn rewards points through your eligible cards spends. Additionally, it provides the flexibility to redeem your rewards points in different ways such as cashback, airline tickets, hotel reservations, gift vouchers and miles exchange.

3. Who are the eligible customers that can participate in Burgan Rewards?

All Burgan Bank customers are eligible to participate in the program.

4. Do I need to sign up and is there a cost to join Burgan Rewards Program?

There is no need to sign-up for the program and there is no any additional cost. Burgan Bank customers are automatically enrolled for Burgan Rewards Program upon obtaining their eligible card.

5. How can I access Burgan Rewards portal?

You can simply login to your Burgan online or Burgan mobile App. From there onwards, simply navigate to the Burgan Rewards tab to access the rewards portal.

6. Can I use my existing Burgan online or Burgan mobile App username and password to log on to Burgan Rewards portal?

Yes, you can use your existing Burgan Bank credentials to access Burgan Rewards portal via Burgan online or Burgan mobile App.

7. How can I view and redeem my earned points?

To view and redeem Burgan Rewards, you need to access Burgan Rewards Portal through registering for Burgan Bank online or mobile banking.

8. Where can I find the summary of Rewards points earned and redeemed on my Rewards portal?

You can find the summary of your Rewards points earned on Rewards portal under the "Account Summary" Tab. For previous months and years redemption history, please go to the "History" tab.

9. How do I earn Burgan Rewards points and when would points be credited to my rewards account?

You earn points every time you make a purchase using your eligible Burgan Bank Card as below:

Burgan Rewards Program



FAQ

Eligible Credit Card	Welcome Bonus (Points)	Points earned per 1 KD Spent locally	Points earned per 1 KD Spent in European region (EU)	Points earned per 1 KD Spent internationally
Black	40,000	7	7	14
Mastercard World Elite	20,000	5	5	10
Visa Platinum	-	2	2	4
Mastercard Titanium	-	2	2	4

Points earned would be credited to your Rewards Account the next business day.

- For Qatar Airways Cards, you will earn only Avios as below:

Eligible card	Welcome Bonus (Avios)	Avios earned per 1 KD Spent locally	Avios earned per 1 KD Spent in European region (EU)	Avios earned per 1 KD Spent internationally
Qatar Airways Visa Infinite	20,000	6	7	12
Qatar Airways Visa Platinum	7,000	4	5	7
Qatar Airways Visa Prepaid	-	3	5	5

- For Cashback Cards, you will earn only cashback as below:

Eligible card	Cashback earned per <1000 KD Spent	Cashback earned per >1000 KD Spent	Minimum eligible spend monthly	Maximum eligible Cashback Cap
Cashback Mastercard World	5%	15%	100 KD	500 KD
Cashback Mastercard Platinum	5%	10%	100 KD	150 KD
Cashback Mastercard Prepaid	5%	5%	50 KD	75 KD
Visa Signature	<ul style="list-style-type: none"> Below KD 10,000: 4 points per 1 KD Spent locally/internationally KD 10,001-KD 24,960: 6 points per 1 KD Spent locally/internationally 			

Burgan Rewards Program

FAQ

10. What is the difference between Avios and Burgan Rewards Points?

- Burgan Rewards Points can be redeemed against a host of options:
 - Cashback
 - Airline tickets
 - Hotel reservations
 - E-Gift vouchers
 - Miles Exchange with selected airlines
- Avios earned on Burgan Bank Qatar Airways Cobranded Credit & Prepaid Cards can be redeemed for the below Qatar Airways redemption options:
 - Award flights with Qatar Airways and oneworld airline partners
 - Cabin upgrades
 - Extra baggage
 - Purchase ticket with Cash + Avios
 - Shop & Pay with Avios at Qatar Duty Free at Hamad International Airport

11. What is the expiry date of Burgan Rewards Points?

Burgan Rewards points are valid for 24 months from the date of earning.

12. Is there a minimum number of Rewards points that I need to have to redeem on Burgan Rewards portal?

A minimum of 1,000 Rewards points is required for any redemption to take place.

13. What happens if I closed my accounts and canceled my cards in Burgan Bank and have less than 1,000 Points in my Rewards account?

Unused Points balance will be forfeited.

14. Under what conditions am I not allowed to redeem my Burgan Rewards Points?

Redemption of points will be restricted in case of delay in payment of any Credit Card dues by the payment due date. Customer would be allowed to redeem his/her Burgan Rewards Points immediately upon the payment of overdue amount. However, customers can continue to earn Burgan Rewards Points even if there is a restriction on redemption of points.

15. What are the redemption options?

You will have the flexibility to redeem your earned Rewards points with variety of options based on the card type as the following:

Burgan Rewards Program

FAQ

Credit Card Type	Earnings Options	Redemption options
<ul style="list-style-type: none"> Black Mastercard World Elite Visa Platinum Mastercard Titanium 	Points	<ul style="list-style-type: none"> Flight tickets Hotels reservation E-Gift Vouchers Miles Exchange Cash back
<ul style="list-style-type: none"> Visa Signature Mastercard World Cashback Mastercard Platinum Cashback Mastercard Prepaid Cashback 	Points	<ul style="list-style-type: none"> Cash Back
<ul style="list-style-type: none"> Qatar Airways Visa Infinite Qatar Airways Visa Platinum Qatar Airways Visa Prepaid 	Avois	<ul style="list-style-type: none"> Award flights with Qatar Airways and oneworld airline partners Cabin upgrades Extra baggage Purchase ticket with Cash + Avois Shop & Pay with Avios at Qatar Duty Free at Hamad International Airport

16. What is the process of redeeming Burgan Rewards Points?

Please follow the below steps to redeem your Burgan Rewards:

- Login to your Burgan online or Burgan mobile App.
- Click on Burgan Rewards tab
- You will see a summary of Available, Redeemed, Earned and Expired Points
- Click on Redeem Button to open Burgan Rewards portal
- Choose a redemption option from Burgan Rewards portal
- Follow the process as shown on the redemption screens to process your request
Confirmation message will come up on the last screen showing your Burgan Rewards have been redeemed for the option of your choice
- You can see the redemption history under "History" tab.

Know More About Redemption Options:

[Air Travel & Hotel Bookings](#)

17. Which airlines and hotels can I redeem my Burgan Rewards Points on?

You can redeem your Burgan Rewards Points at more than 750 airlines and more than 700,000 hotels worldwide.

Burgan Rewards Program

FAQ

18. Are there any charges if I redeem my Burgan Rewards Points for airline bookings or hotel reservations?

No, there are no redemption charges. Further, if the airline or hotel reservation cost exceeds your available Burgan Rewards points you can always pay the excess amount using your Burgan Bank Credit and Prepaid Cards.

19. Can I redeem my Burgan Rewards Points to get airline tickets or hotel bookings for my friends and family?

Yes, you can redeem your Burgan Rewards Points to get airline tickets and hotel bookings for your friends and family.

20. How do I know my airline tickets or hotel booking was successful?

Burgan Rewards portal will automatically generate an e-booking confirmation for the hotel reservations and an e-ticket for Airline ticket purchase; and send it to your registered email address.

21. I didn't get any confirmation at the time of hotel booking or while purchasing airline ticket?

If you didn't see a confirmation page once you have completed your booking, please check for a confirmation under " Product Redeemed" tab. For further assistance, you can call our contact center at 1804080.

22. I have found an airline and selected my flight, however after providing the passenger details the fare has increased. Why?

Due to the dynamic nature of airline fares, it is possible that after entering the passenger's details, the seats at your selected fare are sold out, leading to an increase in the fare.

23. How do I print my airline ticket?

Simply login to your Burgan Rewards portal, click "Product Redeemed" tab to check your redemption history to view or print your airline reservation. Alternatively, you can either visit your chosen airline website to print the tickets or check your email for e-booking details sent by Burgan Bank.

24. Can I change a flight reservation once made?

Please contact the chosen airline directly for any amendments such as date, time, upgrades or any other change. The airline may choose to charge a fee to amend tickets. In case of any cancellation Burgan Bank will not refund the Burgan Rewards Points which were used to redeem for the tickets.

E-Gift Vouchers:

25. Which merchants can I redeem my Burgan Rewards Points on?

You can redeem your Burgan Points at a variety of participated merchants listed in Burgan Rewards Portal to generate an E-voucher to be gifted for your loved ones!

26. How can I check the voucher validity, terms and conditions and contact number in case I have a question?

Burgan Rewards Program

FAQ

Validity date and redemption terms & conditions will be listed on the voucher itself. In case you have any questions, you can refer to the merchant contact number listed on the voucher.

27. I have lost my voucher. Can I access it again?

Yes, you can access your voucher again by visiting Burgan Rewards portal then click "Product Redeemed" tab to access and print the voucher.

Miles Exchange:

28. What are the participated airlines that I can exchange my Burgan Rewards Points with?

Current miles exchange partners are Air Arabia, Etihad Airways and Kuwait Airways.

29. How can I redeem my Burgan Rewards for Air Arabia, Etihad Guest Miles and Kuwait Airways?

Simply follow the below steps:

- Login to Burgan online or Burgan mobile App
- Click on Burgan Rewards tab
- You will see a summary of Available, Redeemed, Earned and Expired Points
- Click on Redeem Button to open Burgan Rewards portal
- Select Miles exchange tab from the redemption options
- Select Air Arabia, Etihad Guest Miles or Kuwait Airways from Miles tab
- Enter your Air Arabia, Etihad Guest Miles or Kuwait Airways account details and the quantity of miles you want to redeem.
- Once done press Submit button on the bottom of the page.
- You will now receive an OTP on your registered mobile number/ email with the bank.
- Enter the OTP to process your request.
- You will now get a confirmation message on the screen that the selected number of miles will be transferred to your Air Arabia, Etihad Guest Miles or Kuwait Airways account within 7-10 working days.

30. How long does it take to get Air Arabia, Etihad Guest Miles or Kuwait Airways in my Miles account once the request has been submitted through Burgan Rewards portal?

It takes 7-10 working days for the miles to be transferred to your respective miles account. In Case of any issues, please contact our call center at 1804080 for further assistance.

31. I don't have an Air Arabia, Etihad Guest Miles or Kuwait Airways account. What should I Do?

Please visit Air Arabia, Etihad Guest Miles and Kuwait Airways website to sign up for their account in order to redeem your Burgan Rewards for miles.

Cashback:

32. How can I redeem Burgan Rewards points for Cashback?

Simply follow the below steps:

Burgan Rewards Program

FAQ

- Login to Burgan online or Burgan mobile App
- Click on Burgan Rewards tab
- You will see a summary of Available, Redeemed, Earned and Expired Points
- Click on Redeem Button to open Burgan Rewards portal
- Select Cashback from the redemption options
- Select the card that will be credited with the cash back amount
- Enter Amount in KD that you would want to redeem for cashback.
- Please ensure that the Amount entered is not greater than the available KD amount displayed on the screen.
- Once done press Redeem button on the bottom of the page.
- You will now receive an OTP on your registered mobile number / email with the bank.
- Enter the OTP to process your request.
- You will now get a confirmation message on the screen that the amount has been transferred to your Burgan Bank credit card

33. How long does it take for the cashback to get transferred to my credit card?

It takes 1 working day for the cashback request to get processed.