SBM bank

SBM CARDS CASHBACK CAMPAIGN –TERMS AND CONDITIONS

1. INTRODUCTION

These terms and conditions apply to the SBM Cards "Cashback" campaign 2026 offered by SBM Bank (Kenya) Limited to her cardholders.

By participating in this campaign, you shall be deemed to have read, understood and agreed to be bound by all the terms and conditions set herein below.

2. DEFINITIONS

In these terms and conditions, unless the context otherwise requires:

2.1 **"Bank"** means SBM Bank (Kenya) Limited.

2.2 **"Campaign"** means the SBM Cards Cashback campaign.

2.3 **"Card"** means any SBM Debit, Credit or Prepaid Cards as issued by the Bank to the Cardholder and is valid and subsisting during the campaign period.

2.4 **"Cardholder"** means any individual who maintains and uses an SBM Card product.

2.5 **"Card Account"** means the account maintained with the Bank in respect to the Card product.

2.6 **"Customer"** means any person bearing any Card issued by the Bank.

2.7 **"Eligible Participant"** means a natural person above the legal age of 18 years.

2.8 **"Commencement Date"** means the start date for the campaign, which is 1st August 2026.

2.9 **"Campaign Period"** means a period of 3 months from the Commencement Date, subject to funds availability.

2.10 **"Purchase"** means a transaction to procure goods and services using the Card.

2.11 **"Eligible Transaction"** means Point Of Sale (POS) purchase including Online transactions made locally and/or overseas by the Cardholders using the Card.

2.12 **"Minimum Spend Requirement"** means the cumulative minimum monthly purchase amount of KShs. 10,000/- and above per Card during the campaign.

2.13 **"Reward"** means a Cashback that eligible Cardholders will be entitled to during this campaign.

2.14 **"Rate"** means a percentage that Cardholders will receive as a Cashback incentive on their eligible transaction(s). The rate will be **2%** of the purchase amount.

2.15 **"Payout Amount"** means a minimum of KShs. 200/- and up to a maximum of KShs. 1,000/- payable monthly per Card to eligible Cardholders during the campaign.

2.16 **"Payout Period"** is the period when Cardholders receive 'Cash' back to their card account. This will be by the 10th day after close of the month during the campaign.

3. CAMPAIGN ELIGIBILITY

Eligibility for this campaign shall be upon meeting the criteria set out below:

3.1 ‘Cashback’ is applicable **ONLY** to eligible personal Cardholders with an SBM Card issued under Mastercard scheme.

3.2 Customers with any Card issued by the Bank will participate in this campaign;

- 3.2.1 Cardholder MUST be a natural person above the legal age of 18 years.
- 3.2.2 All new, existing and reactivated Cards are eligible for the Cashback.
- 3.2.3 SBM Staff members and their immediate families are eligible to participate in this Cashback campaign.
- 3.2.4 Cashback on eligible and qualifying Supplementary Cards will be paid out to the Principal Cardholders’ account during the campaign.
- 3.2.5 Declined, disputed, fraudulent or reversal transactions will not qualify for the Cashback.
- 3.2.6 Funds transfers, ATM withdrawals or Cash advances will not qualify for the Cashback.
- 3.2.7 Transactions from Bank charges and Government service taxes are not eligible for a Cashback reward.
- 3.2.8 The aggregate qualifying POS and Online transactions from a Cardholder in a month will be valid ONLY for that participating month during the campaign.

3.3 Cardholders will be eligible for Cashback on fulfillment of the eligibility criteria set out below:

- 3.3.1 Must transact a cumulative monthly amount equivalent to **KShs. 10,000/-** or more at the point of purchase using any SBM Card product.
- 3.3.2 Reward is applicable to only POS and Online transactions using the Card.
- 3.3.3 Any restricted and/or illegal transactions on the Card as per any law SHALL NOT be permitted.

3.4 Cashback reward to Cardholders will be processed manually at the end of the month.

- 3.4.1 Payout to qualifying Cardholders will be by the 10th day after close of the month.
- 3.4.2 Past month’s Card transactions will not be eligible in subsequent month Cashback Payouts.

3.5 All Campaign communications will be through the Bank’s Official channels, which includes but not limited to:

- 3.5.1 SBM Bank Website.
- 3.5.2 SBM Bank Social Media platforms (Facebook, Twitter, Instagram etc)
- 3.5.3 Telephone Calls.
- 3.5.4 SMS and Emailers to Cardholders’ registered mobile numbers and email addresses.

4. GENERAL TERMS AND CONDITIONS

4.1 These Terms and Conditions shall be deemed to apply on the Commencement Date and shall continue for the campaign period or upon earlier termination by the Bank due to circumstances beyond its control or depletion of the campaign budget.

4.2 Cashback reward from this campaign to Cardholders are independent of any campaigns held previously by the Bank or its agents.

4.3 These terms shall not derogate but shall be supplemental to the Bank's General Terms and Conditions governing relationship between the Bank and customers with respect to the Cards.

4.4 This Campaign does not constitute a legal contract between the Bank and the Cardholder.

4.5 Cashback campaign shall be subject to usual Force Majeure events and on occurrence of such event, the campaign may be withdrawn / closed at the discretion of the Bank.

4.6 The Bank shall neither be responsible nor shall it accept any liabilities of any nature howsoever arising or suffered by the Cardholder or any third party resulting directly or indirectly from this campaign.

4.7 All warranties and obligations implied by law are hereby excluded to the fullest extent permitted by law.

4.8 In the event of any inconsistency between these terms and conditions and any advertising, promotional, publicity and other materials relating to or in connection with this Campaign, these terms and conditions shall prevail.

4.9 These terms and conditions shall be governed by and constructed in accordance with the Laws of Kenya and the Cardholder agrees to submit to the non-exclusive jurisdiction of the courts of Kenya.

4.10 The Cardholder shall be deemed to have read, understood and agreed to be bound by these terms and conditions, the terms and conditions governing their specific account, the terms and conditions with respect to Cards and the General Terms and Conditions including any amendments or violations to it.

4.11 Participants to the Campaign are required to keep themselves updated on the Terms and Conditions of this Campaign.

4.12 The decision of SBM Bank on all matters relating to this Campaign is final.

4.13 The rights and remedies herein provided are cumulative and not exclusive of any rights or remedies provided by law.

4.14 If any provision or undertaking of these Terms and Conditions is or becomes illegal, invalid or unenforceable, such provision shall be divisible and be regarded as not affecting the remainder of these Terms and Conditions.

4.15 No failure or delay by either a participant of the Campaign or SBM Bank in exercising any right or remedy hereunder shall operate as a waiver thereof, nor shall any single or partial exercise of any right or remedy prevent any further or other exercise thereof or the exercise of any other right or remedy.

5. PRIVACY AND DATA PROTECTION

5.1 SBM Bank will process certain personal data relating to participating Cardholders, including card account details, eligible transaction information, contact information and cashback payout records.

5.2 This information will be used solely for purposes of verifying eligibility, administering the Campaign, processing cashback rewards, communicating with participants, preventing fraud and complying with legal and regulatory obligations.

5.3 The Bank has implemented sufficient controls to protect personal data in accordance with applicable data protection laws and its Privacy Notice.

5.4 Participants may exercise their data protection rights, including the right to access, correct or object to the processing of their personal data, subject to applicable law.

5.5 For more information regarding how your personal data is collected, used, shared, retained and protected refer to the Bank's Privacy Notice.