

SBM UnionPay Reward (UPR); M-Voucher

UnionPay Mobile voucher (M-Voucher) Rewards enables UnionPay cardholders to earn 10% M-Voucher rewards of the purchase amount of successful transactions. Cardholders are able to redeem the voucher in over 50,000 retailers across the country.

FREQUENTLY ASKED QUESTIONS (FAQs)

1. How do I become eligible for a reward?

All you need is an **SBM UPI card** (debit/prepaid) and shop at any Point of Sale (POS) or online outlet and you will be automatically enrolled to the campaign. Visit any of our nearest SBM bank branch to sign up for an SBM UPI card.

2. How can I access my M-Voucher value services?

For self-service to your M-Voucher wallet, dial the USSD short code ***384*16#** or login into <https://M-Voucher.co/my>

N.B: Customer to register on the self-service portal using the mobile number linked to the UPI card account.

3. Will I be charged for the redemption service?

The service is free of charge to all UnionPay cardholders.

4. Which transactions are eligible for the M-Voucher rewards?

All successful retail card transactions at local and international Point of Sale (POS) and Online transactions will qualify for the M-Voucher reward.

5. How long does it take for the reward to be credited to me?

The reward will be credited within 24 hours of the next working day.

6. How will I know I have earned an M-Voucher reward and my reward amount?

- a) An SMS notification will be received from UnionPay
- b) The reward amount will be automatically credited to your m-wallet
- c) You can also check your M-Voucher balance by dialing ***384*16#** and selecting option 1 on the menu
- d) Visit: <https://M-Voucher.co/my>

7. How do I redeem my M-Voucher value?

- a) Dial ***384*16#**, select option 2 to:
 - i. Redeem to till
 - ii. Redeem Airtime
 - iii. Redeem Paybill (KPLC not supported) #to go back
- b) Self-service through <https://M-Voucher.co/my> to view redemption options (till, airtime, paybill) or view statement.

8. I would like to opt out of the redemption service, how can I do this?

To opt out of the M-Voucher campaign, dial ***384*16#** and select 'opt out' from the menu. Please note if you opt out, all accumulated M-Voucher value will be forfeited.

9. Do international transactions qualify for M-Voucher rewards?

International transactions are also eligible for M-Voucher rewards, both at POS and online merchants.

10. Do I earn M-Voucher rewards for online and e-Commerce transactions?

All online/e-commerce transactions will be eligible for M-Voucher rewards.

11. I dialed *384*16# to redeem my M-Voucher reward but got no response, whom can I call for assistance?

Please reach out to SBM bank Contact centre via details below for assistance in to complete the M-Voucher redemption process:

Tel: +254 (0) 709 800 000 / +254 (0) 730 175 000

WhatsApp Chat: +254 (0) 773 758 196

Email: atyourservice@smbank.co.ke

12. Does the M-Voucher reward campaign expire?

The campaign runs for two months from NOV to DEC-2020 with possible extension that will be communicated to UPI cardholders.

The M-Voucher value will however expire within 90 days after closure of the campaign. Cardholders will be periodically reminded to redeem their M-Voucher value within the 90 day period.

13. If I redeem and receive a confirmation message but merchant does not receive the same, should I repeat the transaction?

Kindly contact us on +254 (0) 709 800 000 / +254 (0) 730 175 000 to allow us to follow up the transaction with UPI and resolve the issue.

14. What time of the day can I access and utilize the UnionPay M-Voucher value?

You can access M-Voucher rewards at any time any day 24/7.

15. Are staff able to view the amount earned by customer?

Staff can only see the transaction value from customer's account/Way 4. For M-Voucher value, customers should dial the USSD short code *384*16# or login into <https://M-Voucher.co/my>

16. How do I know the M-Voucher value due for my transaction?

The equivalent M-Voucher value for your retail transaction is calculated at 10% of the purchase amount of successful transactions.

17. Can I be re-enrolled after opting out?

Yes, you can be re-enrolled by calling the SBM Contact Centre who will facilitate the reinstatement.

18. Will my M-Voucher rewards value prior to opting out be available for use once reinstated to the campaign?

Once a customer opts out, previous M-Voucher value is forfeited. M-Voucher rewards value will start being earned afresh upon re-enrollment to the campaign.

19. I have a UPI card but forgot my PIN, how can I be assisted?

Please visit any of our nearest branches to replace the UPI card that comes with a PIN at a fee.



20. Whom can I talk to for any assistance required from the bank?

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