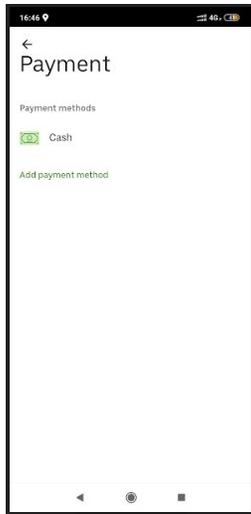


## FREQUENTLY ASKED QUESTIONS (FAQs)

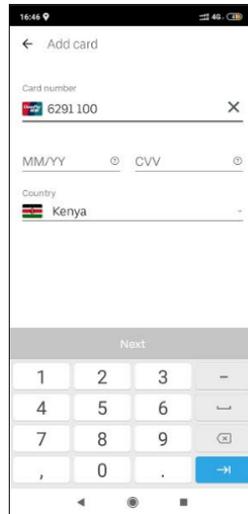
### SBM BANK DISCOUNT PROGRAM – UBER EATS

#### 1. What is the UberEats - SBM Bank Card discount program?

SBM Card discount program is an incentive program where an SBM cardholder gets Kes. 250 discount off of the total amount payable on the Uber Eats application. This will be an instant discount amount at the time when paying with your SBM Bank Card. You will need to register your SBM Bank card using the steps below;



**Step 1: Go to payment**



**Step 2: Register SBM Card**

Minimum purchase value will be Kes. 800. i.e. to be eligible, you will need to order food worth and or above Kes. 800. After check out, discount will be applied and you will be required to pay Kes.250 less.

**Code: SBM@3**



#### 2. How can you redeem the promotion code?

On the UberEats application, simply just Apply the code **SBM@3** in your "Promotions Tab" to enjoy the deal. You will need to add your SBM card

**3. How long will the campaign run for?**

The incentive campaign will run for a period of two months starting 15<sup>th</sup> of June 2020 – 15<sup>th</sup> July 2020

**4. Where is the discount applicable Where can I use my SBM Card?**

This is an application promotion code. It is available on;

1. UberEats app which can be downloaded on the Google app store (Android) or Apple store

**5. Who is eligible for the promotion?**

All SBM Bank Kenya customers with an active debit, prepaid or credit card – **VISA and Union Pay cards, across Kenya (Delivery is valid for Nairobi Only)**

**6. What are the terms and conditions of the discount?**

- Kes. 250 off your total bill, Minimum purchase order Kes. 800/-
- Order only available for Nairobi
- Offer cannot be used in conjunction with any other Uber Eats promos
- Offer cannot be used more than 4 times

**7. What is the discount rate on SBM Cards?**

The discount rate is **Kes. 250**, for 800 spent through the e-commerce platform.

**8. Will I be charged a fee for using my SBM Card at a merchant Point of Sale (POS)?**

Paying for goods and services using your SBM Card for online transactions is **FREE**

**9. Is there a limit to the discount per customer?**

Yes. This is limited to 4 at a time per customer.

**10. When do I receive my discount?**

This will be done instantly. Simply add the code '**SBM@3**' and the 250 will be deducted off your total bill payable upon check out.

**11. Is this campaign open to staff of SBM Bank Kenya who are cardholders?**

Yes. The campaign is open to SBM Bank Kenya staff members who have active debit, prepaid or credit VISA and UPI cards.

**12. Will I get discount rewards if I pay for my purchase transactions using cash?**

No. Cash payments will not qualify for discounts.

### 13. Who can I contact if I need more information?

You may contact SBM Bank Kenya on the details below:

- Phone: +254 709 800 000 /+254 730 175 000
- Whatsapp: +254 773 758 196
- Email: [atyourservice@smbank.co.ke](mailto:atyourservice@smbank.co.ke)
- Twitter: sbmbankkenya
- Facebook: sbmbankkenya