



BIBD ECO LIMITED EDITION PLATINUM DEBIT MASTERCARD CUSTOMER FAQs

Frequently Asked Questions (FAQs)

1. What is the BIBD Eco Limited Edition Platinum Debit Mastercard Campaign?

The Campaign rewards customers who actively use their BIBD Debit Card(s) during the Campaign Period with the exclusive BIBD Eco Limited Edition Platinum Debit Mastercard.

2. When is the Campaign Period?

The Campaign runs from 1 August 2026 to 30 September 2026.

3. Who is eligible to participate in the Campaign?

The Campaign is open to eligible BIBD customers with accounts in good standing who fulfil the Campaign requirements.

4. How do I qualify for the Limited-Edition Eco Card?

Customers must register for the Campaign and achieve a **minimum cumulative spend of B\$2,200** using their **BIBD Debit Card(s)** and **BIBD QuickPay** during the Campaign Period.

5. How can I register for the Campaign?

To register for the Campaign, customers are required to scan the designated QR code which can be found at **BIBD Yayasan Branch**, **BIBD official website**, **BIBD social media channels** and in **selected BIBD promotional materials**.

6. Do I need to spend B\$2,200 in a single transaction?

No. The spend requirement is cumulative. Eligible transactions made throughout the Campaign Period will be aggregated and counted towards meeting the minimum spend requirement.



7. Which transactions are eligible?

The following transactions are eligible:

- In-store purchases, including contactless transactions
- Online purchases
- Overseas purchases
- QuickPay Transactions

8. Which transactions are not eligible?

The following transactions are excluded:

- ATM withdrawals
- Standing Instructions
- Reversed, refunded, disputed, or cancelled transactions

9. Is the Eco Card guaranteed?

No. The Eco Card is available in limited quantities, with up to 10,000 cards available under the Campaign and will be awarded on a first come, first served basis while stocks last.

10. How many Limited-Edition Eco Cards are available?

The Limited-Edition Eco Card is available in limited quantities and will be awarded while stocks last.

11. What is the Leather Card Holder + Wallet reward?

The first 100 eligible customers who fulfil the Campaign requirements, including the cumulative spend requirement of B\$2,200 during the Campaign Period will receive an exclusive BIBD Leather Card Holder + Wallet.

12. If I spend B\$2,200, am I guaranteed to receive the Leather Card Holder + Wallet?

Not necessarily. The Leather Card Holder + Wallet is only available to the **first 100 eligible customers** who fulfil the Campaign requirements.

13. Are the Campaign rewards available on a first-come, first-served basis?

Yes. The Campaign rewards are limited. Qualification and allocation are subject to availability and the fulfilment of the Campaign requirements.



14. What happens if I register for the Campaign after 1 August 2026?

Customers must register through the designated registration channels and fulfill the Campaign requirements during the Campaign Period. Eligibility is subject to verification by BIBD.

For example, if a customer registers on **15 September 2026**, eligible spending made between **1 August 2026** and **14 September 2026** will still count towards the minimum cumulative spend requirement of **B\$2,200**.

15. How will I know if I am among the first 100 eligible customers?

Customers who meet the eligibility criteria and Campaign requirements will be notified by BIBD through telephone, SMS and/or any other communication channel deemed appropriate by BIBD after the Campaign Period.

16. How can I check whether I have reached the minimum spend requirement?

Customers may contact BIBD Contact Centre at 223 8181 or visit any of BIBD branch to enquire about their Campaign eligibility status.

Campaign spend tracking may not be reflected in real time and is subject to verification by BIBD.

17. Do refunded transactions count towards the minimum spend requirement?

No. Refunded, reversed, cancelled or disputed transactions will not count towards the cumulative spend requirement.

18. How will successful customers receive their Eco Card?

Eligible customers will be notified by BIBD with details on card collection and activation.

19. Will my participation in this Campaign also qualify me for entries into the Aspirasi+ Campaign?

Customers who successfully apply for and activate a **new BIBD Debit Card** will be awarded **one (1) Aspirasi+ entry**. No Aspirasi+ entries will be awarded for replacement cards, including requests to switch to the newly redesigned card.

Eligibility for Aspirasi+ entries is subject to the Terms and Conditions of the Aspirasi+ Campaign.



20. How can I learn more about this Campaign?

You can find more information about this Campaign on our website at www.bibd.com.bn, through our official social media channels, or by contacting our Contact Centre at **223 8181**.