

Visa Debit card cashback offer FAQs

What's the offer?

We're offering selected customers 2% cashback on Visa Debit card purchases in February and March 2024, capped at \$10 per month.

When is the offer available?

Transactions eligible for cashback must take place between 1 February 2024 and 31 March 2024 (inclusive), in the local time zone.

How do I know if I'm eligible for the offer?

This offer is only available to selected ubank Visa Debit card customers who are sent the Visa Debit Cashback Offer email by ubank.

Which transactions are eligible for cashback?

To be eligible for cashback, transactions must be made within the offer dates (in the time zone that purchases take place), settled within 14 days and processed by VisaNet (transactions are processed by VisaNet unless they are an eftpos payment).

eftpos payments are not eligible for this offer. eftpos payments are payments which are made by selecting 'CHQ' or 'SAV' on a payment terminal or in a mobile wallet at the point of sale, or any payment which is routed by the merchant through eftpos (which may include payments made by tapping your card or device at a payment terminal). Ubank doesn't have any control whether a merchant chooses to route a transaction through eftpos.

Excludes betting/gambling transactions, purchases with cash-out, the purchase of gift cards, account fees, cash withdrawals, cash-equivalent transactions, third party payments such as AfterPay, BPAY, PayPal or PayPal equivalent or transactions not made on Visa Network.

Why aren't eftpos purchases eligible?

Ubank is partnering with Visa to make this offer to customers. Because eftpos transactions are not processed on Visa's VisaNet network, the system isn't able to "see" them to calculate your cashback.

When do I get my cashback?

Cashbacks will be paid by the end of the following month after eligible spend (i.e. cashback earned in February will be consolidated into a single amount and paid in March, and cashback earned in March will be consolidated and paid in April).

We expect this to be paid in the second half of the month, as we need to wait 14 days for eligible transactions to be settled before credits can be processed.

How will the cashback appear in my app?

Cashback will be paid as a credit to the Spend account linked to the relevant ubank Visa Debit card. It will appear on your statement as ATM DEPOSIT with a description of "UBANK CASHBACK".

What if I close my account or debit card?

Your Spend account and Visa Debit card must be open to earn and receive the cashback, so need to remain open through the offer period and until the final payment is made (in April). If your ubank Visa Debit card is restricted or closed before cashback is paid, the cashback credit will not be applied.

Is my shared Spend account also eligible for cashback?

Cashback is only available on one ubank Visa Debit card account per customer (excludes Visa Debit cards attached to Shared accounts).

Visa Debit Cashback Campaign Terms

<p>Eligibility</p>	<p>This offer is only available to ubank Visa Debit card customers who are sent the Visa Debit Cashback Offer email by ubank.</p>
<p>Qualifying spend</p>	<p>Use your ubank Visa Debit card between 1 February 2024 and 31 March 2024 (inclusive) and you will receive 2% cashback on eligible spend, capped at a maximum of \$10 per card per month.</p> <p>To be eligible for cashback, transactions must be made within the offer dates set out above (in the time zone that purchases take place), settled within 14 days and processed by VisaNet (transactions are processed by VisaNet unless they are an eftpos payment).</p> <p>eftpos payments are not eligible for this offer. eftpos payments are payments which are made by selecting 'CHQ' or 'SAV' on a payment terminal or in a mobile wallet at the point of sale, or any payment which is routed by the merchant through eftpos (which may include payments made by tapping your card or device at a payment terminal). Whether a transaction is routed through eftpos is at the merchant's discretion, and ubank has no control over the merchant's decision.</p>
<p>Exclusions</p>	<p>Excludes transactions made at merchants whose merchant category code ("MCC") is designated as MCC 7995: Betting (including Lottery Tickets, Casino Gaming Chips, Off-track Betting and Wagers).</p> <p>Excludes purchases with cash-out, the purchase of gift cards, fees, cash, cash-equivalent transactions, third party payments such as AfterPay, BPAY, PayPal or PayPal equivalent or transactions not made on Visa Network.</p> <p>Cashback is only available on one ubank Visa Debit card account per customer (excludes Visa Debit cards attached to Shared accounts).</p>
<p>When will cashback be received?</p>	<p>Cashback will be paid as a credit to the Spend account linked to the relevant ubank Visa Debit card by the end of the following month after each eligible spend. It will appear on your statement as "UBANK CASHBACK".</p> <p>Your Spend account must be open to receive the cashback. If your ubank Visa Debit card is suspended or cancelled, the cashback credit will not be applied.</p>
<p>Other things you should know</p>	<p>We can amend or withdraw this offer at any time. Information about any change that is not beneficial to you will be published on our website no later than the day the change takes effect.</p>