

## DiGiCASHBack FREQUENTLY ASKED QUESTIONS

### 1. What is DiGiCASHBack?

This is the exciting brand new **100M Campaign for 100 winners**– styled as **DiGiCASHBack!** We are giving our customers a chance to win **Ugx 1M shillings every day for 4 months** (September to December 2018).

### 2. How can I participate?

Simply transact on any of these channels and stand a chance to win.

- Mobile Banking Dial \*290#
- Online banking
- Stanbic App
- Transact at an Agent Banking Location

### 3. Which types of transactions do I need to do?

- Send money to any Mobile number using Instant Money
- Get an Instant Cash Advance of up to Ugx 2M
- Make Beneficiary Payments
  - Inter account transfers (IATs) – exclude Self Funds transfers
  - Real-time gross settlement (RTGS)
  - Electronic funds transfer (EFT)
- Pay Bills on either on Mobile Banking (\*290#), Online Banking, The Stanbic App
  - Pay Water (NWSC)
  - Pay URA taxes
  - Pay Umeme (Yaka and postpaid)
  - Buy Airtime
  - Buy Data
  - Pay TV
  - Pay School Fees

### 4. How much money do I need to spend to win?

Using the digital channels listed above, make your daily transactions with a cumulative amount of at least 400,000 Ugx over a month for a chance to win. The more you transact, the more variety of transactions you do, the higher your chance to enter the draw.

### 5. How much do I win?

Winners receive **Ugx 1M Shillings**. Every participant can only win once in the entire campaign.

### 6. Do I need to hold an account with Stanbic to win?

Yes. Visit any of our Stanbic branches country wide and open one if you are not banked with us. Then start making transactions on any of the mentioned channels for a chance to win. Your account can be opened in 30 minutes with all the three active channels plus an ATM card.

### 7. How long does it take for me to receive the Cash on my account?

As soon as the draw is run and you are selected as a winner, you will be notified through a phone call and the funds will be credited onto your account.

**8. Within what period will this campaign run?**

The campaign is effective 3<sup>rd</sup> September for 100 days.

**9. Who must I contact for further information?**

- You can contact us on **Facebook** or **Twitter page(@StanbicUg)**. You can also send an E-mail to [CCCUG@stanbic.com](mailto:CCCUG@stanbic.com)
- Alternatively, you may call our toll-free Customer Contact Centre helplines, 0800150150 Or 0800250250.