



Visa Seasons Promotion – Celebrate this season of blessings with Visa Bangladesh!

Feb to May - 2025

FREQUENTLY ASKED QUESTIONS (FAQs)

This document is for the consumption of Visa Cardholders who have been issued a live and valid Visa consumer Card in Bangladesh and who wishes to participate/qualify for this Promo.

Issuing Banks, who issue Visa consumer Cards in Bangladesh can also refer to this FAQs to respond to their Cardholder's queries if any.

FAQs for Cardholders

All the Frequently asked questions from Cardholders on Visa Tap to Pay Offer are classified into the following sub-sections:

1. Promotion details & Cardholder eligibility for participating and qualifying in this promotion
2. How and when to claim the prize for this promotion?
3. Additional queries on eligible transactions for this promotion

Promotion Details & Cardholder eligibility for participating and qualifying for this promotion:

1. What is Visa Season's Promotion?

As part of the upcoming Holy month of Ramadan, Independence Day, Eid-Al-Fitr and Pohela Boishakh (New Year), Visa would like to play a small role in spreading joy and blessings during this time with our Season's Promotion. Visa will be running this Promotion with multiple offers and prizes that our Visa Cardholders can participate and stand to win.

2. For how long is this promotion valid?

This Promotion is valid from 21-Feb-2025 till 31-May-2025 including both days. Visa has the right to modify the dates or cancel this promotion without any prior notification.

3. What are the Offers under this Promotion?

This promotion consists of three offers.

- Activate & Win!
- Tap & Win!
- Spend & Win!

Activate & Win Offer: Never used your Visa Card from January 2024 to February 2025? If you haven't used it, then simply use your Visa Debit or Credit or Prepaid card atleast once at a Merchant PoS terminal or for your online purchase for a minimum value of 500 BDT or more within the Promo period and win a foodpanda voucher worth 150 BDT!

The value of a single transaction must be a minimum of 500 BDT. You cannot club the value of multiple transactions to arrive at a 500 BDT spend.

Note that **not** all transactions done by a customer can be considered eligible for this offer. An **Eligible Transaction** for this offer is:

- A VisaNet processed (i.e. Off-us) transaction, that was done in Bangladesh (domestic transaction) or abroad (International or cross-border transaction)

- It can be a swipe/dip/Tap transaction done at a Merchant PoS terminal or an online/eCommerce transaction or an ATM withdrawal transaction done abroad (Outside of Bangladesh)
- Transactions that are done outside of Bangladesh can be in any transaction currency. As long as the transaction amount converted into BDT is a minimum 500 BDT or more, then, such a transaction shall be considered eligible
- An eligible transaction must be successfully settled with no partial/full refund or cancellation or dispute raised on the same.
- Just to avoid any confusion, an ATM withdrawal transaction done within Bangladesh will not be considered as an eligible transaction

Tap & Win Offer: Tap your Visa Debit/Credit/Prepaid Card at any Merchant PoS terminal atleast for fifteen (15) transactions or more, each with a minimum value of 500 BDT or more within this Promo period. If you do so, you get 500 BDT worth foodpanda voucher.

The value of a very single Tap transaction must be a minimum of 500 BDT. You cannot club the value of multiple transactions to arrive at a 500 BDT spend.

You may have multiple Visa Cards from the same Bank or different Banks. You cannot club the transactions done across your Visa Cards to reach the minimum threshold of fifteen (15) Tap Transactions. It must be done on the same Visa Card only.

Note that **not** all transactions done by a customer can be considered eligible for this offer. An **Eligible Transaction** for this offer is:

- A VisaNet processed (i.e. Off-us) Tap transaction i.e. Contactless transaction, that was done in Bangladesh (domestic transaction) or abroad (International or cross-border transaction) at any Merchant PoS Terminal
- In case if a Tap (Contactless) transaction is done outside Bangladesh, then, it can be in any transaction currency. As long as the transaction amount converted into BDT is a minimum 500 BDT or more, then, such a transaction shall be considered eligible
- An eligible transaction must be successfully settled with no partial/full refund or cancellation or dispute raised on the same.
- Just to avoid any confusion, irrespective of whether a transaction is done within or outside Bangladesh, the following transactions will **NOT** be considered as Eligible Transactions. Any ATM withdrawal transaction, any online/eCommerce transaction and any Card transaction done by swiping or dipping your Card at the Merchant PoS Terminal **will not be** considered as an eligible transaction for this offer

Spend & Win Offer: Spend using your Visa Debit/Credit/Prepaid Card during this promotion period. The Top 100 Visa Card spenders will receive foodpanda voucher(s) worth 15,000 BDT!

For you to qualify for this offer, you should have done atleast twenty (20) eligible transactions each with a minimum value of 500 BDT or more, along with reaching a minimum spends threshold of 100,000 BDT. Note that only eligible transactions with minimum transaction value of 500 BDT will be considered for calculating the overall spends achieved by you during this Promo period.

The value of a very single eligible transaction must be a minimum of 500 BDT. You cannot club the value of multiple transactions to arrive at a 500 BDT spend.

You may have multiple Visa Cards from the same Bank or different Banks. You cannot club the spends done across your Visa Cards to reach the minimum Spends threshold of 100,000 BDT. It must be done on the same Visa Card only.

Note that **not** all transactions done by a customer can be considered eligible for this offer. An **Eligible Transaction** for this offer is:

- A VisaNet processed (i.e. Off-us) transaction, that was done in Bangladesh (domestic transaction) or abroad (International or cross-border transaction)
- It can be a swipe/dip/Tap transaction done at a Merchant PoS terminal or an online/eCommerce transaction or an ATM withdrawal transaction done abroad (Outside of Bangladesh)
- Transactions that are done outside of Bangladesh can be in any transaction currency. As long as the transaction amount converted into BDT is a minimum 500 BDT or more, then, such a transaction shall be considered eligible
- An eligible transaction must be successfully settled with no partial/full refund or cancellation or dispute raised on the same.
- Just to avoid any confusion, an ATM withdrawal transaction done within Bangladesh will not be considered as an eligible transaction

To learn more about the participating criteria for these offers, read the answer to Q4.

4. [Who can participate in these offers?](#)

You need a live and valid Visa Consumer Debit or Credit or Prepaid Card issued in Bangladesh to participate in these offers. To avoid any confusion, Visa business or commercial debit or credit or prepaid cards are exempt from this promotion.

Specific criteria for Visa Cardholders to participate in Activate & Win promo:

Any live and valid Visa Consumer Debit/Credit/Prepaid Cardholder who has done atleast one **Eligible Transaction** (refer to the definition mentioned in Q3) during the time period 01/01/2024 till 15/02/2025 (both days included) will be considered as **ineligible Cardholder for Activate & Win offer**. The remaining Cardholders who do not fall under this definition will be considered **Eligible Cardholders to participate in Activate & Win offer**. i.e. You have either:

- Used your Visa Card to make eligible transactions before 01/01/2024 but never made any eligible transactions since then
- Never used your Visa Card to make eligible transactions at all

Specific criteria for Visa Cardholders to participate in Tap & Win promo:

Any live and valid Visa Consumer Debit/Credit/Prepaid Cardholder can participate in this offer.

Specific criteria for Visa Cardholders to participate in Spend & Win promo:

Any live and valid Visa Consumer Debit/Credit/Prepaid Cardholder can participate in this offer.

5. I didn't perform any eligible transaction between 01/01/2024 and 15/02/2025. However, I did perform an eligible transaction after 15/02/2025. Can I participate in the 'Activate to Win' offer?

Only a Visa consumer Debit/Credit/Prepaid cardholder who has done an **eligible transaction** between 01/01/2024 and 15/02/2025 (including both days) will NOT be able to participate in this offer. The remaining cardholders can participate in this offer.

6. I just recently got my Visa Consumer Debit/Credit/Prepaid Card on or after 15/02/2025. Can I participate in the 'Activate to Win' offer?

Only a Visa consumer Debit/Credit/Prepaid cardholder who has done an **eligible transaction** between 01/01/2024 and 15/02/2025 (including both days) will NOT be able to participate in this offer. The remaining cardholders can participate in this offer.

7. Can I participate in all three offers?

Yes, if you are eligible as per the criteria shared in Q4, then, you can participate in all three offers. If you satisfy the necessary criteria for one or more than one offer as mentioned in Q3, then, you also qualify to claim the vouchers for those offer(s).

8. What are the vouchers that I can win during this promotion?

The voucher(s) you win, and its denomination depends on the offer that you qualify for. Please note that you need to satisfy all the qualifying criteria mentioned for the offer(s) in Q3 and Q4 to win the corresponding voucher.

- If you qualify for the **Activate & Win offer**, then, you can get a foodpanda voucher worth 150 BDT
- If you qualify for the **Tap & Win offer**, then, you can get a foodpanda voucher worth 500 BDT
- If you qualify for the **Spend and Win offer**, then, you can get a foodpanda voucher worth 15,000 BDT

How and when to claim the prize for this promotion?

9. How can I claim my foodpanda voucher(s) if I have satisfied the qualifying criteria for one or more offers running under this promotion?

Note that the 'Claim Voucher' Campaign portal will be made available for Cardholders only from 3rd March 2025 onwards.

If you have satisfied the qualifying criteria for one or more offer(s) running under this promotion, then, you can follow the below steps to claim your foodpanda voucher after 20 days from the date of your last eligible transaction:

[Follow the instructions below if you are registering on the 'Claim Voucher' portal for the first time:](#)

- Click on the 'Claim you offer' button or link (bd.visa.com/en/bd/pay-with-visa/festiveseason-offer.html) that is shared on your offer communication which could be an SMS or Email or Bank app/website banners, Social Media post/banner etc.
- You will land on our Visa Bangladesh 'Seasons Promotion' Page. You can either click on the '**Claim your voucher**' button or scan the QR code shown on the page to 'Claim your voucher'
- You will now be redirected to Visa Bangladesh - Seasons special Promotion Claim Voucher login page (<https://visabdspecialpromo.poshvine.com>)
- On the login page, enter your 16-digit Visa card number for which you want to check voucher eligibility and your email ID
- An OTP will be sent to the email ID. You need to enter that OTP and click on 'Submit'. In case if you unable to find the OTP, then, don't forget to check your 'Junk or Spam section' of your email inbox.
- After successfully verifying your email ID through OTP, you will be asked to enter your CVV, card expiry date (don't worry, your sensitive card details will NOT be saved anywhere)
- You will then be asked to verify your Visa Card by performing a debit transaction upto 1 BDT. With some Banks, this amount can even be less than 1 BDT. Don't worry, this amount will be reversed back to your card account is less than seven (7) working days!
- Once you have successfully verified your Card and registering this card on the portal, you now land on the Voucher home page
- If you have qualified for one or more voucher(s), you can see the voucher(s) on your screen, ready to be claimed by you
- Click on 'Claim now' button on the voucher, read the voucher details, its expiry details, details on how to redeem the voucher and other associated Terms and Conditions from foodpanda and click 'Claim now' again
- Voila! a unique Voucher code will be displayed to you for the voucher. You can 'copy' the voucher code instantly, follow the instructions mentioned for redemption and go to foodpanda website to redeem it right away
- You can always revisit this portal at a later time to check and use your voucher code incase if you can't redeem it instantly
- In case you face any issues or have queries regarding the redemption process, you can write to the customer care team visabd-offer@razorpay.com. The team will respond back to you within 2 working days

Note that you need to follow the above instructions whenever you need to check voucher eligibility/details for a new Visa Card that you own (from any Bank). However, incase if you wish to see your voucher eligibility/details for the same Visa Card for the second or subsequent time, you can follow the below instructions:

[Follow the instructions below if you are a repeat Cardholder logging into the 'Claim Voucher' portal:](#)

- Click on the 'Claim you offer' button or link (bd.visa.com/en/bd/pay-with-visa/festiveseason-offer.html) that is shared on your offer communication which could be an SMS or Email or Bank app/website banners, Social Media post/banner etc.
- You will land on our Visa Bangladesh 'Seasons Promotion' Page. You can either click on the '**Claim your voucher**' button or scan the QR code shown on the page to 'Claim your voucher'
- You will now be redirected to Visa Bangladesh - Seasons Special Promotion Claim Voucher login page (<https://visabdspecialpromo.poshvine.com>) . **Or** you can simply save or bookmark this portal link on your browser so that you can quickly land on this portal during later use.
- On the login page, enter your 16-digit Visa card number for which you want to check voucher eligibility and your email ID. An OTP will be sent to the email ID. You need to enter that OTP and click on 'Submit'. In case if you unable to find the OTP, don't forget to check your 'Junk or Spam section' of your email inbox.
- After successfully verifying your email ID through OTP, you will now land on the Voucher home page
- You can now check for the voucher code(s) that you have already redeemed or claim a new voucher incase if you just qualified for it
- In case you face any issues or have queries regarding the redemption process, you can write to the customer care team visabd-offer@razorpay.com, The team will respond back to you within 2 working days

10. [I have multiple Visa Cards from same/different Banks. Can I use the same email ID to login to the 'Claim Voucher' portal?](#)

Yes, you can use the same email ID to register your Visa Cards on the portal. Remember that you have to register them with your Card details and email ID for the first time along with performing an authentication transaction where upto 1 BDT will be debited from your card account (don't worry, this amount will be reversed back to your card account in less than 7 working days).

For the subsequent times, you can simply login to this portal by entering your Card number and email ID and OTP that you receive on your email ID.

Once you are on the home page of the portal, you can even see all the list of other Visa Cards (Same bank or different bank) that you have registered with the same email ID. You can click on it to check for voucher eligibility or see the already claimed voucher details for that Card.

11. [I don't have an email ID. I usually use my relative's or my friend's email ID \(like father/mother/siblings/children/spouse/in-laws/friends etc.\). Can I use their email ID to log into this portal?](#)

We would recommend that you use your own personal email ID that no one else has access to. However, incase if you do not have an email ID of your own, then, you can only use your family/spouse/friend's email ID for registering and logging into the portal. However, we urge you to be mindful of the following:

You family/spouse/friends whose email ID you have used, can also use their email ID to register their own Visa Card

In such cases, all the Cards registered against an email ID will be visible to the user once they login to the portal. That means, they can see your Visa Card(s) that you registered previously, and you can also see their Visa Card(s) that they have registered previously.

You understand that you can then view/claim the voucher(s) made eligible against your family/spouse/friend's Visa Card and similarly, your family/spouse/friends can also see/claim the vouchers made eligible against your Visa Card. Due to this, incase if any dispute or discontent arises, your Bank, Visa and the Customer escalation team cannot help you with the same.

12. I used my old email ID to register my Visa Card on the 'Claim now' portal. Now I don't wish to use that email ID. Can I change it to my new email ID?

No, once you have registered a Visa Card using an email ID, you cannot change it. Incase if you are unable to use your old email ID or facing issues with logging into the 'Claim Voucher' portal, then, you can write to the customer care team visabd-offer@razorpay.com, The team will respond back to you within 2 working days

13. I have satisfied the qualifying criteria for one or more offers running under this promotion. When should I log into the 'Claim Voucher' portal to claim my voucher(s)?

Visa's Seasons Promotion 'Claim Voucher' portal will be made available from 3rd March 2025 onwards. Even if you have qualified for an offer before that, you need to wait till 3rd Mar'25, ensure that you meet the below timelines to actually avail your voucher(s)

- If you have satisfied the qualifying criteria for either '**Activate & Win**' offer or/and '**Tap & Win**' offer, then, your voucher will be ready to be claimed in the next **20 days of performing the last eligible transaction**.
- If you have satisfied the qualifying criteria for '**Spend & Win**' offer and as per Visa's leaderboard calculations, if you qualify as one of the Top 100 spenders, then, your voucher will be ready to be claimed in 20 days from the end-of Promotion date i.e. **20th June 2025**.
- Note that you can log into the 'Claim voucher' portal and claim your voucher on or before **20th July 2025**. Your voucher will not be available for you to claim after **20th July 2025**.

Example 1: let's say you have performed an eligible transaction worth minimum 500 BDT on **20th March 2025** which made you qualify for 'Activate to Win' offer (for 150 BDT worth foodpanda voucher). Then, your voucher will be ready to claim on the 9th April 2025 onwards. You can log into the 'Claim voucher' portal anytime between 9th April 2025 till 20th July 2025 (both days included).

Example 2: let's say you have performed minimum 15 eligible transactions, each worth minimum 500 BDT with the 15th eligible transaction done on **14th April 2025** which made you qualify for 'Tap to Win' offer (for

500 BDT worth foodpanda voucher). Then, your voucher will be ready to claim on 4th May 2025 onwards. You can log into the 'Claim voucher' portal anytime between 4th May 2025 till 20th July 2025 (both days included).

14. [I have satisfied the qualifying criteria for one or more offers running under this promotion. When I log into the portal, I am told that I haven't qualified for my voucher\(s\). why?](#)

If you believe that you have satisfied the qualifying criteria for one or more offer(s) running under this promotion, then, check for the following:

- [In case if you believe that you have qualified for 'Activate & Win' offer](#): firstly, reconfirm if you are actually eligible to participate for this offer. You can do this by going on your Bank's internet banking/mobile banking application and downloading your transaction statement for the period of 01-Jan-2024 till 15-Feb-2025 and checking if you have done any eligible transactions during this period.
 - If you have done eligible transactions during that period, then, unfortunately you cannot participate in this offer. However, you can still participate in the other two offers.
 - If you haven't done any eligible transactions during that period i.e. you are eligible to participate in this offer and you still can't see a voucher, then, ensure that you wait till 3rd March 2025 till the portal is live and then check the last date that you performed an eligible transaction worth 500 BDT or more. Has it been fifteen (15) days since the last transaction? If no, then, we request you to be patient and revisit the portal only after fifteen (15) days. If it has been more than fifteen (15) since your last eligible transaction of min 500 BDT or more, then, you can write to the customer care team visabd-offer@razorpay.com, for support. The team will respond back to you within 2 working days
- [In case if you believe that you have qualified for 'Tap & Win' offer](#): firstly ensure that you have done minimum fifteen (15) eligible tap transactions on your Visa Card since the promo period had started. Note that only eligible Tap transactions worth 500 BDT or more will be considered. If you have done minimum 15 such transactions, then, check for date of the 15th eligible tap transaction which is worth 500 BDT or more. Has it been fifteen (15) days since the last transaction? If no, then, we request you to be patient and revisit the portal only after fifteen (15) days. If it has been more than fifteen (15) since your last eligible transaction of min 500 BDT or more, then, you can write to the customer care team visabd-offer@razorpay.com, for support. The team will respond back to you within 2 working days
- [In case if you believe that you have qualified for 'Spend & Win' offer](#): Please note that final Top 100 spenders of this offer will be computed as per Visa leaderboard and posted only after the promotion period ends. It will be done on or before 20th June 2025. If you are winner, you can come to the portal and claim your voucher between the period of 20th June 2025 till 20th July 2025. If you are checking for your voucher after 20th June 2025, then, firstly ensure that you have done minimum twenty (20) eligible transactions on your Visa Card since the promo period had started. Note that only eligible Tap transactions worth 500 BDT or more will be considered. In addition to that, you also need to check if the cumulative spends of all your eligible transactions that are worth 500 BDT or more comes to a minimum of 100,000 BDT or more. Note that only such Cardholders

can stand a chance to win this offer. Visa, with the support of their partner Banks will decide this Top 100 spenders basis the above criteria. It will be done across all Visa consumer debit/credit/prepaid cardholders across all the Issuing Banks in Bangladesh. Visa's decision in this leaderboard is final and binding.

Note that if you are unable to find out if you have done any eligible transaction(s) through your Bank's mobile app or internet banking, then, you can reach out to your Visa Card issuing Bank and seek their help/assistance to understand the same. This is true for identifying eligible Tap/contactless transactions too.

15. [Once I have claimed my foodpanda voucher, how can I utilize the voucher on foodpanda website or mobile app?](#)

- If you have claimed your voucher code, then, follow the below steps to redeem your voucher on foodpanda
- Log into foodpanda website/mobile app. Incase if you haven't logged in, please log in with your usual login details. Incase if you do not have an account with foodpanda, then, please register first as per the registration process mentioned on their website/mobile app
- Go ahead and choose your restaurant/desired items and the final payment amount
- Once you are on the 'Cart' page where you can see the items that you have added, click on 'Apply a voucher'
- Paste or enter the Voucher code that you have received as part of this Promo and click on 'Apply'
- The voucher amount will be applied to the final payment amount
- Incase if your final payment amount is more than the voucher amount, only in that case, you will be required to pay for the excess amount of the final payment value. Ex. Incase if your payment amount is 250 Takas and your Voucher amount is 150 Takas, then, you will only have to pay for the remaining 100 Takas. Incase if your final payment amount is 450 Takas and your Voucher value is 500 Takas, then, your final payment amount will be 0!
- Then click on 'Review payment and address', review address and payment details. (Don't forget to pay the balance amount with your Visa Card!)

16. [I have utilized by Voucher code on foodpanda for one of my previous order. The final payment amount was much lesser than the voucher value. Can I utilize the remaining voucher balance on my subsequent order?](#)

[Incuse if you have won a foodpanda voucher worth 150 Takas \(from Activate & Win campaign\), then:](#)

Such a voucher will be a one-time-use voucher only. You can apply it only once on your order. Incase if your final payment amount is lesser than your voucher amount, you can't utilize the remaining voucher balance on subsequent orders. That voucher balance will be considered null and void. For ex. If your final payment amount is 140 Takas, then you will have 10 Takas left as part of your unutilized voucher

amount. This 10 Taka value cannot be used in the future for subsequent order. It will be considered null and void.

[Incase if you have won a foodpanda voucher worth 500 Takas \(from Tap & Win campaign\), then:](#)

Such a voucher will be utilized multiple times till the entire value of the voucher is utilized. You can write to the customer care team visabd-offer@razorpay.com to know more about it.

[Incase if you have won a foodpanda voucher worth 15,000 Takas \(from Spend & Win campaign\), then:](#)

Such a voucher will be utilized multiple times till the entire value of the voucher is utilized. You can write to the customer care team visabd-offer@razorpay.com to know more about it.

17. I have won more than one voucher code as of Visa Promotion. Can I apply more than one voucher code as part of my order?

You can only apply one new voucher code per order. You cannot apply more than one voucher claimed as part of Visa promotion or any other voucher code that you may be eligible to use on foodpanda website/mobile app. You can write to the customer care team visabd-offer@razorpay.com to know more about it.

18. I have received my voucher but forgot my unique voucher code. How can I get it again?

There are a few ways to get your unique voucher code:

- Check your registered email ID for the unique voucher code sent to you. Don't forget to check your 'Junk or Spam section' of your email inbox. If you still can't find it,
- You can also re-log into the 'Claim Voucher' portal as shown in Q9. Once you log in, you will see all the Voucher(s) that you have received for the offers. You can check for the Voucher code here too
- If you still face any issue, you can write to the customer care team visabd-offer@razorpay.com. The team will respond back to you within 2 working days.

19. What is the validity of my foodpanda Voucher(s)

The validity of the foodpanda voucher is **six (6) months** from the date of receiving the code on your email ID or the first time you claim and view the voucher code on the 'Claim voucher' portal. Ensure that you apply this voucher code on the foodpanda website/Mob App before this period after which the voucher can't be utilized partially or fully.

Ex. If you have claimed the foodpanda voucher on the 'Claim Voucher' website on the 1st of May'25, then, you can enter the Voucher code to utilize the same on foodpanda website/mobile app on or before 1st November 2025, after which the voucher will expire. Note that the validity on this foodpanda voucher can't be extended for any cardholder.

20. I am unable to add this voucher code on foodpanda website/mobile app

If your voucher code does not work, please try it using it on a different browser. Otherwise, you can contact the customer care team visabd-offer@razorpay.com. The team will respond back to you within 2 working days.

Additional queries on eligible transactions for this promotion?

21. I am eligible to participate in Activate & Win offer. The first transaction that I performed once the campaign period started was NOT an eligible transaction. Can I still participate in qualify for this offer?

Yes, you can still participate in this offer. It does not matter if you have done ineligible transactions since the promotion period started, for ex. Domestic ATM withdrawal or if you have performed an eligible transaction that is less than 500 BDT. As long as you perform atleast one eligible transaction that worth 500 BDT or more during the promotion period, you can qualify for this offer.

22. Should the eligible Tap transactions be consecutive for me to qualify for Tap & Win offer?

No, your eligible tap transactions need NOT be consecutive in nature. You can perform other transactions too, like tap transactions less than 500 BDT, online/ecommerce transactions or domestic ATM withdrawal transactions. As long as you have performed atleast fifteen (15) Tap (contactless) transactions domestically or internationally, each with a minimum value of 500 BDTs or more (or equivalent to 500 BDTs or more on forex conversion, incase if you have performed the transaction in other currency), then, you can qualify for Tap & Win offer. As long as you have performed atleast fifteen (15) Tap (contactless) transactions domestically or internationally, each with a minimum value of 500 BDT or more (or equivalent to 500 BDT or more on forex conversion, incase if you have performed the transaction in other currency), then, you can qualify for Tap & Win offer.

23. Should the eligible transactions be consecutive for me to qualify for Spend & Win offer?

No, your eligible transactions need NOT be consecutive in nature. You can perform other transactions too, like transactions less than 500 BDTs, or domestic ATM withdrawal transactions. As long as you have performed atleast fifteen (20) eligible transactions domestically or internationally, each with a minimum value of 500 BDTs or more (or equivalent to 500 BDTs or more on forex conversion, incase if you have performed the transaction in other currency) and the sum total of all the eligible transactions is equal to 100,000 Takas or more, then, you can stand to qualify for Spend & Win offer. Please note that only Top 100 Spenders across all Visa Cards issued by all Banks will be considered as qualified to avail of the Voucher.

24. I own a Visa Card (Debit/Credit/Prepaid) issued in Bangladesh. During my travel/stay outside Bangladesh, I added my Visa Card on Apple Pay or Samsung Pay or Google Pay any other wallet provider who can support 'Mobile Tap to Pay'. If I have done transactions by tapping my mobile, that that be considered eligible for this Promotion?

Firstly, ensure that the Visa Card issued to you is from Bangladesh only. If it is feasible for you to add your Visa Card on International or regional wallet provider like Apple Pay or Samsung Pay, Google Pay or any other regional wallet or payment service provider in other countries, who can support Mobile Tap to pay (Contactless) transactions on your Visa card, then, yes, any such mobile tap to pay transaction which is 500 BDT or more (or equivalent to 500 BDT or more on forex conversion, incase if you have performed the transaction in other currency) can be considered as eligible transactions for all three offers running under this promotion.

25. I have done an eligible transaction during this promotion period. Will this one transaction be considered as a qualifying transaction for all three offers?

It depends on whether you are eligible to participate in all three offers and it also depends on the type of eligible transaction done.

- In case if you have performed a face-to-face transaction processed by Visa (off-us transaction) by swiping or dipping your Visa Card at a Merchant point-of-sale or have done an eCommerce/online transaction, either within or outside of Bangladesh for a value equal to or more than 500 BDT, or if you have performed an ATM Withdrawal transaction outside of Bangladesh for a value equal to or more than 500 BDT, then, such a transaction will be considered to qualify you for both Activate & Win offer (assuming that you can participate in this offer) and will also be considered as eligible transaction for your Spend & Win offer. However, such a transaction will NOT be considered as eligible for Tap & Win offer.
- In case if you have performed a face-to-face (Contactless) Tap transaction that is processed by Visa (off-us transaction) at Merchant point-of-sale that is either within or outside of Bangladesh for a value equal to or more than 500 BDT, then, such a transaction will be considered to qualify you for Activate & Win offer (assuming that you can participate in this offer), Tap & Win offer and Spend & Win offer too.

- **End of FAQs**