

DISCOVER BML OFFERS

Frequently Asked Questions

1. What is BML Offers?

BML Offers is an online platform where customers can view ongoing offers and discounts from Bank of Maldives merchants.

2. Where can I get the details of the available offers?

All ongoing offers are available in the BML Offers page on the Bank's website (<https://offers.merchants.bankofmaldives.com.mv/>).

3. Who is eligible to use the offers?

All Bank of Maldives Cardholders and Bank of Maldives accepted Cardholders are eligible for the offers listed on the page

4. Which cards are eligible to get the offers?

All cards issued and accepted by Bank of Maldives are eligible for the offers. Customers can also use BML MobilePay to enjoy these offers.

5. Do I need to register my cards to be eligible for the offers?

No. You do not have to register. Just pay with your card or with BML MobilePay at the retail outlets to enjoy the offer.

6. Are the offers same for all types of cards?

Yes, the offers listed on the website are available for all cards.

7. Do I receive any other benefits for using my card?

When you use your card at the retailers listed on the website, you will be eligible to receive the offer mentioned. Additional benefits will not be available.

8. Can I use the offer multiple times on the same day on the same card?

Yes. You may use the offer multiple times on the same day on the same card.

9. Will the merchant provide the discount or offer automatically?

Merchants will extend the listed discount at payment. However, in case the merchant does not extend the offer, please request the merchant or notify the Bank.

10. Will I get the discount if I use MobilePay application?

Yes. Customers paying with BML MobilePay will also be able to enjoy the offers.

11. What is the percentage of discount offer?

The offers and discounts listed on our page is as given by the merchants or retailers and will vary.

12. Is there any duration for discount offer?

The duration of the offer is set by the merchant. Details of each offer is available on the BML Offers page.

13. Will I be eligible for discount if I use internet banking transfer?

No. The offer is eligible only for BML issued cards and on BML MobilePay.

14. Can I get a refund after the discount is applied?

The refund process is decided by merchants and customers should request individual merchants if a refund is required.

15. Will I get a discount on all the products or a specific product in a shop?

The details of the offer extended by the merchant is available on the BML Offers page.

16. Is there any minimum amount to get the discount?

Each offer is customized by the retailer or merchant and the details are available on the BML Offers page.

17. Are any of my personal information shared with the merchants?

Some offer programs collect customer information through banks such as emails for their promo newsletters etc.

Personal information will not collected by any merchants. If a customer is asked for details by the merchant, please notify the Bank.

18. How do I contact the Bank if I face any issues in availing the offer listed on the BML Offers page?

Please send a mail through Internet or Mobile Banking, or reach us through our verified social media platforms. You may also call our Contact Centre at 3330200.

Note: Bank reserves the right to make amendments to this FAQ without any prior notice

