

AMERICAN EXPRESS CARD PROMOTION

Frequently Asked Questions

1. When is the promotion period?

From 12th December 2021 to 8th January 2022.

2. Who are eligible for the promotion?

BML Amex debit and credit cardholders and Merchants are eligible for the promotion

3. How to take part in this promotion?

All local transactions made from any BML Amex debit and credit cards from 12th December 2021 to 8th January 2022 will be eligible to participate. All transactions will be automatically entered into the lucky draw. Cardholder and Merchants do not have to apply for this.

4. What is the minimum transaction amount to get eligible for the promotion?

Cardholders can make transactions of any amount from their cards to participate in the promotion. There is no minimum amount.

5. Will the probability of winning increase as the number of transaction increases?

Yes. Each transaction made during the promotion period will be entered into the lucky draw. Therefore, the probability of winning increases as the number of transactions increases. Merchants can process as many transactions from their POS to increase the chance of winning.

6. Can BML employees take part in the promotion?

No, Employees of Bank of Maldives and their immediate family members are not eligible for the promotion.

7. What are the promotion prizes?

- Weekly winners will be chosen by a draw every week during the promotion period.
 - Weekly prize for cardholders is an iPhone 13 pro
 - Weekly prize for merchants is MVR 25,000.00
- The Grand Winner will be chosen by a draw conducted at the end of the promotion period.
 - The grand prize winner's will get a gift prize of MVR 50,000.00. Both cardholder and merchants will be getting gift cards.

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8. How will the cardholder know if he/she is selected as the winner?

The weekly draw winners will be chosen every week during the promotion period. The details of the winners will be published on Bank of Maldives website. The Grand winner will be chosen after the promotion period. Also, the winner will receive a call from 3330200 regarding the news.

9. How are winners selected?

Weekly and the grand winners will be selected from the card transaction report extracted from the card system. Winners will be determined by a cross-functional team.

10. Can the winner allocate someone else to collect the prize? If so, what documents are required?

The winner can send an official document to the bank authorizing a representative to collect the prize on their behalf. The document must include the collection person's details (ID card number, full name, and contact details), and the appointed person must bring their ID card for verification.

11. What if a winner fails to collect the prize?

If the winner does not claim the winning prize in 10 working days, the winning can be forfeited, and Bank of Maldives will be entitled to draw another winner.

12. Can the winner withdraw the funds from the gift card?

No, cash cannot be withdrawn from a Gift card. The card can be used only in POS and online local transaction.

13. What is the process if any dispute case occurs? And what will happen to the remaining funds in the gift card?

Once the card is being issue to the winner or appointed party, it is the responsibility of the winner to keep the gift card safe and secure always. Bank of Maldives won't be responsible for any actions that may occur once the winner is in possession of the card.