



SQB, 77 Marsh Wall,
London E14 9SH

iFAST Global Bank 1% Cashback Program for International Payments Terms & Conditions

1. Introduction

1.1. These Supplementary Terms & Conditions (“Terms & Conditions”) form part of and should be read in conjunction with the iFAST Global Bank Digital Personal Banking Terms & Conditions (“Main Terms”).

1.2 These Terms & Conditions govern the 1% Cashback Program for International Payments (**the "Program"**), offered by iFAST Global Bank (**"the Bank"**).

1.3. The Program applies exclusively to payments made through the iFAST Global Bank Multi-Currency Current Account, via either the web portal or the mobile app.

1.4. By participating in the Program, you agree to these Terms & Conditions and the Main Terms. In the event of any inconsistency between these Supplementary Terms and the Main Terms, these Supplementary Terms shall prevail strictly to the extent of such inconsistency in relation to this Program.

1.5. For the purposes of these Terms & Conditions, **“Cashback”** refers to the financial incentive provided to eligible cardholders, per clause 2.3, under this Program.

2. Program Eligibility & Duration

2.1. The Program is available to all iFAST Global Bank Multi-Currency Current Account holders who hold an active account ("Account holder") per the Main Terms..

2.2. The Program period runs from **1 October 2025 to 30 November 2025**, wherein these Terms & Conditions shall automatically expire unless extended by iFAST Global Bank.

2.3. Cashback applies only to **cross-currency international payments**, where money is converted into another currency and sent in one go, and the recipient receives the money in INR, PKR, BDT, PHP, or EUR (“Designated Currencies”). Same-currency transfers are not eligible. Please refer to clause 4 for examples.

2.4. Cashback will be credited to the Multi-Currency Current Account of all eligible account holders on a monthly basis (refer to the Cashback Fulfilment Schedule in CL 3.3 for details).

3. Cashback Offer

3.1. All Multi-Currency Current Account Holders are eligible for 1% cashback on eligible cross-currency international payments (Eligible Transactions), up to £1,500 per calendar month.

3.2. Cashback is capped at **£15 per month** per account holder.

3.3. Refer to Cashback Fulfilment Schedule:

Transaction Period	Cashback Fulfilment Date
1 October to 31 October 2025	30 November 2025
1 November to 30 November 2025	31 December 2025

3.4. Cashback will be calculated based on the **GBP equivalent** of the transaction amount at the time of settlement, subject to the exchange rate determined by the Bank.

4. Eligible Transactions

4.1. For cashback, a transaction will be considered “Eligible Transaction” if:

- It is a cross-currency international payment as noted in our Designated Currencies, where money is converted from one currency into another and sent in one go. ; **AND**
- The recipient receives the money in INR, PKR, BDT, PHP, or EUR.
- Cashback applies to both cross-currency international payments and EzWallet payments in designated currencies. Same currency transfers are not eligible for cashback.

You may refer to below example(s), based on the **pay in currency is in £GBP** and **pay out currency is in €EUR for Eligible Transactions:**

You Paid	Exchange Rate	Beneficiary Get	Cashback You Earn	Cashback Amount in £GBP equivalent
£100	1.1549	€115.49	£1.00	£1

based on the **pay in currency is in €EUR** and **pay out currency is in ₹BDT:**

You Paid	Exchange Rate	Beneficiary Get	Cashback You Earn	Cashback Amount in £GBP equivalent
€100	142.2282	₹14222.82	€1.00	£0.86

You may refer to the below example for transactions that are NOT eligible, based on the **pay in currency is in €EUR** and **pay out currency is in €EUR (same-currency transfer):**

You Paid	Exchange Rate	Beneficiary Get	Cashback You Earn	Cashback Amount in £GBP equivalent
€100	Not Applicable	€100	€0	£0

The above payment will not be considered eligible, as it is a **same-currency transfer** and does not qualify for cashback.

5. Cashback Disbursement and Disqualification

5.1. The Cashback will be credited only if the Account holder’s **Multi-Currency Current Account** remains active.

5.2. Account holders will not be eligible for cashback if their account is **frozen, terminated**, or if the Bank has reasonable grounds to believe they have violated these Terms & Conditions.

5.3. The maximum cashback an Account holder can receive is **£15 per month**.

5.4. If an Account holder reaches the £15 monthly cap, further payments **will not** earn additional cashback until the next calendar month.

5.5. The **total maximum cashback** a Cardholder can earn during the Program period is **£30** (i.e., A maximum £15 per month for two months).

5.6. If the Bank identifies any form of abuse, misuse, manipulation, or actions intended to unfairly benefit from the Program, it reserves the right to **withhold, adjust pending cashbacks** and/or **apply a clawback** on previously credited cashbacks.

5.7. If a transaction is rejected or reversed after cashback is credited, the corresponding cashback amount will be deducted from the Account holder's account.

5.8. The Bank reserves the right to reclaim cashback in cases of:

- A rejected, reversed transaction after cashback has been credited.
- Evidence of fraud, abuse or circumvention of the Program's terms.
- Any violation of the **Main Terms**.

5.9. Any suspected fraudulent transactions, misuse, manipulation, abuse or attempts to unfairly benefit from the Program may result in disqualification from participation. If the Bank has reasonable grounds to believe that such activity involves a serious breach of law, regulations or banking policies, this may also lead to account closure in accordance with the **Main Terms**.

5.10. Before disqualification, the account holder will be notified and given **14 days** to dispute the decision. The Bank will review any disputes and provide a final response. If account closure is necessary, the Bank will provide a minimum period notice in line with the applicable law and regulations, unless immediate closure is required for fraud prevention, financial crime or regulatory compliance reasons.

5.11. iFAST Global Bank will have the final decision on all matters regarding the Program.

6. Changes and Account Requirements

6.1. The Bank reserves the right to modify, suspend or terminate the Program. A **14 days' notice** will be provided to all account holders before any modification, suspension or termination, unless immediate action is required due to regulatory or legal reasons.

6.2. To continue earning cashback, account holders must have an active account with iFAST Global Bank and comply with the Main Terms.

6.3. The Bank may immediately modify these Terms and Conditions, including changes to cashback eligibility criteria, cashback rates, monthly caps or Program Duration. Changes may be made for the following reasons, including but not limited to:

- Improve or update the cashback program, including adding or removing features, adjusting definition of the eligible transactions or modifying cashback rewards.
- Reflect changes in law, regulation or best practice.
- Adopt new technology or align with industry innovations.
- Clarify these Terms and Conditions or correct errors.

6.4. Any **material changes** will be communicated at least **14 days in advance**.

6.5. Changes will be communicated through email, online banking notifications or the Bank's website at least **14 days** before they take effect, unless immediate changes are required due to legal or regulatory reasons.

7. Other Applicable Terms

7.1. The terms of your accounts are set out in the **Main Terms** and other terms provided when you opened your account.

7.2. The Bank is authorised and regulated in the United Kingdom. Details of our authorisation can be found on our website.

8. General Terms

8.1. These Supplementary Terms are issued pursuant to and form part of **Main Terms**.

8.2. All other provisions of the Main Terms continue to apply to your use of the iFAST Multi-Currency Current Account and your debit card, including but not limited to terms on account eligibility, complaints, data protection, and liability.

8.3. iFAST Global Bank reserves the right to terminate this agreement with 14 days prior notice to you.

8.4. These Terms & Conditions shall be governed by and interpreted in accordance with the laws of England and Wales.

8.5. For more details, please contact our customer service team at **clienthelp@ifastgb.com** or reach out to us via **online chat and online call**, available:

- **Weekdays:** from **1:00 am to 5:00 pm GMT**, or **2:00 am to 5:00 pm GMT+1 (BST)**
- **Weekends:** from **8:00 am to 12:00 pm GMT**, or **9:00 am to 1:00 pm GMT+1 (BST)**

Our customer service support is available during these hours.

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