

Frequently Asked Questions (FAQ)

7.5% Cashback at Shwapno with Mercantile Bank Mastercard Credit Cards

1. What is the offer?

Mercantile Bank Mastercard credit cardholders can enjoy 7.5% cashback on all eligible retail transactions made at Shwapno using their credit cards.

2. Which cards are eligible for this offer?

The offer is applicable for the following cards:

- Mercantile Bank Mastercard Titanium Credit Card
- Mercantile Bank Mastercard World Credit Card

3. What is the offer validity period?

The offer is valid from 15 December 2025 to 15 January 2026.

4. Where can I avail this offer?

The offer is valid for In-store and Online Transactions at Shwapno outlets

5. What is the minimum transaction amount to receive cashback?

The minimum transaction amount is Tk. 1,500 per transaction.

6. What is the maximum cashback I can earn?

Cardholders can earn a maximum cashback of Tk. 1,000 per month, regardless of the number of transactions.

7. How much cashback will I receive?

You will receive 7.5% cashback on eligible retail transactions at Shwapno, subject to the monthly cap.

8. When will the cashback be credited?

Cashback will be credited within 15 working days of the following month after the transaction is completed.

9. Are returned or disputed transactions eligible?

No. Returned, reversed, disputed, unauthorized, or fraudulent transactions, as well as fees and charges, are not eligible for cashback.

10. Can this offer be combined with other discounts or promotions?

No. This offer cannot be combined with any other discounts or promotional offers.

11. Is the cashback transferable or redeemable for cash?

No. Cashback is non-transferable and not redeemable for cash.

12. Does the bank have the right to change the offer?

Yes. Mercantile Bank PLC reserves the right to modify, suspend, or cancel the campaign at any time. The bank's decision will be final in case of any dispute.