

Question	Answer
<p>How do I register for a Mukafaat Albilad loyalty account?</p>	<p>“First step: Download Enjaz app            Second step: Login, using username and password            Third step: Click on “more options” then Mukafaat Albilad            Fourth step: View the details, then click “proceed”            Fifth step: Enter the verification code and then enter the email”</p>
<p>How do I earn Mukafaat Albilad reward points?</p>	<p>You can earn reward points by registering your Enjaz card in the program (see Q1 for how to register). Once you have registered your cards, you will earn points every time you use your card. (Please note: Points are not earned on payments made through SADAD and MADA Service). 1 point earn from 1 SAR spend for international or local transactions through PO &amp; E-commerce.</p>
<p>How soon will the reward points appear in my loyalty account “Mukafaat Albilad” after I make a transaction on my Enjaz card?</p>	<p>Points earned on purchase transactions made on your Enjaz card are credited to your loyalty account “Mukafaat Albilad” within 15 days of the transaction appearing on your card statement.</p>
<p>How do I know the total Mukafaat Albilad reward points I have available?</p>	<p>“Once logged in to your loyalty account, the available points are displayed at the top of the navigation menu bar. You can also click on My Dashboard to view details of your loyalty account ““Mukafaat Albilad””</p>
<p>Where do I see the total reward points earned?</p>	<p>Once logged into to your loyalty account “Mukafaat Albilad”, click on My Dashboard on the navigation menu. Scroll down to the third section of the dashboard, and you will see the total reward points earned by month, points earned from a Welcome Bonus (Welcome Bonus is applicable on selected card products only). You can also view your detailed loyalty account statement by clicking on My Statement on the navigation menu bar on your dashboard.</p>
<p>Where can I find more details regarding my earned points and their related purchase transactions?</p>	<p>You are able to see the total points earned for the month in your loyalty account “Mukafaat Albilad”. For questions on points earned on specific transactions, please contact our Contact Center Team at 920001002.</p>



<p>I have more than one card linked to my loyalty account "Mukafaat Albilad". How do I know how many points I earned from each card?</p>	<p>Once logged into your loyalty account "Mukafaat Albilad", click My Dashboard. In My Dashboard click on My Statements and you will be able to view the total points earned each month for each card linked to your account.</p>
<p>How do I access My Mukafaat Albilad loyalty account "Mukafaat Albilad"?</p>	<p>You can access your account thru Enjaz App 24/7 with your username and password</p>
<p>How do I update my username and/or email address?</p>	<p>"Your username cannot be updated. You can update your email address by following the steps below:</p> <p>Step 1: Login to Enjaz App using user name and pasword then into Mukafaat Albilad  Step 2: Click on My Dashboard.  Step 3: Click on My Profile on the left hand side menu.  Step 4: Click on Change Email Address.  Step 5: Enter the new email address and enter your password and click Save Changes.  Step 6: An activation link will be sent to the new email address. Click the link to activate the new email"</p>
<p>What is a Support PIN?</p>	<p>The Support PIN is a security measure used to verify your identity when you contact customer support. We require you to have this number when you are calling customer support for assistance, to ensure that only authorized account owner receives information and the required assistance. It is a unique 4 digit number only accessible to the owner of the account.</p>
<p>How do I set my Support PIN?</p>	<p>"Step 1: Login to your loyalty account ""Mukafaat Albilad"" thru Enjaz App  Step 2: Click on the My Dashboard menu.  Step 3: Click on My Profile.  Step 4: Go to Support PIN.  Step 5: Enter your 4 digit Support PIN and password then click the Save button.  Step 6: An activation link will be sent to your email address. Open your email and click the link to activate the Support PIN."</p>
<p>How do I reset my Support PIN?</p>	<p>"Step 1: Login to Enjaz App using user name and pasword then into Mukafaat Albilad  Step 2: Click on the My Dashboard menu.  Step 3: Click on My Profile.  Step 4: Go to Support PIN and click Edit.  Step 5: Enter your new 4 digit Support PIN and password then click the Save button.  Step 6: An activation link will be sent to your email address. Open your email and click the link to activate your new Support PIN."</p>
<p>Will my Mukafaat Albilad reward points expire?</p>	<p>Yes, your reward points will expire 1 year from the date they are credited to you. To see the number of points coming up for expiry you have to log in to your Loyalty account, once logged in to your loyalty account "Mukafaat Albilad", click on My Dashboard on the navigation menu. Scroll down to the third section of the dashboard, and you will see the expiry dates of your points.</p>

<p>When can I start redeeming my Mukafaat Albilad reward points?</p>	<p>You can start redeeming your Mukafaat Albilad points as soon as they get credited to your loyalty account "Mukafaat Albilad"</p>
<p>What can I redeem my Mukafaat Albilad reward points for?</p>	<p>The loyalty program "Mukafaat Albilad" allows you to redeem the points you have earned for a wide selection of rewards. You can choose from travel bookings for your next vacation, merchandise items such as electronics, home goods, fashion accessories or gift vouchers to retailers, restaurants and Cashback. You can also choose to convert your Mukafaat Albilad points into popular frequent flier airline or frequent guest hotel programs.</p>
<p>How do I redeem my Mukafaat Albilad reward points?</p>	<p>To redeem your points, Login to Enjaz App using user name and password then into Mukafaat Albilad and select a reward category from the main page (e.g. Flights, Hotels, Car Rental, Shop, etc.). Follow the prompts to complete your reward redemption.</p>
<p>I do not have access to the system and want to make booking for Air, Car or Hotel? Can I make reservation by phone or email?</p>	<p>No, the reservation has to be made online and you need to be logged-in as a registered user for security reasons.</p>
<p>How many days in advance can I book online?</p>	<p>It is advisable that the booking is made at least 24 hours in advance. However, if the system shows availability, the booking can be made</p>
<p>What do I do if I want to cancel or change the flight/car/hotel reservation?</p>	<p>Redemption cancellations are not permitted in the program. All redemptions made are final.</p>
<p>What should I do if I have lost my printed e-ticket/hotel reservation/car rental booking confirmation?</p>	<p>"To retrieve this information, please Login to Enjaz App using user name and password then into Mukafaat Albilad and click on My Dashboard. Click on My Redemptions on the left hand menu, select the specific booking by clicking View Details and your booking will be displayed.</p> <p>In the E-Tickets, Vouchers &amp; Invoices section, you will be able to print, email and download the e-ticket/hotel reservation/car rental booking confirmation vouchers."</p>
<p>What should I do if the e-mail confirmation on my travel booking contains incorrect information?</p>	<p>You need to ensure the details entered are correct and the same as you have entered at the time of redemption. If there is any discrepancy, please contact our Contact Center Team at 920001002 as soon as possible to investigate the issue.</p>

<p>I have not received the confirmation email. Is my reservation completed?</p>	<p>"Once the reservation is completed a confirmation number will be displayed on screen.</p> <p>Click on My Dashboard on the navigation menu. You can search for the redemption using the confirmation number, and your booking will be displayed.</p> <p>You can also click on My Redemptions on the left hand menu, select the specific booking by clicking View Details and your booking will be displayed.</p> <p>If you do not receive a confirmation email within 24 hours, you may want to check to make sure it wasn't delivered to your junk email box.</p> <p>For non-receipt of confirmation emails please contact our Contact Center Team at 920001002."</p>
<p>Can I hold a reservation? Or can I make a wait list reservation?</p>	<p>"We use an instant ticketing process, so no fares are guaranteed until the reservation is ticketed.</p> <p>There is no provision for putting a reservation on hold, and we don't take any requests for wait list reservations. All reservations must be confirmed and purchased instantly"</p>
<p>I did not cancel my reservation and I am a "no show". Do I get a refund?</p>	<p>"To rebook the flights, you needs to speak to the airline agent directly for alternative flights. They may be able to find other flights for you. However, a change fee will be charged by the airline.</p> <p>There are no refunds made in case of a "no show"."</p>
<p>I have purchased a roundtrip ticket. Can I use only a certain segments of the ticket?</p>	<p>The itinerary and its price are provided on the condition that you use all segments of the ticket. If you use only part of the ticket, the rest of the ticket will be canceled automatically and no refund will be made for any unused segment.</p>
<p>Can someone else make a booking for me?</p>	<p>"Yes, you can nominate someone else as a Travel Coordinator on your loyalty account ""Mukafaat Albilad"" and enable them to make bookings. To add a Travel Coordinator:</p> <p>Step 1: Login to Enjaz App using user name and pasword then into Mukafaat Albilad</p> <p>Step 2: Click on My Dashboard, and select My Travel Coordinators.</p> <p>Step 3: Click Add New Travel Coordinator.</p> <p>Step 4: Complete the "User Information" and "Access Details".</p> <p>Step 5: The travel coordinator will get an email with a username and activation link to the set a password. A travel coordinator can access account by going to <a href="http://www.albiladmukafaat.com">www.albiladmukafaat.com</a>, clicking the Login button, selecting Travel Coordinator, and entering their username and password."</p>

<p>Can I add another person to an existing reservation?</p>	<p>Once a reservation has been processed, we are unable to add any additional passengers. You need to go online and book a new reservation for additional passengers.</p>
<p>Can I change a passenger's name after purchase? Is the ticket transferable?</p>	<p>Once a reservation is made, no name changes are permitted at any time. The reservation name must match with a valid photo ID and will need to be presented upon check-in. Any name changes will result in cancellation. Tickets are not transferable at any time.</p>
<p>How do I receive my airline tickets? What is an E-Ticket?</p>	<p>"All airline tickets are issued as E-Tickets (Paperless Electronic Tickets).</p> <p>You do not need to present the E-Ticket when checking-in. All you need is the PNR (airlines reservation number) or the 13-digit E-ticket number when checking-in. You will find this number on the confirmation email that is sent to your registered email address."</p>
<p>Do I need to reconfirm my flights after a booking is confirmed?</p>	<p>No, you do not need to reconfirm your flights. The reservation is confirmed once ticketed. However, flight schedules are subject to change without notice. You may want check with the airline for the correct flight status in advance of your travel.</p>
<p>What is the excess baggage fee?</p>	<p>"Baggage size and weight restrictions vary by airline. Baggage fees are not included in your total trip cost when making an airline ticket redemption or booking in this program. Fees are collected by the airline at the time of check-in.</p> <p>As these policies are subject to change at any time, please check your airline's website for the current baggage information."</p>
<p>Do you offer bereavement fares, military rates, or student fares?</p>	<p>Unfortunately, we do not offer these types of special fares. Please contact the airline directly to inquire about their policies.</p>
<p>My connecting flight leaves very soon after I land. What is the minimum connection time required between flights?</p>	<p>The flight schedules we will display in a search are based on industry standard valid connecting times. However, we do recommend you manage your flight bookings with extra connection time if immigration and customs are involved</p>

<p>There is a schedule change for the flights. Why did my flight itinerary change?</p>	<p>"The airline may make adjustments to the flight schedule or flight specifics (such as flight numbers or airplane equipment) at any time prior to your scheduled departure date and time. When this occurs, the airline notifies us regarding the change and we send you a new confirmation reflecting the most current information.</p> <p>If the airline is no longer operating your flight, or the schedule change is unacceptable, the airline will offer you an alternate flight or you may be entitled to a refund. Please note that if you choose a flight other than the airline's alternate option, fees may apply."</p>
<p>Are tickets upgradeable to business/ first class using miles?</p>	<p>If you would like to purchase an upgrade using miles, please contact the respective airline.</p>
<p>I have already purchased an award ticket for myself. Can I just book a child's ticket online through Mukafaat Albilad?</p>	<p>No. You are not able to book only a child ticket online.</p>
<p>Can I make travel bookings through Mukafaat Albilad for unaccompanied minors?</p>	<p>No, Travel for unaccompanied minors cannot be booked online through our portal and needs to be done directly with the airline. The precise regulations vary by airline.</p>
<p>How do I make a Mukafaat Albilad flight reservation when the child's age is changes during a trip?</p>	<p>When making your reservation, use the child's age on the date of travel to select an appropriate seat (infant, child etc.)</p>
<p>Can I get assistance for families traveling with children? Or special requests such as wheelchair/ bassinet/etc. for my Mukafaat Albilad travel bookings?</p>	<p>The conditions for special requests vary for each airline. Please contact the airline directly with your request once your reservation is confirmed.</p>
<p>Can I request special meals such as a child's meal or a baby's meal through Mukafaat Albilad?</p>	<p>You may be able to make a request if your airline provides special meal services. You can enter your preference in the request box of the booking form.</p>
<p>How do I get a seat in the emergency exit row when booking my flight through Mukafaat Albilad?</p>	<p>We do not have access to seating in the emergency exit row. You will need to contact the airline with your request once your reservation is confirmed.</p>
<p>How can I enroll in an airline's frequent flier or mileage program? Can this be done through the Mukafaat Albilad website?</p>	<p>Please visit the airline's website or contact them directly to enroll in their frequent flier or mileage program.</p>
<p>Can I request a mileage credit after the travel is completed through Mukafaat Albilad?</p>	<p>Policies on mileage credits after travel is completed differ by airline. Please contact the airline directly for further information.</p>
<p>Can I utilize my airline miles to purchase a ticket through Mukaffat AlBilad?</p>	<p>You cannot use airline miles to purchase your ticket through the Mukafaat Albilad program. Please contact the airline direction to purchase tickets using your airline miles.</p>



Can I add my frequent flyer number to the flight redemption or booking made through the Mukafaat Albilad program?	Yes, you can add the frequent flyer number at the time of booking.
Can I convert airline miles to points to buy a ticket?	No, you cannot convert airline miles to Mukafaat Albilad points. However, you can convert your Mukafaat Albilad points to a select number of frequent flier airline mile program. Please go to the Points Exchange option in the redemption catalog.
What is your hotel cancellation policy?	All booking are final, and no cancellations or refunds are allowed.
How can I make changes to my hotel reservation?	Redemption cancellations are not permitted in the program. All redemption made are final.
Are my points deducted at the time of a hotel booking?	Yes, the points are deducted during the time of booking
Can I hold a room reservation without payment?	We are unable to hold rooms without a payment.
What is the minimum number of nights that can be booked?	The minimum is 1 night.
Is the reservation confirmed with the hotel immediately at the time it is booked?	Yes. Your booking is confirmed and guaranteed immediately. However, you may not be assigned to a room until you check in.
Are there any age limits to rent a car?	In the majority of countries, the minimum age for renting a car is 18. However many car rental companies need evidence that anyone aged under 25 is an experienced driver. Also, many car rental companies don't rent cars to elderly people. The norm for most companies is for the driver to be aged between 18 and 75. If you fall outside of this age group, you cannot make a booking through the Mukafaat Albilad program. Please check with the car rental company directly for alternate options.
What documents do I need to present when I pick up my rental car?	"When you pick up your rental car you will need to have your redemption or booking voucher, which confirms the details of the reservation, plus a driver's license and a credit card.  It is also advisable to have your passport and an international driving license, as many car rental companies also insist on seeing these documents. The precise requirements of each car rental company can be found in the Booking Terms and Conditions section of our website."
Do I need to have an international driver's license?	The majority of car rental companies do not require an international driver's license. However, in some countries an international driver's license is mandatory. To find out more information, you can contact your embassy in the country or state you are travelling to. You can also find the information in the Booking Terms and Conditions of the website.

<p>Why do you need my flight information when booking a car rental?</p>	<p>Car rental companies request flight information in case your flight is delayed or cancelled. That way, they will know when to expect you to pick up the car.</p>
<p>What should I do if my flight is delayed or cancelled?</p>	<p>If you have provided all requested information about your flight at the time of booking, the car rental company will have the information at its disposal, and will make every effort to accommodate your reservation. If your flight is delayed, please contact the car rental company directly using the contact information provided in your confirmation voucher.</p>
<p>What if I am very late in collecting my rental car?</p>	<p>If you are very late, the car rental company has the right to cancel your order. The order will also be cancelled should you fail to arrive. You can find more information in the Booking Terms and Conditions section of the website.</p>
<p>Can I avoid airport tax by picking up my car from another location?</p>	<p>"In the majority of cases, airport tax is already included in the rental price. However, certain companies do ask you to make such a payment at the time of rental.</p> <p>You may rent a car from another location. However, if you are travelling by air, it is advisable to rent a car from the airport for convenience."</p>
<p>How can I order additional accessories or services for the car?</p>	<p>Additional accessories or services cannot be ordered from our website when submitting an order. You can directly request the rental company while picking your car and pay the additional cost directly</p>
<p>How can I extend the rental period?</p>	<p>"We will not be able to extend the rental once the booking is confirmed. Please contact the car rental company directly for any extensions and you may pay the additional cost directly to the company."</p>
<p>Can I use a "one way" service for car rentals booked through Mukafaat Albi-lad?</p>	<p>It is possible for you to return the rental car to a different location. Note that prices for "one way" services are typically higher compared to when you return the car to the same location as picked up.</p>
<p>Can I visit other countries or states in the rental car?</p>	<p>Policies differ by car Rental Company and country. Please refer to the car rental terms and conditions printed on your confirmation voucher.</p>
<p>Can I rent a car without a credit card?</p>	<p>You do not need to input any credit card information at the time of making a card rental redemption using your points. However, please note that the majority of car rental companies require you to present a credit card when you pick up your rental car</p>
<p>How is the car rental price calculated?</p>	<p>Car rentals are priced per day (24 hours increments). If you want to rent a car for 47 hours, you have to pay for two days of rent. If you rent a car of 49 hours, this constitutes three days of rent.</p>



<p>What kind of products are available in the Shop catalog?</p>	<p>The loyalty program "Mukafaat Albilad" brings to you a wide range of options ranging from electronics items, fashion accessories, home goods and gift vouchers to popular retailers in the Kingdom of Saudi Arabia and the United Arab Emirates.</p>
<p>How do I use the gift vouchers that are available in Shop catalog?</p>	<p>Gift vouchers can be used toward purchases at the respective retailer or restaurant. Prior to making your purchase at the outlet, present your voucher to the cashier (The voucher can be carried on your hand held device or printed) and the voucher amount will be deducted from your total purchase amount. The virtual gift voucher will be received within 24 hours from the moment of redemption.</p>
<p>Can the value of my purchase at the retailer or restaurant be more or less than the voucher value?</p>	<p>"If the value of your purchase at the retailer or restaurant is more than the value of the voucher, you must pay using Enjaz card. If the value of your purchase is less than the amount of the voucher, you will not be entitled to a refund for the difference." "</p>
<p>Are the gift vouchers transferable to my family members or friends?</p>	<p>No, gift vouchers redeemed from the Mukafaat Albilad loyalty program are non-transferrable and must be redeemed by the original cardholder.</p>
<p>What are the terms of use for a gift voucher and who do I call if I have a query?</p>	<p>All the conditions related to the use of the voucher are printed on the voucher. For additional queries, please contact the retailer or restaurant using the phone number printed on the voucher.</p>
<p>How do I retrieve my voucher if I lose the initial confirmation email that was sent to me?</p>	<p>"All voucher redemption confirmations will be sent to your registered email address. You can also access your voucher details by logging in to your loyalty account ""Mukafaat Albilad"" and clicking on My Dashboard. Click on "My Redemptions" on the left hand menu, select the specific booking by clicking View Details and your booking will be displayed.</p> <p>On the section of E-Tickets, Vouchers &amp; Invoices, you will be able to print, email and download the e-ticket/hotel reservation/car rental booking confirmation vouchers.</p> <p>You may click on the item to view the voucher details or may choose to have the voucher resent to your registered email address."</p>
<p>How do I check my shipping fee when placing an order?</p>	<p>During the redemption checkout process, you can view your shipping fee in the Cart Summary. The equivalent point value for the shipping fee will be displayed and will be deducted from your available points balance</p>
<p>How does the delivery process work?</p>	<p>"You will be informed by email when we ship your items and you will be given a tracking number. All deliveries are handled by reputable courier services."</p>

<p>How long will it take to receive my item?</p>	<p>Unless otherwise stated, your item will be delivered within 12 working days (excluding weekends and public holidays).</p>
<p>What are the available programs I can transfer my Mukafaat Albilad reward points into?</p>	<p>"The following list is a work in progress, and we are hoping to add more in the future. Currently, you are able to transfer your Mukafaat Albilad reward points for miles or points in the following programs:</p> <p>Alaska Airlines  American Airlines  British Airways  Etihad Guest  Frontier EartlyReturns  Hilton HHonors  IHG Rewards Club Points"</p>
<p>How do I transfer my Mukafaat Albilad reward points into these programs?</p>	<p>"Step 1: To transfer your points, login to Enjaz App using user name and password then into Mukafaat Albilad and click on "Points Exchange".  Step 2: Select the program you would like to transfer your Mukafaat Albilad points into.  Step 3: Enter your membership number for the frequent flier or frequent guest program you are transferring points into.  Step 4: Select the number of miles or points you wish to obtain from the frequent flier/frequent guest program. The number of Mukafaat Al Bilad point required will be displayed. Note: the number of Mukafaat Albilad points available must be equal to or more than the number of points required to complete the transfer.  Step 5: Enter your first and last name and click Submit</p> <p>Your request will be processed and within 5 working days you should see the additional miles or points appear in your selected frequent flier or frequent guest program"</p>
<p>Do I need to have a membership with the frequent flier airline or frequent guest hotel program that I wish to transfer my Mukafaat Albilad reward points into?</p>	<p>Yes, you need to provide a membership account number in order to complete the transfer request. To sign up for membership, please visit the airline or hotel's website</p>
<p>Who do I contact if I have a question regarding my Enjaz card?</p>	<p>Please call our customer call center at 8005000300.</p>

<p>How do I redeem my reward points for Easy Cashback?</p>	<p>“Login to Enjaz App using user name and password then into Mukafaat Albilad, and click on the Easy Cashback redemption option on the top menu bar On the redemption page, select the number of points you wish to redeem and you will see the corresponding Easy Cashback amount in SAR Select your preferred payment card that you will use to make your purchase and receive your Easy Cashback, and click Submit. Your redemption request is now live, and the equivalent points will be deducted from your loyalty account ““Mukafaat Albilad”” You have 24 hours to make a qualifying purchase with your selected card. The purchase amount must be equal to or greater the SAR value of the Easy Cashback redemption amount You will receive a credit for the equivalent value of the points redeemed within 7/10 days. Note: you can only have one Easy Cashback redemption request active at any given time. PLEASE NOTE: If you have selected a debit card, cashback will be guaranteed, only if the qualifying transaction is an international or e-commerce transaction. Domestic transactions made with your debit card may not qualify for a cashback. ”</p>
<p>Do I have to make a purchase with my Enjaz card within a specific time period in order to receive the Easy Cashback?</p>	<p>"Yes, you need to make a purchase with your Enjaz card within 24 hours of making your Easy Cashback redemption request. Please Note: If you have selected a debit card, cashback will be guaranteed, only if the qualifying transaction is an international or e-commerce transaction. Domestic transactions made with your debit card may not qualify for a cashback."</p>
<p>What happens if I do not make a purchase transaction on my Enjaz card within the 24-hour timeframe?</p>	<p>If we do not see a qualifying transaction on your Enjaz card within the specified timeframe, your Easy Cashback redemption request will expire. It may take up to 7/10 days for the request to be cancelled. In this case, the reward points will be credited back to your loyalty account and you will not receive any cashback on your card account. You will see a credit entry into your Loyalty account “Mukafaat Albilad” statement in My Dashboard.</p>
<p>What happens if the amount of my next purchase on my selected Bank Albilad Visa card is less than the amount of the Easy Cashback I have requested for?</p>	<p>If the amount of your next purchase is less than the amount of the Easy Cashback redemption request, you will not receive a statement credit. The redemption request will expire and will be cancelled within 7/10 days of your initial redemption request. In this case, the reward points will be credited back to your loyalty account and you will not receive any cashback on your card account.</p>

<p>What happens if the amount of my next purchase on my selected Bank Albilad Visa card is more than the amount of the Easy Cashback I have selected?</p>	<p>If the amount of your next purchase is more than the amount of the Easy Cashback redemption request, you will receive a statement credit equivalent to the amount of the Instant Cashback redemption selection. The requisite number of points will be deducted from your Mukafaat Albilad account</p>
<p>How soon will I see the Easy Cashback appear as a statement credit on my card account?</p>	<p>Easy Cashback redemptions are processed within 7/10 days of you making the successful transaction on your selected payment card. You will see a credit appear on your card statement with the following description: "Mukafaat Easy Cashback" within 24 hours of you receiving the success emailer</p>
<p>I made an Easy Cashback Redemption yesterday and have completed my qualifying purchase. I would like to do another Easy Cashback redemption but am not able to access this redemption option again. Why is that?</p>	<p>You are only able to have one Easy Cashback redemption request active at any given time. Easy Cashback redemptions are processed within 7/10 days of your redemption request. After your redemption request is processed, the redemption option will be available to you again in your loyalty account "Mukafaat Albilad"</p>
<p>Can I make multiple Easy Cashback redemption requests within a day?</p>	<p>No. You are only able to have one Easy Cashback redemption request active at any given time. Easy Cashback redemptions are processed within 7/10 days of your redemption request. After your redemption request is processed, the redemption option will be available to you again in your loyalty account "Mukafaat Albilad"</p>
<p>How do I know when my Easy Cashback redemption request has been processed?</p>	<p>You will receive an email confirmation within 7/10 days of your redemption request. The email will inform you if you have received a statement credit or if your redemption request has expired. Redemption requests will expire if you have not made a qualifying purchase on your selected payment card within 24 hours of your Easy Cashback redemption request.</p>
<p>I received an email stating that my Easy Cashback redemption request has expired. What is the reason for the expiration?</p>	<p>"You would have received the email stating your Easy Cashback redemption request has expired if one or more of the following scenarios occurs:</p> <ul style="list-style-type: none"> <li>You did not make a purchase on the payment card selected for the Easy Cashback redemption at the time of making the redemption request</li> <li>You did not make a purchase on the selected payment card within 24 hours of the redemption request</li> <li>The purchase made on the selected payment card was under the amount of the Easy Cashback redemption request.</li> </ul> <p>If you feel that you received the email confirming the expiration of your request in error, please contact our customer support team who would be able to further assist you"</p>

<p>What should I do if I believe I have made a qualifying purchase on my selected card, but do not see an Easy Cashback amount on my card account within 7 days?</p>	<p>Please contact our customer support team and they will be able to assist you</p>
<p>Is it safe to make payment via your website?</p>	<p>We guarantee the confidentiality of your personal data. To find out more, visit the Security section available in the Booking Terms and Conditions.</p>
<p>Is my card charged and/or my points deducted at the time of a hotel booking?</p>	<p>If the room shows as "available" the card will be charged and/or the points will be deducted for the total price listed under "Reservation details".</p>
<p>I do not have sufficient points to make a redemption of my choice. Can I pay the difference using my Enjaz card?</p>	<p>Yes, you can choose to pay for your redemption using a Enjaz card or points, or a combination of both.</p>
<p>I performed a transaction then delinked my card – why no points were earned on my transaction?</p>	<p>Loyalty points are earned after the settlement of the transaction is performed by the bank and not at the time of purchase. If you delink the card before the settlement is done within 5-7 working days from the transaction date then no points will be earned for this transaction. Always make sure not to delink the card before the points are earned</p>
<p>I am unable to link my card to my loyalty account "Mukafaat Albilad" and I get an error message "Sorry! Unable to link your card."</p>	<p>"You will be able to successfully link your card only if the following conditions are met:</p> <p>The card you are trying to link is eligible to be part of the Mukafaat Albilad program</p> <p>The card has not expired.</p> <p>The card you are trying to link is not already linked to another Mukafaat Albilad account.</p> <p>Please note that a card is only allowed to be linked to a single Mukafaat Albilad account at any point in time.</p> <p>For further assistance, please contact Customer Support."</p>
<p>What is a valid card?</p>	<p>A valid card is the card linked to your Mukafaat Albilad account that has not expired.</p>
<p>What is a verified email address? How do I verify my email address?</p>	<p>A verified email address is an email address registered with the Mukafaat Albilad program and has completed the verification process. You can verify your email address at the time of registration in the loyalty program "Mukafaat Albilad" by clicking on the email verification link in the welcome email sent to you. You can also verify your email address by logging into your loyalty account and accessing the email verification option in the section (see detailed steps in the following question)</p>

<p>How do I verify my email address at the time of registration?</p>	<p>“Once you have registered in the Mukafaat Albilad program, you will receive a welcome email with a verification link. Click on this link to verify your email address.</p> <p>Note that the verification link is active for 20 minutes from the time you receive the email. If you are not able to click the link within 0 minutes, you also have the option to verify your email address by logging into your Mukafaat Albilad account and accessing the email verification option in the section (see detailed steps in the following question)”</p>
<p>I did not verify my email address when I registered in the loyalty program. How do I verify my email address now?</p>	<p>Login to your Mukafaat Albilad account and click on A verification code will be sent to the email address you used at the time of registration in the Mukafaat Albilad program. Enter the verification code on the screen and click Submit. You will see a message confirming that you have successfully verified your email address</p>

