



Customers to get more benefits from FNB Rewards

28 October 2022

FNB Namibia will now be putting even more money back into customers pockets with every Credit Card transaction as part of the bank's newly upgraded Rewards Programme.

To date, FNB has rewarded over N\$100 million in cash back to customers and continually reviews and makes changes to FNB Rewards as part of the bank's strategy to reward customers for positive spending habits.

"FNB Rewards has evolved tremendously over the past five (5) years and in order to continue on that trajectory, we are excited to introduce four (4) Earn Partners to the programme. FNB Rewards has reached partnership agreements with Nictus, Trentyre, Agrimark and Kauai and we believe that joining forces with these relevant companies will add value and offer tangible benefits to all our customers. We are certain that they will find great joy in shopping with our new partners" said FNB Namibia Customer Rewards Manager Ryno Holland-Muter.

He added that these new partnerships demonstrate FNB's intent to provide an offering that's truly customer focused by providing even more places to earn cash back with FNB Rewards.

FNB Rewards qualifying customers will automatically earn cash back as from 1 November 2022 and can earn up to 10% cash back when paying with their qualifying FNB bank cards at the recently added Earn Partners.

"The new multi-partner nature of the FNB Rewards Programme is part of our commitment to offer more value to our customers, for instance, Namibian farmers can now earn cash back on the qualifying purchases they make with the Agrimark Earn partnership. Farmers can pay for goods at any Agrimark store in Namibia with their qualifying personal FNB cards and earn cashback in the process. It is however important to note that FNB Rewards is not applicable to Business Accounts" Holland-Muter explained.

Holland-Muter also added that FNB will soon be launching FNB Instant Rewards which will provide a platform to customers who are not currently earning rewards through the traditional Rewards model. "More information on this exciting project will be shared with the public in due course" he concluded.

Additionally, the qualifying criteria for all segments was also updated requiring all customers' personal information to be verified as part of the Know Your Customer (KYC) requirement in order to earn monthly rewards. Furthermore, FNB premium (Platinum/Private Client & Private Wealth) customers need to login to the FNB App at least once a month to continue earning monthly Rewards.



Gold customers with both a Credit and Debit card will from 1 November 2022 only be able to earn on Credit Card spend.
Gold customers with ONLY a Debit card will still be able to earn when they swipe their Debit card.

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