

Terms and Conditions I&M Bank & Mastercard Cashback Campaign

Effective Date: 7th April 2026

1. Scope

The following terms and conditions (“Terms and Conditions”) apply to the I&M Bank Mastercard Cashback Campaign (“Campaign”).

By participating in the Campaign, customers are deemed to have read, understood, and accepted these Terms and Conditions.

2. Campaign Period

The Campaign will run from 7th April 15:00 (Kenya local time) to 23:59 (Kenya local time) on 30th June 2026 (“Campaign Period”).

Only transactions successfully completed during the Campaign Period shall qualify for cashback.

3. Campaign Mechanics

Campaign Structure

This is a cashback promotion whereby eligible cardholders receive a 500 credit upon meeting the qualifying spend threshold during the Campaign Period.

Spend Requirement

- Cardholders must spend a minimum cumulative amount of KES 5,000.
- Spend can be achieved through one or multiple transactions.
- Transactions must be made using an eligible I&M Bank Mastercard Debit Card.

Cashback Reward

- Eligible cardholders who meet the spend requirement will receive KES 500 cashback.
- Cashback is awarded once per eligible card per calendar month during the Campaign Period.

4. Eligibility Criteria

The Campaign is available subject to the following conditions:

- Open only to selected I&M Bank Kenya DEBIT cardholders only.
- The Customer will be eligible for the Offer on fulfillment of the offer eligibility criteria set out below:

- The eligible Cardholders must spend minimum equivalent of Kes 5,000 at the point of Purchase;
- The Offer is capped at a maximum cashback reward of **KES 500 per card per calendar month** during the Campaign Period.
- The Offer is applicable to all point of sale transactions and online transactions paid using I&M Mastercard DEBIT Card.
- Any Purchases from ATM/CDM withdrawals are excluded from the Offer and any Cardholders who have cancelled or terminated the Card for any reason during the Offer Period, will not be eligible for the Offer.
- Cardholders must hold a valid and active I&M Bank-issued Mastercard Debit Card
- Cards must be active, unblocked, and in good standing
- Eligible cards are pre-identified and enrolled into the Campaign system prior to launch

Excluded Cards

- Corporate cards
- Credit cards
- Prepaid cards
- Blocked, closed, or delinquent cards

5. Qualifying Transactions

Eligible transactions include:

- POS purchases at physical merchant terminals
- Online (E-commerce) purchases
- Local and international retail transactions
- Card-present and card-not-present transactions

6. Excluded Transactions

The following transactions are not eligible for cashback:

- ATM withdrawals
- Cash advances
- Wallet funding or prepaid card loads
- Person-to-person transfers
- Money transfers

- Gambling transactions
- Quasi-cash transactions
- Reversed, cancelled, or refunded transactions

7. Cashback Fulfilment

- Cashback will be processed through the Mastercard Rewards System (MRS).
- Cashback will be credited as a statement credit to the eligible card account.
- Cashback will be credited in near real-time (within 24–72 hours) upon fulfilment of the eligibility criteria and successful transaction validation.
- Cashback once awarded cannot be reversed or exchanged for cash, even if the original transaction is later refunded.

8. Usage Restrictions

Each eligible cardholder can receive a maximum cashback of KES 500 per card per calendar month.

- Cashback cannot be accumulated, transferred, or substituted for any other reward.
- Meeting the spend threshold does not guarantee cashback if eligibility criteria are not met upon validation.

9. Communication & Notification

Cardholders may be notified of participation, qualification, or reward fulfilment via:

- SMS
- Email

10. GENERAL TERMS AND CONDITIONS

The Bank reserves the right to substitute the Offer with any alternative prize/offer/cashback of equivalent value at any time without prior notice to the Cardholder.

The Bank reserves the right to modify/change all or any of the terms applicable to this Offer, without prior notice to the Cardholder. The Bank, in its sole and absolute discretion, also reserves the right to modify, withdraw or discontinue the Offer without assigning any reasons whatsoever.

These terms shall not derogate but shall be supplemental to the bank's General Terms and Conditions and all other Bank terms and conditions governing the relationship between the Bank and Customer with respect to the use of Cards.

The Bank's decision on computation and forfeiting of the Offer will be final, conclusive and binding to the Cardholder.

The Bank reserves the right to withdraw the offer at any time without notice.

These Terms and Conditions describe a voluntary promotional offer made by the Bank. Participation in the Campaign does not create a legally enforceable contract between the Bank and the cardholder. In accordance with clause 13, the Bank reserves the right to withdraw, suspend, or modify the offer at any time without prior notice, and no cardholder shall acquire any vested right to the cashback reward unless and until the Bank has actually credited the cashback to the cardholder's account. Any cashback not yet credited remains subject to the Bank's sole discretion

The offer shall be subject to usual force majeure events and on occurrence of such event, the offer may be withdrawn at the discretion of the Bank.

The Cardholder will be deemed to have read, understood and agreed to be bound by these terms and conditions, the terms and conditions governing their specific account, the terms and conditions with respect to Cards and the General Terms & Conditions including any amendments or variations to it.

The Bank shall not be responsible nor shall accept any liabilities of any nature howsoever arising or suffered by the Cardholder or any third party resulting directly or indirectly from this Offer

To the extent allowable by law, the Bank expressly excludes and disclaims any representations, warranties or endorsements, express or implied, written or oral, without limitation to those published in any mass media, marketing or advertising materials, including but not limited to, any warranty of quality, merchantability or fitness for a particular purpose in respect of this Campaign and Offer

In the event of any inconsistency between these terms and conditions and

advertising, promotional, publicity and other materials relating to or in connection with this Offer, these terms and conditions shall prevail

These terms and conditions shall be governed by and constructed in accordance with laws of Kenya and the Cardholder agrees to submit to the non-exclusive jurisdiction of the courts of Kenya.

Debit Card Cashback

I&M Bank Limited reserves the right to amend, suspend, shorten, extend, or terminate the Campaign or these Terms and Conditions at any time for regulatory, technical, or commercial reasons, without prior notice.

In such circumstances, customers shall have no claim or recourse against I&M Bank or Mastercard.

11. Dispute Resolution

Any disputes relating to the Campaign shall be directed to I&M Bank Customer Service via:

- +254 719 088 000
- +254 20 322 1000
- +254 732 100 000
- 0800 721 088
- callcentre@imbank.co.ke

12. Other Terms and Conditions

- This Campaign is not transferable and cannot be combined with any other offer unless expressly stated by I&M Bank.
- Participation constitutes acceptance of the I&M Bank General Terms and Conditions, available at:
<https://www.imbankgroup.com/ke/terms-and-conditions/>
- All applicable Kenyan laws and regulations apply.

13. Legal Nature of the Campaign and Right to Amend or Terminate

13.1 The Bank reserves the right to suspend, shorten, or terminate the Campaign at any time **without notice**, including but not limited to:

- Regulatory or legal requirements;
- Technical failures beyond the Bank's reasonable control;
- Fraud, abuse, or attempted manipulation of the Campaign by cardholders;
- Force majeure events (as defined in the Bank's General Terms and Conditions)

13.2 Notwithstanding clause 13.2, if the Bank terminates the Campaign before its scheduled end date (30 2026), the Bank may use reasonable efforts to provide **prior written notice** (by SMS, email, or public notice on the Bank's website) at least **48 hours** in advance, unless immediate termination is required by law.

13.3 Effect of Termination on Earned Cashback.

Any cardholder who has already met the spend requirement (KES 5,000) **before** the effective date of termination shall still receive the cashback reward, provided all other eligibility criteria are satisfied. Cashback for transactions completed after termination shall not be paid.