

Yes - FAQ

1. When will my welcome bonus be transferred to my Yes membership account?

Welcome bonus is awarded only one time to customers who have applied for the CBD Yes Rewards Card for the first time. Customer becomes eligible for Welcome Bonus only when customer makes a spend of AED 1 or more on their card within 90 days of card issuance by the Bank.

Welcome Bonus points will be credited to customers Yes membership account (Yes application) by 15th of the following calendar month in which the first spend transaction is made

Note: Customer will not be awarded Welcome Bonus, if customer spend activates the card after 90 days of card issuance by the Bank

2. When will my monthly spend related yes points be transferred to my Yes membership account?

Spends related rewards for each calendar month will be transferred to customer's Yes membership account by 15th of the following month.

3. How will my monthly spend tier be calculated?

Spend tier will be calculated basis transaction posting date, for all the qualifying spends made by the customer from first day of the calendar month to last day of the calendar month.

4. I'm already registered in Yes app, should I register again on Yes application after I get my Yes Rewards Credit Card?

If the Cardholder's mobile number (provided to the Bank by the customer) is already enrolled with Yes Rewards, then any Yes Reward Points earned by the customer, will be credited to the existing Yes Rewards Membership account of the customer. Customer is not required to register for Yes Rewards again.

5. What happens if I register later with Yes Rewards app (for eg: 2-3 months later). Will I loose my Welcome Bonus or Spend related Yes Reward points?

If the Cardholder's mobile number (provided to the Bank by the Customer) is not already enrolled with Yes Rewards, then a new Yes Rewards Membership account will be created for the customer. Any Welcome Bonus or spend related Yes Reward Points earned under the Card Program, will be credited to the new Yes Rewards Membership account.

Later when customer downloads the Yes Rewards application and registers with the same mobile number, Customer will be able to see the all the earned Yes Rewards on his/her Yes Rewards application.

6. Is it mandatory to have the same mobile number on both CBD and Yes Rewards application?

Yes, Mobile number should be the same in both CBD and Yes mobile application

7. Where can I get the Yes app?

You can find the 'Yes' app in AppStore for iOS or Google Play store for Android devices. Simply search for the 'Yes' application and download it on your mobile.

8. How can I join the Yes Rewards program?

'Yes' is a mobile application based program. To take advantage of all member benefits you will need to download the Yes application.

9. How can I redeem my Yes Reward points and coupons?

To redeem Yes Reward points and coupons, you need to present the e-card or a valid coupon before redemption at the cash desk. The cashier will scan the barcode to redeem the points or apply the coupon. To redeem points for the fuel you need to enter the Fuel tab, select the amount of points you would like to pay with, generate the One-Time Password in the Yes app and present it to the attendant prior to fueling.

10. How can I check my Yes Reward points balance?

You can check the total number of points on your user profile in Yes mobile application. The points are divided into two groups: total points earned and total points redeemed.