

FREQUENTLY ASKED QUESTIONS & RESPONSES

Campaign Name: Add Money from Mastercard – Cash Bonus and Mega Cash bonus Campaign - Dec'25

1. What is the “Mastercard Add Money” campaign?

= Customer can avail BDT 55 regular Cash bonus on making exact Add money from Mastercard to Nagad BDT 2,555 during campaign period from 21st Dec to 31st Dec'25. Also, top 55 Customers who makes maximum add money from Mastercard will be eligible for Mega Bonus. In that case, customer must do add money from Mastercard of BDT 2,555 first to be eligible for Mega bonus.

2. I used the “Add Money from Card” option to add money before the campaign started. If I now add money again from the same Mastercard, will I receive a bonus?

= Customer can avail this regular Cash Bonus of BDT 55 only once during campaign timeline on making Add money from Mastercard of BDT 2,555

3. I have multiple Mastercards. If I add money separately from each Mastercard, will I receive a Cash Bonus each time?

= No. A Nagad Customer can avail this BDT 55 regular Cash bonus only Once during the campaign timeline.

4. What charges are applicable for Add Money transactions?

= No charge is applicable for add money from card using Nagad App.

5. How many times can I receive the Cash Bonus?

= A Nagad user will receive regular Cash Bonus of BDT 55 only once during campaign timeline from 21st Dec – 31st Dec'25.

6. How long will the campaign run?

= Campaign will run from 21st to 31st Dec'25

7. What is the minimum and maximum amount required to add money?

= Customer will be eligible for this Cash Bonus of BDT 55 only once on making BDT 2,555 Add money from Mastercard.

8. How long does it take to receive the Regular Cash Bonus?

= A Nagad user will receive the Cash Bonus within next 3 working days from Transaction.

9. How will I know if I have received the Cash Bonus?

= A Nagad user will receive the Cash Bonus disbursement SMS.

10. If I do not receive the Cash Bonus, where should I contact?

= If Customers do not receive though fulfilling all campaign criteria, Customer can call Nagad Customer helpline 16167 to report a complain and upon receiving the complaint, Nagad will try to disburse the bonus within 15 days after the end of campaign period.

11. During the campaign, if I add money to another Nagad account using a Mastercard for the first time, will I receive a bonus?

= Yes, Nagad user can add money to another Nagad account using a Mastercard s/he will receive the bonus only once during the campaign timeline. The regular Cash Bonus is valid for unique Nagad wallet number (with Add money of **BDT 2555** from Mastercard).

12. Does my Nagad account need to be active to add money?

= any Nagad Regular or Islamic Profile users must have active & full Profile status to avail this bonus.

13. I added money to my own number using the 'Card to Nagad' option and received a Cash Bonus. If I now add money to another Nagad wallet number using the same card, will I receive the Cash Bonus?

= Yes, same card can be used for Add money from Mastercard to different Nagad wallet numbers.

14. Are all Nagad customers eligible to participate in this campaign?

= Nagad users having active & full Profile status are eligible for this campaign.

15. Will I receive a Cash Bonus if I add money from both Regular and Islamic Nagad accounts?

= Yes, Nagad user will receive Cash Bonus for both Regular and Islamic profile.

16. In the case of Card to Nagad, who will receive the Cash Bonus – the initiator or the receiver?

= Add Money from Mastercard Receiver will receive the Cash Bonus.

17. How long does it take to receive the Mega bonus?

= A winner customers will receive Mega Bonus within 7 working days after campaign period.

18. How will I know if I receive the Mega bonus?

= Top 55 winners of Mega Bonus campaign will receive Push Notification / Call from Nagad customer service. Also, Winner customers will be notified through disbursement SMS.

19. If I do not receive the Mega bonus, where should I contact?

= For campaign query, Customer can call Nagad customer service 16167.

20. Does my Nagad account need to be active to add money?

= Yes, Nagad customer account must have active and full profile status.

21. How much money do I need to add from a Mastercard to receive the BDT 10,000 bonus?

= Top 55 Customers with maximum amount of Add money from Mastercard will be selected for Mega Bonus. In that case, customer must do add money from Mastercard of BDT 2,555 first to be eligible to participate in Mega bonus campaign.

22. How many customers will receive the Mega Bonus during the campaign?

= Top 55 Customers with maximum amount of Add money from Mastercard will be selected for Mega Bonus. In that case, customer must do add money from Mastercard of BDT 2,555 first to be eligible to participate in Mega bonus campaign.

23. How will the winners be selected?

= Top 55 Customers with maximum amount of Add money from Mastercard will be selected for Mega Bonus. In that case, customer must do add money from Mastercard of BDT 2,555 first to be eligible to participate in Mega bonus campaign.

24. Top 55 Nagad customers for add money, how much Mega Bonus will they receive? (Please explain in detail.)

The following is the top 55 Winners' Mega Bonus -

Place	Winner count	Mega Bonus
1	1	10,000
2 - 5	4	5,000
6 - 10	5	2,000
11 - 20	10	1,000
21 - 55	35	500
Total Winner	55	