

MobiKwik Wallet Cashback Offer – BRPL Electricity Bill Payment Revised Offer wef 28th Feb 2018

Frequently Asked Questions:

1. Is there any Minimum Bill Amount Payment Required to avail cash back
**No minimum payment required for the 1st bill payment in March, minimum payment of Rs.1000 or more is required for pre-payment towards April bill (on or before 31st March), payments have to be done through Mobikwik App.
Payment has to be made in the month of Jan, Feb & March to avail the cash back of Rs.900 (Rs.300 for each month) and additional Rs.300 for prepayment of April bill.**
2. As per the earlier offer, I have already made payment of bills in Jan & Feb through Mobikwik App, when can I redeem it
You would have by now received the coupon code for payments made in Jan & Feb, you can now redeem it anytime.
3. I have already paid bills in Jan & Feb, will I be eligible for total cashback of 1200 if I make bill payment in March & pre-payment of minimum Rs.1000 by 31st March
Yes, you will be eligible for cashback upto Rs.1200
4. I have not paid the bill through Mobikwik App in Jan & Feb, will I be eligible to get the Rs.300 cashback if I pay only one bill in March
Scheme is available for all consumers who make the payment even once in March month. You will get cashback of Rs.300. Coupon code will be provided instantly and can also be redeemed instantly.
5. I have not paid the bill through Mobikwik App in Jan & Feb, will I be eligible to get the Rs.600 cashback if I pay only one bill in March and additional pre-payment of minimum Rs.1000 by 31st March
Yes, you will be eligible for cashback upto Rs.600
6. My bill for the month of April is Rs.600, how do I pay Rs.1000 to be eligible for the additional Rs.300 cashback towards pre-payment by 31st March.
You can change the amount to Rs.1000 (minimum) for making the pre-payment.
7. I have made the payment but have not received the Coupon code (Channel of complaint- Call Centre, E-mail, Visit at Customer Care Centre)
**Check when the payment was made by customer
Coupon for January'18 will be sent via SMS in February'18 (between 1st to 5th Feb)
For February'18 will be sent via SMS to you by 1st March
For March'18 will be sent via SMS instantly after the payment.
For prepayment of April 2018 bill on or before 31st March 2018, will be sent instantly at the time of payment.**

If customer has not received the coupon as per the dates mentioned above, capture the below details and share a collated file
 - **Customer Name**
 - **CA Number**
 - **Mobile Number with which MobiKwik registered**
 - **Month for which Coupon not received**
8. I have more than 1 CA number, can I use it with the same MobiKwik Wallet. Will I get cashback for all the CA numbers for which I make the payment through the wallet.
Only the 1st CA number will be eligible for cashback offer.

EXISTING MOBIKWIK CASH-BACK SCHEME FOR BSES CONSUMERS

BSES Loyalty Offer:

Get 10% Cashback on 3 bills

T&Cs:

- Get 10% Cashback on BSES Rajdhani bill payment done on MobiKwik App or website for 3 months
- To be eligible for this offer user must do 3 electricity bill payments, 1 bill payment every month on same CA Number.
- Maximum cashback on 1 bill payment is fixed at Rs.300
- Users can save up to Rs.900 on 3 bill payments.
- No coupon code is required to avail the offer.
- Payment should be done on MobiKwik's Android, Windows, iOS App or website.
- Users will receive the cashback voucher at the of the month via email/sms.
- Value of the cashback voucher will be 10% (up to Rs.300) of the transaction value.
- The cash-back voucher can be redeemed after 3rd bill payment/month only. (If a user has done the bill payment in October, the received cashback voucher can be redeemed after 31st December)
- The offer is applicable for BSES Rajdhani consumers only.
- The Cash back offer is valid for 1 year (w.e.f. 01st October 2017 to 30th September 2018).
- The offer is for Cash back amount and should not be treated as Super cash.
- BRPL is not responsible in any manner pertaining to any query towards scheme or cash-back

** Disclaimer – The 'cash-back' scheme is being operated solely by Mobikwik for BRPL consumers. BRPL is not liable for any claim on any grounds whatsoever in future in this context.*