

## **Frequently Asked Questions (FAQ)**

### **Section A: General**

#### **1. What is this campaign about?**

This is the JCB cashback campaign offered to JCB cardmembers whose cards are issued outside of Japan (cards issued in Russia, Myanmar and Mongolia are not eligible). It allows you to earn 10% cashback up to 5,000 yen on purchases totaling 30,000 yen or more at face-to-face stores in Japan from Monday, 16 January 2023 to Saturday, 15 April 2023.

#### **2. Eligibility for the cashback**

JCB cards (including supplementary cards) issued by card issuers outside Japan, excluding Russia, Myanmar and Mongolia are eligible.

#### **3. Any minimum spend required to earn the cashback?**

Total spending of 30,000 yen or more during the campaign period is required.

#### **4. Is there a limit to the amount of the cashback I can receive?**

The maximum cashback amount is 5,000 yen per card.

#### **5. Where and how do I earn the cashback?**

During the campaign period, you can earn the cashback via your card issuer at a later date when you pay with your JCB card at face-to-face stores in Japan.

#### **6. Am I eligible for the cashback if I make purchases at online stores?**

No. The cashback is only valid for retail transactions made directly at face-to-face stores in Japan.

#### **7. How do I know which transaction(s) that I have made is/are eligible for the cashback?**

Basically, all transactions made at face-to-face stores in Japan during the campaign period are eligible. The cashback amount will be computed on a maximum of 5,000 yen based on the total amount spent at the participating stores during the campaign period.

#### **8. Are there any other exclusions for this campaign?**

Purchases on e-commerce websites, for airline tickets or through ordering services using cell phones and other devices are not eligible for the cashback. Some stores that JCB does not recognize as face-to-face stores may not be eligible.

**Section B: Cashback**

**9. Am I still entitled to earn the cashback if I pay by instalments?**

Yes, the cashback will be eligible as long as the transactions are made at face-to-face stores in Japan during the campaign period.

**10. Do reversals/refunds/credits to my credit card account affect my eligibility of the cashback?**

In case any related transaction made through your card account is subsequently voided, refunded, cancelled, reversed, disputed and/or reversed for any reason (whether in whole or in part), you will not be entitled to earn the cashback.

**11. How do you calculate the cashback amount?**

The cashback amount will be computed based on the total value (JPY) of all qualified retail transactions made with your JCB card and processed by JCB's system during the campaign period.  
The cashback will be provided in your billing currency converted based on your card issuer's standard currency exchange rates and rules. Moreover, depending on the issuer, an administrative fee or other charges may be deducted from the cashback amount on your bill.

**12. What is the period of computation for the cashback?**

The cashback amount will be computed in accordance with the table below.

Retail Transactions made from	Retail Transactions made by	Computed in
16 January 2023	15 April 2023	June 2023

**13. When will I receive my cashback?**

The cashback will be credited to a qualified cardmember's card account through his/her card issuer. The timing of the cashback depends on the card issuer. It may take several months, depending on the date of the transaction, for the cardmember to receive the cashback in his/her account.

**14. What should I do if I did not receive my cashback?**

Please contact your card issuer for further investigation.