

■ ARIGATO ! 10% Cashback Anywhere in Japan Promotion

SEQ	Questions	Answer
1	What is this promotion?	This is a JCB cashback promotion for JCB cardmembers whose cards are issued outside Japan (some issuers are not eligible). After registering for participation on the website in advance, you can receive a cashback of 10,000 JPY (up to 10%) once you spend 100,000 JPY (tax included) or more at in-person merchants in Japan between February 1, 2026 (Sun) and April 30, 2026 (Thu).
2	Which JCB cards and merchants are eligible for the promotion?	<p>Cards: JCB cards (including additional cards) issued by card issuers outside Japan are eligible for this promotion, with some exceptions. For details, please check the list of eligible issuers.</p> <p>Merchants: Transactions made with JCB cards at in-person merchants in Japan are eligible.</p>
3	How can I receive the cashback?	<p>Once you meet the conditions*, you will receive the cashback through your card issuer at a later date.</p> <p>* Registering for participation and spending a total of 100,000 JPY or more at the eligible merchants during the promotion period</p>
4	Are purchases at online stores eligible for this cashback promotion?	No. This promotion is only available for transactions made with JCB cards at in-person merchants in Japan. Even at in-person stores, there are some cases of exception like purchases made through order services using devices such as mobile phones. Also, in the case that JCB does not identify the store as an in-person merchant, the transaction may not be eligible.
5	Is there a specific currency for eligible transactions?	Transactions are limited to Japanese yen (JPY). Please note that the transaction will not be eligible for this promotion, if the payment is made in a currency other than JPY through a multi-currency payment service.
6	If the transaction is changed or canceled after it occurs, does it affect the cashback amount?	If the eligible transaction is changed, canceled, or refunded, it will affect the cashback eligibility and amount.
7	When will I receive the cashback?	If your transaction is eligible for this promotion, it will be credited sequentially after late May 2026 through your JCB card issuer. The timing of the cashback depends on your card issuer. It may take several months for the cashback to be reflected in your account, so please check with your card issuer for the timing and confirmation method (statement, app, etc.), in need.

8	How do I register for the promotion?	Please complete the procedure on the promotion website. You will need your card number (16 digits) and email address to register.
9	How can I confirm that my promotion registration is complete?	A registration completion email will be sent to the address you entered during registration. Please check your email.
10	I registered, but I haven't received the email.	<p>The registration completion email is sent with the following details: Sender: JCB Webmaster <mail@qa.jcb.co.jp> Subject: Thank You for Joining Our Promotion - Your Subscription Is Confirmed!</p> <p>Please also check your spam folder or other folders if you do not find the email.</p>
11	I reissued my registered card. Will the promotion registration apply to the new card?	You need to register again with your new card. Please note that the usage amounts of the old and new cards will not be combined. To enjoy this promotion, you have to spend 100,000 yen or more per card number.
12	If I have multiple cards, can I combine the usage amounts?	Usage amounts for multiple cards cannot be combined. To enjoy this promotion, you have to spend 100,000 yen or more per card number.
13	How can I check if my card has been registered or not?	<p>We have sent a registration confirmation email to the address you provided during sign-up. Please check your inbox.</p> <p>If you cannot find the email, please register again on the dedicated page.</p> <p>If your card is already registered, the message "Your card has already been registered." will appear.</p>
14	Are transactions made before promotion registration eligible for cashback?	<p>Transactions made before (the day prior to) promotion registration are not eligible for this promotion.</p> <p>Please register for participation before making a transaction or on the same day as your transaction.</p>

※Last updated on December 16, 2025

Inquiries to JCB regarding this promotion are accepted by e-mail.

Please note that it may take some days to answer to your inquiries.

Please note that AI translation tools may be used, while email support is available in multiple languages.

E-mail Address : JCB_Cashback_Promotion@info.jcb.co.j