

Customer Confidence Restoration Campaign

(TemboCard & Cardless Cashback Fridays (ATM) + Double Tembo Points)

1. **When does the campaign take place?**

The campaign runs from **21st October 2025 to 31st December 2025**, with **Cashback Fridays** on:

- ✓ 21st November 2025
- ✓ 28th November 2025
- ✓ 5th December 2025
- ✓ 12th December 2025

2. **Who is eligible to participate?**

All CRDB Bank customers with:

- Active **TemboCards** (Debit, Credit, or Prepaid)
 - Active **SimBanking (App or USSD)** accounts
- Both new and existing customers are eligible.

3. **What is Cashback Fridays?**

These are promotional Fridays during which customers can withdraw cash at CRDB Bank ATM using: **TemboCard**, or **Cardless service** via SimBanking.

4. **Does the offer apply to all ATMs?**

No. The **Cashback Withdrawals** apply only to **CRDB Bank ATMs within Tanzania**. Withdrawals made at **non-CRDB, or international ATMs** are excluded.

5. **Can I withdraw more than once on a Cashback Friday?**

Yes. Customers can make multiple withdrawals **throughout the day (00:00 – 23:59)** They will be refunded the charges. Standard withdrawal limits still apply.

6. **Are other ATM fees also get refunded?**

No. Only **withdrawal fees** are refunded. Fees for services like **balance inquiry, mini statements** still apply.

7. **What is the Double Tembo Points offer?**

It's a reward where customers earn **twice the usual Tembo Points** for chargeable transactions performed via SimBanking (App or USSD) during the campaign.

8. **Which transactions qualify for Double Tembo Points?**

All chargeable transactions.

9. **How will the Double Tembo Points be credited?**

The **Tembo Points** will be **updated instantly** to your account once a qualifying transaction is completed.

10. **Is there a maximum limit for the Tembo Points reward?**

Yes. The total value of bonus Tembo Points awarded during the campaign will be **up to TZS 200,000,000** shared among all eligible customers.

11. **Do I need to register to enjoy these offers?**

No registration is needed. The benefits are **automatic** for all eligible customers.

12. **How will I know about campaign updates?**

All updates or announcements will be shared through CRDB Bank's **official communication channels** SMS, email, social media, and the CRDB Bank website.