

**FAQs – Airtel**

Question	Answer
<b>1</b> What is the offer?	Post Paid - 250 cashback on bill payments of LKR 1000 and above Pre Paid - LKR 250 cashback on recharges of LKR 1000 and above.
<b>2</b> Does it apply if I pay with my Debit / Credit card?	The offer is applicable for Mastercard Debit, Credit, Prepaid, Corporate and SME cards
<b>3</b> Does the offer apply for post paid and prepaid	Yes, Post Paid - 250 cashback on bill payments of LKR 1000 and above Pre Paid - LKR 250 cashback on recharges of LKR 1000 and above.
<b>4</b> What if I pay less than LKR 1000?	Then you will not be eligible for the offer
<b>5</b> Will I be entitled for LKR 500 if I pay LKR 2000?	No, for all payments of LKR 1,000 and above the waiver is LKR 250 from the following month's bill or instant rebate for recharges of LKR 1,000 and above
<b>6</b> Can I get the waiver for the current month I am paying?	No it will apply in the following month
<b>7</b> What if I pay in the middle of the month then which month will it affect?	The offer will reflect in the following month's statement/bill regardless of the time of payment within the month, subject to the billing cycle. Example - If customer Bill is printed on 5th of every month. For the month of Jan for example, Payment of LKR 1,000 paid on 31st Jan, the rebate of LKR 250 will appear in Mar bill.
<b>8</b> Does the waiver apply for bill before tax or after tax?	The amount is reflected on the consumption before tax.
<b>9</b> What if my following month usage is less than LKR 100? Can it be carried forwarded to the following month?	It would reflect a credit balance as the net in your statement (if your starting balance is zero). If you had a starting balance it would be deducted from the starting balance and reflect in your statement.

<b>10</b>	What is I make a payment half in cash half in card, am I eligible for the offer?	No, the offer is only applicable for transactions made by Mastercard Debit, credit, Prepaid, SME or Corporate cards
<b>11</b>	Can I make a payment from any bank card or is there a specific bank?	You can make the payment from any Mastercard issued by any Bank or Financial Institute in Sri Lanka
<b>12</b>	My Mastercard debit card cannot be used for online transactions	Kindly speak to your bank regarding the same.
<b>13</b>	I want to get a Mastercard credit card, how can I get one?	Kindly speak to your bank regarding the same.
<b>14</b>	I didn't get the OTP number/ PIN number to make the transaction.	Kindly speak to your bank regarding the same.
<b>15</b>	I paid my bill at a supermarket why didn't I get the offer?	The offer is only applicable only for payments made via the Airtel App or <a href="http://www.airtel.lk">www.airtel.lk</a> . This is not valid for other modes of payments
<b>16</b>	I have two connections under my name, is it applicable for both?	Yes, per connections you will receive a maximum of three times a month to get the offer.