

eBucks Rewards FAQ's

How do I join eBucks Rewards?

To join eBucks Rewards, all you need to do is visit your nearest FNB branch and complete the registration process.

How do I earn eBucks?

You earn eBucks whenever you purchase prepaid electricity or prepaid airtime through FNB's electronic banking channels.

FNB Private Clients customers also earn when shopping on their qualifying FNB Private Clients Credit Card.

How much is eBucks worth compared to Pula?

eBucks and pula are equal in value, i.e. eB1 = P1

Where can I view my rewards?

- Cellphone Banking – dial *130*321#
- Online Banking – visit www.fnbbotswana.co.bw
- FNB Banking App

How do I check my eBucks balance?

You can check your eBucks balance using any one of the following platforms:

- Cellphone Banking – dial *130*321#
- Online Banking – visit www.fnbbotswana.co.bw
- FNB Banking App – you must have a compatible smartphone or tablet to use this
- Contact Centre – call 395 9881 or 0800 302 302 (toll free)

Do eBucks expire?

Good news! Your eBucks never expire, so you can save them up and use them whenever you like.

How does earning up to 15% back in eBucks from the bank work?

Depending on which FNB account you have and how you bank, you could earn up to 15% back in eBucks on prepaid airtime and prepaid electricity bought through FNB's electronic banking channels.

Where can I spend my eBucks?

You can spend your eBucks on prepaid airtime and prepaid electricity bought through FNB's electronic banking channels.

What if I don't have enough eBucks for what I want to buy?

Please note that prepaid airtime and prepaid electricity purchases must be paid for using eBucks only (you cannot pay using a combination of eBucks and pula). But don't worry – you can continue earning eBucks until you have enough to spend.

How do I cancel my eBucks Rewards membership?

To cancel your membership, simply visit your nearest FNB branch. For queries or concerns regarding membership cancellation, call the Contact Centre on 395 9881 or 0800 302 302 (toll free).

How does my eBucks account become inactive?

An eBucks account becomes inactive when you do not earn or spend eBucks for a period of six months or more.

What happens when my eBucks account is inactive?

A fee of eB7.50 will be deducted from your inactive eBucks account every month until the balance reaches eB0.00 or until you earn or spend eBucks again (whichever occurs first). If your account balance reaches eB0.00 and you do not earn or spend again, your account will be closed.

How do I ensure my eBucks account stays active?

To ensure your account stays active, just keep earning and spending eBucks!

