

FAQ's - Frequently Asked Questions

1. What is Burgan Tijarati?

Exclusively built for Burgan Bank merchants, this app offers a unique Dashboard – which provides a view of your complete business on one tap. You can view how your business is doing from anywhere, at any time remotely. It provides you data with respect to the number of transactions done, the value of sales across each of Debit card, Credit card, International and Domestic transactions, performance comparison for all your outlets.

2. Who is eligible to apply for Burgan Tijarati?

Any customer who has a point of sale machine or payment gateway provided by Burgan Bank can apply for the app.

3. How to apply for Burgan Tijarati?

In order to apply and activate “Tijarati” Service, please contact Burgan Bank at MerchantServices@burgan.com Or call us on 1804080 or visit any of our branches.

4. What does Reports covers?

Reports summarize the transactions, settlement amount, and Credit to bank details.

Merchant Rewards:

5. What is Merchant Rewards program?

Merchant Rewards is a loyalty program introduced by Burgan Bank to reward its Merchants for accepting any transaction made with credit cards using Tijarati Pay. This will provide merchants with a variety of exclusive redemption options and benefits using Burgan Reward Points.

6. Who is eligible to get Merchant Rewards?

All Burgan Bank merchants who are accepting credit card payments using Tijarati Pay are eligible to get Burgan Rewards.

7. How can a merchant enroll for Merchant rewards Program?

There is no separate sign-up for the program and it is free of charge. Burgan Bank merchants are automatically enrolled for Merchant Rewards Program.

8. How can a merchant access Burgan Rewards?

Merchants simply needs to login to their Burgan Bank online or mobile banking application; and thereafter simply navigate to “Burgan Rewards” tab to access the Burgan Rewards portal.

9. How to Redeem Burgan Rewards?

Merchant should avail a Mastercard VIP Prepaid the card in order to be able to redeem the Burgan Reward points.

10. Which type of merchant transaction are eligible for Merchants rewards?

Any transaction done on Tijarati Pay using any Credit Card.

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11. How many points will the merchant get for transaction made?

For every 100 KWD value for Credit Card transactions done using Tajarati Pay, Merchant will get 10 Burgan rewards points.

12. What are the redemption options for Merchant rewards?

- Cashback
- Airline tickets
- Hotel reservations
- E-Gift vouchers
- Miles Exchange

13. How can a merchant redeem earned rewards points?

Merchant should follow the below steps to redeem their Burgan Reward Points:

- Login to your Burgan online or Burgan mobile App.
- Click on Burgan Rewards tab
- You will see a summary of Available, Redeemed, Earned and Expired Points
- Click on Redeem Button to open Burgan Rewards portal
- Choose a redemption option from Burgan Rewards portal
- Follow the process as shown on the redemption screens to process your request

Confirmation message will come up on the last screen showing your Burgan Rewards have been redeemed for the option of your choice

- You can see the redemption history under "History" tab.

14. Is there a minimum number of Rewards points that I need to have to redeem on Burgan Rewards portal?

A minimum of 1,000 Rewards points is required for any redemption to take place.

15. What is the expiry date of Burgan Rewards Points?

Burgan Rewards points are valid for 24 months from the date of earning.

16. When will earned points be credited in Merchant's Wallet?

Earned points will get credited the next day after transaction made.

Tjarati Pay:

17. What is Tjarati Pay?

Tjarati Pay is a payment solution which enables Burgan Bank merchant using Tjarati to collect / Initiate payment anytime anywhere, and it is available in both Web and Mobile version.

18. What is Bulk Payment?

Bulk payment is a payment collection method that enables the merchant to send more than one link at the time within few clicks.

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19.How many transactions can be processed per Day?

The transaction limits, count and volume will be agreed with each individual merchant & set up as per agreement & risk parameters.

20.What Cards can be used through Tijarati Pay?

All Type of cards can be used whether it's Debit card, Credit Card, or Prepaid card.

21.For how long is the Link Valid?

Link will be Valid for 24 hours.

22.Can the receipt be sent to the client?

Yes, Merchant can send the invoice using any of shared enabled apps.