

Nations Trust Bank Private Banking Mastercard Credit Card Rewards Programme

1. How do I enroll in the Rewards programme?

The Private Banking Mastercard Credit Card is eligible to earn Rewards Points and is automatically enrolled in the programme.

To find out more, call us at +94 11 441 4155 or visit Nations Online Banking or via your Nations Direct Mobile Banking app.

2. Will I earn Rewards Points on my supplementary card?

Yes, eligible spending on your supplementary card will earn Rewards Points. All points earned through Supplementary Card transactions will be credited to the corresponding Primary Cardholder account.

3. What can I get for my points?

Your points give you access to a wide range of exciting rewards. You can enjoy over 100 redemption offers under categories such as Shopping, Beauty & Wellness, Travel & Leisure, Wine & Dine, Online stores etc.

Visit [Rewards Redemption](#) to explore more.

4. Can anyone else use my points?

As the Primary Cardholder, you are the only person who can redeem the points in your Rewards Points account.

5. What are the reasons for losing my Rewards Points?

You may lose points in the following circumstances:

- If your points expire before use
- If you do not make your required monthly payment on time
- If you cancel your Card
- If we cancel your Card
- If your Rewards Account is cancelled

Earning Points

1. How do I earn points?

You can earn Rewards Points for all eligible purchases made with your Card.

- Earn Double Rewards Points for every LKR100 on eligible overseas transactions.
- Earn 1 Rewards Point for every LKR100 spent on all other eligible spend

2. What is the validity period of my Rewards Points?

All earned points shall expire at the end of two years from the accumulation date, giving you the freedom to indulge when it matters most.

3. Can I transfer points to a friend?

No, Rewards Points cannot be transferred to another Rewards Account.

4. How do I check my points balance?

Simply log in to your Nations Online Banking account or the Nations Mobile Banking app. You can also view your rewards details in your monthly credit card statement.

Redeem points

1. How to redeem my points?

Simply log in to your Nations Online Banking or the Nations Mobile Banking App. Alternatively, you may call us at +94 11 4414155.

Click [here](#) to view our step-by-step guide for the redemption option.

2. What can I redeem with my Rewards Points?

You can redeem your Rewards Points for a wide range of exciting options, including top-brand merchandise, gift cards and certificates, premium travel and entertainment options, as well as for Airiles.

Click [here](#) to explore.

3. How do I convert my Rewards Points to Airmiles & which Airlines are available?

You can convert your Rewards Points into Airmiles with our participating airline partner, SriLankan Airlines FlySmiLes.

To redeem your Rewards Points for Airmiles, please contact our 24-hour Customer Service Hotline on +94 11 4414155

4. Can I transfer points into someone else's frequent flyer account?

No, Rewards points can only be transferred by you into an account in your name.

5. I've transferred points from my Rewards account to my frequent flyer account. Can I transfer them back?

No. Once points are transferred, the transfer cannot be reversed.

5. What is the validity of the Airmiles which I redeemed?

The validity period for airmiles is subjected to the terms & conditions stipulated by the respective airlines. Please directly check with the airline before redeeming your Rewards Points.

6. Are there any restrictions as to when I can use vouchers?

Each voucher will have a validity period and the vouchers needs to be utilized within the given period. Voucher validity period cannot be extended.

7. Can I cancel or exchange the vouchers that I have redeemed?

Once you redeem points for vouchers, they are not refundable, replaceable, or redeemable for cash, credit or points.