

UNBmiles - FAQ's

- What is UNBmiles Program?

UNBmiles Program (defined below) is Abu Dhabi Commercial Bank PJSC (“ADCB”) points based rewards program applicable only to former UNB credit cards and debit cards or such products approved by ADCB in its sole discretion.

- How can a Customer enroll in the UNBmiles Program?

As a former UNB credit card & debit card Customer (defined below), Customer is automatically enrolled into this UNBmiles Program.

- How does a Customer earn UNBmiles?

Customer just need to use former UNB credit card & debit card for retail purchases and earn UNBmiles (defined below).

- How many UNBmiles will a Customer earn?

* Former UNB Credit Card: Depending on the card selected, the Customer can earn up to 3 UNBmiles per 1 AED Spend.

* Former UNB Debit Card: up to 1.5 UNBmiles for AED 1 Cross-border (international currency) spend.

- What can a Customer do with UNBmiles?

A Customer can redeem his/her UNBmiles for a variety of travel rewards. A Customer can also use his/her UNBmiles for other categories & gift vouchers at select merchants.

- Can a Customer convert UNBmiles into cash?

No. UNBmiles are not convertible to cash at the moment.

- What is the value of UNBmiles?

1 Mile = AED 0.007.

- Does UNBmiles expire?

Yes: UNBmiles validity is 2 years from the date of accrual.

- How can a Customer transfer UNBmiles?

UNBmiles are not transferable.

- What will happens to UNBmiles in case a Customer cancel my former UNB credit & debit card?

UNBmiles earned will be cancelled if a Customer close/cancel the former UNB credit or debit card.

- How many UNBmiles does a customer require to start redeeming?

Customer should refer to the respective travel reward or gift or voucher and corresponding UNBmiles that the Customer require to redeem such product.

- Can a Customer use his/her former UNB credit card to pay for rewards in case a Customer is short of UNBmiles?

Yes, a Customer can have various combinations of UNBmiles plus cash (using former UNB Credit card) on the travel site only. For other redemption options, card cannot be used and the exact number of UNBmiles will be required.