

Fino Reward Points: FAQs

Q. What is Fino Reward Points?

Answer: Fino Reward Points is a loyalty reward program offered by Fino Payments Bank to their customers through the FinoPay mobile application. Customers accumulate Fino Reward Points by participating in transactions or engaging in designated events during specified campaign periods.

Q. How can I earn Fino Reward Points?

Answer: Customers will earn Fino Reward Points on selected financial and non-financial transactions (Only successful) made through the FinoPay Mobile app (only on Android). Applicable during the offer period only.

Q. Do I need to enter a coupon code to earn Fino Reward Points?

Answer: No, there is no requirement for customers to enter a coupon code to earn Fino Reward Points.

Q. How can I view my Fino Reward Points balance?

Answer: Please follow steps to check your Fino Reward Points balance:

1. Log in to the FinoPay mobile application.
2. Navigate to the Rewards Icon located at the bottom of the dashboard screen.
3. Select the Wallet icon.

Q. Where can I find my earned scratch card?

Answer: Please follow steps to check your earned scratch card:

1. Log in to the FinoPay mobile application.
2. Navigate to the Rewards Icon located at the bottom of the dashboard screen.
3. Choose Rewards.

Q. Is there a limit to the number of Fino Reward Points customers can earn in a month?

Answer: Yes, customers can earn a maximum of up to 500 Fino Reward Points across all active campaigns in a month.

Q. Is there a limit to the number of Fino Reward Points customers can earn per transaction?

Answer: Yes, customers can earn a maximum of up to 50 Fino Reward Points per transaction.

Q. What is the process for redeeming Fino Reward Points?

Answer: Please follow below steps to redeem Fino Reward Points:

1. Log in to the FinoPay mobile application.
2. Navigate to the Rewards Icon located at the bottom of the dashboard screen.

3. Select Wallet.
4. Click on the Redeem button.
5. Choose the desired gift voucher displayed on the screen.
6. Click on Redeem.
7. Enter the recipient's name, email ID, and click on Buy.

Note: The customer will receive the gift voucher via email ID.

Q. How do I enrol in the Fino Reward Points loyalty program?

Answer: To enrol in the Fino Reward Points loyalty rewards program, simply download the FinoPay app and create an account or login with existing Fino payments bank account. Upon successful registration, you'll automatically become a part of the program.

Q. Is there an expiration period for Fino Reward Points?

Answer: No

Q. What is the value of 1 Fino Reward points in Fino Payments Bank?

Answer: Fino Reward points is equal to 0.10

Q. Can I transfer my Fino Reward points to another user's account?

Answer: Currently, Fino Reward Points are non-transferable and can only be redeemed by the account holder who earned them.

Q. How frequently are new rewards or promotions introduced in the loyalty program?

Answer: Fino Payments Bank periodically introduces new rewards, promotions, and special offers as part of the loyalty program. Keep an eye on notifications, offers section and updates within the FinoPay app for the latest opportunities to earn and redeem rewards.