

Diners Club CashBack Rewards Programme

Frequently Asked Questions (FAQs)



1. INTRODUCTION

The Diners Club CashBack Rewards Programme is our new, simplified rewards system that lets you earn real cash every time you spend using your Diners Club Credit or Charge Card. Your earned CashBack is credited directly to your Diners Club account - no conversions, no hassle, just real value for your spend.

2. JOINING THE CASHBACK PROGRAMME

Q1. How do I join the CashBack Programme?

You can join by emailing custserv@dinersclub.co.za or calling Member Services on 0860 (DINERS) 346 377.

Q2. Is there a cooling-off period after joining?

Yes. You have a 7-day cooling-off period from the date of registration. If you choose to cancel within this period, you'll receive a full refund of the membership fee.

3. EARNING CASHBACK

Q3. How do I earn CashBack?

CashBack is earned on qualifying transactions made using your Diners Club Credit or Charge Card, including any linked secondary cards.

CashBack is calculated based on your monthly spend tier:

Monthly Spend	CashBack Earn Rate
R0 – R15,000	0.50%
R15,001 – R35,000	0.55%
R35,001 – R55,000 and above	0.60%

We may change the Earn Rate from time to time however we will give you notice via email and the Diners Club website www.dinersclub.co.za.

Q4. Are there any transactions that don't qualify for CashBack?

Yes. CashBack is not earned on:

- ✓ Gambling transactions
- ✓ Fuel purchases
- ✓ Inter-account payments and transfers
- ✓ ATM withdrawals and over-the-counter cash withdrawals

Q5. Do I need to maintain my account in good standing to earn CashBack?

Yes. Your Diners Club account must be in good standing to earn CashBack. If your account falls behind, you won't earn CashBack until it's reinstated.

Q6. Can I earn both ClubMiles and CashBack?

No. You cannot subscribe to both programmes at the same time.

4. CASHBACK FEES

Q7. Is there a fee to join the CashBack Programme?

Yes, the programme is subject to a membership fee. For the latest pricing, please visit our website at www.dinersclub.co.za.

Q8. Can Diners Club change the fees?

Yes, we may change the fees with 20 business days' prior notice. Business days exclude weekends and South African public holidays.

5. CASHBACK BENEFITS

Q9. Why should I choose CashBack?

- ✓ Real Value: Receive real cash instead of reward points or miles.
- ✓ Ease of Use: No conversions, just straightforward benefits.
- ✓ Greater Flexibility: Use your cash rewards however you choose.
- ✓ Appreciation: It's our way of rewarding your loyalty.

6. ENDING YOUR MEMBERSHIP

Q10. How can I cancel my CashBack membership?

You may cancel your membership at any time by emailing custserv@dinersclub.co.za or calling Member Services on 0860 (DINERS) 346 377 or +27 11 358 8406.

Q11. Can Diners Club cancel my membership?

Yes, Diners Club may terminate your participation if:

- ✓ Fraudulent CashBack earning is suspected
- ✓ Your account is closed by you or us
- ✓ You breach these Terms and Conditions
- ✓ You fail to pay membership fees

7. COMPLAINTS AND QUERIES

Q12. Who can I contact if I have questions or complaints?

For any queries or complaints, please contact Member Services:

- ✓ Phone: 0860 (DINERS) 346 377 or +27 11 358 8406
- ✓ Email: custserv@dinersclub.co.za

Disclaimer: Terms and Conditions apply. Diners Club reserves the right to update or change the programme and these FAQs at any time with notice.