

Capitec and Cashbuild reward: Frequently asked questions

1. How do I get cash back at Cashbuild?

To get 1% cash back on your in-store or online Cashbuild purchases, you will need to join Live Better on our app and pay for your purchase with your Capitec card (debit, credit or virtual).

2. How can I join Live Better?

- Existing clients with an active Global One account can follow the prompts on our app to accept the Live Better Agreement, or visit a branch to do this. Once you join Live Better, your Live Better savings will become active and you'll be eligible for rewards – this is the account where your cash back will be paid into every Live Better day on the 10th of the month
- New clients can join Live Better when they open their Global One account on our app or at a branch

3. Can I get cash back if I didn't join/am not registered for Live Better?

No, you must join Live Better and register for your Live Better savings before you can start accumulating cash back.

4. When does my cash back get paid into my Live Better savings?

Cash back will be paid into your Live Better savings on the following Live Better day, the 10th of every month (the month after your purchase) as per the Live Better Agreement.

5. Does my cash back expire?

No, your cash back will never expire.

6. How do I spend or redeem my cash back?

1. Open the Capitec app
2. Tap **Transact**
3. Tap **Transfer money**
4. Choose from **Live Better Savings**
5. Choose to **Savings Account**
6. Enter the amount to be transferred and a description, if needed
7. Tap **Transfer**

The amount you chose to transfer will then be available to spend in your main transactional savings account.

7. How do I check my cash back balance and account details?

1. Open the Capitec app
2. Tap **Live Better Savings**
3. Tap **Options** in the top-right corner
4. Tap **Account details** and view all your Live Better savings info

8. Do I still get cash back if I don't pay with my Capitec card?

No, you will only get cash back if you pay for your purchases with your Capitec card (debit, credit or virtual).

9. Who do I contact if I have questions or queries?

For any reward queries or questions, contact our 24hr Client Care Centre on **0860 10 20 43** or email **ClientCare@capitecbank.co.za**.