

# bm offers app – FAQs

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## 1. What is bm offers App?

The bm offers app enables users to browse through offers available at restaurants, spas, hotels, fitness outlets, entertainment and many more categories. The app has many more exciting services as mentioned below –

- View & Redeem Coupons
- View & Apply for Bank Products
- View Airport Lounges
- Book Appointments
- Customer Notifications
- Refer a Friend
- View Branch / ATM / CDM locations.

## 2. How do I download the bm Offers App work?

Download the app from the following marketplaces

- Apple app store
- Google play store
- Blackberry World
- Windows store

## 3. How do I register for the bm Offers App?

- You can sign in via Facebook / Gmail or you can also do a manual registration by filling up simple details like name, email id, mobile no, age and gender.
- The App starts looking for the offers available across various categories like Restaurants, Spas, Hotels, Entertainment, etc.
- Nearby Merchant/Offer list is displayed if location service is ON else the list will be displayed in alphabetical order.
- The users can avail or redeem the offers at the respective outlets. The offers can be claimed directly at Merchant outlet whereas the coupons will require Coupon Code, your PIN & Merchant PIN for redemption. As a user you have to set the permissions in the category list (in my profile page) for which you want the offers to be listed.

## 4. Do I have to register somewhere to use the App?

If you are signing in for the first time you may have to register your details by clicking on the New User? Sign Up button. Enter the required details to create your account.

5. How do I retrieve my PIN to log into my account if I have forgotten it?  
On the App there is a Forgot PIN link on the Login page.
6. How long is my bm Offers App registration valid?  
Registration to the app is just one time activity and your account is valid till lifetime until you have the App installed on your device.
7. Can I access the offers on different devices?  
There is no restriction on the number of devices you can login simultaneously with same login credentials.
8. How many offers are available in the bm Offers App?  
bm Offers Mobile app keeps updating the list of offers by different merchants. User can keep on scrolling on the offer list to get the merchants running different offers and choose to avail/redeem as they wish.
9. Which are the languages bm Offers mobile App is available?  
Currently the mobile app is available in English & Arabic only, bm Offers App is free to download and can be easily found on your smartphone's app store. The APP is bi-lingual with English and Arabic languages.
10. How do I change the language settings in my App?  
The bm Offers App is bi-lingual with English and Arabic languages via toggle button on the mobile app allowing users to switch between the languages before the journey of mobile app begins. Users have to choose the language option before login in the login/register page or they can change language from My profile page post login.
11. How many offers may I avail/redeem at one time?  
Users can redeem any number of offers over a period of time, however if the user has redeemed a particular offer then he/she may not be able to redeem again the same offer.
12. How do I redeem a Coupon?  
Search for the merchant Coupon within the App. Then tap redeem and enter in your unique PIN number. The merchant will then enter their PIN number to acknowledge that they are accepting the offer. User will be provided with option to redeem an offer from a particular Store outlet. User will be able to view Redeem button in Offer detail page.
  - On click of Redeem, user will ask the Merchant to enter his PIN.

- Once Both PIN are Validated from System Backend DB, the particular offer for the specific product will be availed for user.

**NOTE:** Redeem process is a physical approach and user has to be in or near a store outlet to get the Merchant PIN entered in the App. Further, the user need to have a specific type of card that is applicable for the coupon. Only Registered user will be able to avail option to REDEEM.

13. Can I share my offers with friends and family?

Yes, you can share the offers. This is a feature that lets you send offers to your friends and family from the app without them having to log in to your account. Just click on the share icon against an offer displayed, the app will evoke your sharing options in your smartphone. Sharing can be done by sms, whatsapp, emails, social media etc.

14. What happens if the person I am sharing the offers to does not have the bm Offers App?

When you will share an offer to a friend, they will receive a message/email along with a URL telling them that you have shared them offers. They can then download the App from the URL and register for to accept the offers.

15. How many offers can I share?

There is no restriction to share the offers to family or friends. Same offer can be shared to one contact and multiple contacts.

16. What are the restrictions on the App Usage?

- A single offer can't be availed multiple times by the samecat user.
- As a user you have to define the permission on the category list in My Profile page to view the offers in your offer list.
- There will be few offers within APP, which can't be availed / redeemed by all synonymous users until he/she is an Asalah Customer to Bank Muscat.
- Services like 'Asalah', 'Book Priority Appointments' and 'Lounge' can only be accessed by Asalah Customers to Bank Muscat

17. What offers are in VISA category?

- Bm offer is now a step ahead in being One point stop for customers to see all the offers on bank muscat debit and credit cards.
- Now see MORE bank muscat VISA Card offers on bm Offer app as we have now integrated with VISA for international offers on VISA Credit cards !
- A new section "Visa" is added in Category, where you can see bank muscat VISA Credit Card offers applicable in Oman / worldwide for different card types.

18. I forgot my PIN. How can I sign in to the bm Offers App?

If you forget the PIN for your bm Offers account then simply click/tap on the 'Forgot PIN' link in login page of the App. You will receive an e-mail in your registered email id from us with your new

login PIN.

19. Will my App be linked to my Bank account?

No, your bm offers App will not be linked to your Bank account or Mobile Banking App. You will seamlessly be able to monitor your order history, redemption history and savings achieved through the bm Offers App only.

20. Do I need an internet connection to redeem bm Offers App's offers?

To use the bm offers app and access features such as redeem, share etc. users will need either a Wi-Fi or 3G connection

21. Do I need to enter my credit card details to redeem any offer?

No, not required. There is no need for credit card during the entire process of mobile app.

22. Can I see how much I have saved?

Based on the offers redeemed, the users will be able to gauge the savings made by them using the bm offers App. Every offers published will have savings associated with it.

23. Do I have to pay for the bm Offers App?

Bm, Offers App is free to download and can be easily found on your smartphone's app store. bm Offers App is available in the respective app stores just for free. Any synonymous user can able to download the app for free and use it irrespective of he/she a Bank Customer or not.

24. How can I contact you for support/questions?

We have many contact points for our customers to reach us and are more than happy to help you.

Email us: [customerservice@bankmuscat.com](mailto:customerservice@bankmuscat.com)

Get in touch on our website: <https://www.bankmuscat.com>

Drop us a line on Twitter: @bankmuscat or @bankmuscatcare

Call us : 24795555

25. What is Priority Lounge?

Priority Lounges is an airport lounge access program for asalah Platinum debit cardholders. It provides airport lounge access to asalah customers at select airports. You can access the select lounges by simply showing your asalah debit card at the lounge's reception. Whether you're a frequent or a seasonal traveler, Priority Lounges can ensure that your journey always begins stress-free in one of 75+ airport lounges worldwide. For more information go to [www.velocelounges.com](http://www.velocelounges.com) and enter the first six-digits of your asalah debit card in the "Lounge/Outlet Finder" on the main page to see an updated list of lounges and the facilities available at each lounge.

26. Can my lounge entry be used by someone else?

No. Access to lounges is non-transferable. When you access a lounge, the staff will check that the name on your card matches your boarding pass.

27. What is your lounge guest policy?

Free access is available for the cardholder only. You'll be charged a per-person, per-visit fee for guests. The number of accompanying guests allowed varies between lounges.

28. How do I find out whether there's a lounge in the airport I'm flying through?

Up-to-date details of lounges for the Asalah Platinum debit card in our program are available on: [www.velocelounges.com](http://www.velocelounges.com) or use the lounge search function within the app.

29. Can I use the lounges regardless of the airline and class of travel I'm flying on?

Yes indeed. Our service is available to Asalah cardholders regardless of the airline and class of travel flown on.

30. When can I make an appointment?

The appointment booking service is available 24 hours a day. The earliest booking date is the next working day and appointments are available within the selected Asalah center's working hours.

31. How can I make an appointment?

You can book an appointment through the app by selecting the Priority Appointment's tab or through our website [www.bankmuscat.com](http://www.bankmuscat.com). You can then select the Asalah center you prefer to visit and the products/services that you are interested in.

32. If I make an appointment online, can I change or cancel it through the telephone system?

Yes. The online and telephone appointment booking can be changed by writing to [asalah@bankmuscat.com](mailto:asalah@bankmuscat.com) or calling the Asalah call center at 24779999.