



FAQ's

FAB SME Rewards Programme

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Q1. What is FAB SME Rewards?

FAB SME Rewards is a consumer benefits marketplace which provides range of lifestyle, entertainment, travel, dining & hospitality benefits/rewards to FAB SME customers.

Q2. How do I see my benefits?

Just login to website with your membership ID (sent to you in your welcome email by FAB). You will receive an OTP on the registered mail ID & mobile. Post registration, please login to your profile and explore the benefits.

Q3. Where to raise any issues regarding vouchers generation?

Please reach out to smerewards@bankfab.com or call toll-free **800-0321-280** (Mon-Fri, 9 AM to 7 PM GST) for any clarifications/queries or grievances. They will do the best they can to assist you.

Q4. Who is eligible for the benefits?

Who receive the membership id from FAB is eligible for all the benefits as per the membership id.

Q5. How many memberships I can add?

You can add multiple memberships given by the bank from the profile tab.

Q6. Which helpline numbers to use in case I'm stuck by an emergency?

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Q7. What are the details do I need to update for registering the membership ID?

You need to validate your membership ID, post captcha validation – you are required to enter your full name, email address, mobile number, and the OTP verification to be done for mobile number & email address both.

Q8. How can I reset my password?

You can reset your password upon clicking on the forgot password link and follow the instructions.

Q9. Which all details can I edit from the Profile page?

You can edit your address and mobile number from the profile page. Your mobile number can only be changed once your email address & new number has been verified via OTP.

Q10. Can I amend/ cancel my redemption?

Rules for Amendment/Cancellation of the redeemed benefit varies across the benefit being offered. You may check the respective benefits page for more details on same