

Frequently Asked Questions (FAQs)

Q: Who is eligible to participate in this campaign?

All Zindigi Freelancer Account Holders who receive USD remittance(s) via IBAN or PayLink are eligible

Q: How can a Freelancer Account be opened?

Through the Zindigi App: Login your Zindigi App > Go to Hamburger Menu (three horizontal lines on top left corner) → Upgrade Account → Ultra Freelancer.

Note: Sign up for Zindigi account to login if you are not already a Zindigi account holder.

Q: Are all international payments eligible for the offer?

Only freelance or commercial payments are eligible for cashback & lucky draw entries

Q: Where can I find my IBAN?

Login your Zindigi App > Go to Hamburger Menu (three horizontal lines on top left corner) > you will find your IBAN on the top

Q: How can I receive my Freelance Income on IBAN?

Share your IBAN with your overseas client and get paid digitally (through a banking App) or via normal remittance channels

Q: What is the PayLink option of receiving my freelance income from my international clients?

PayLink is the latest feature offered to Zindigi Freelancer accountholders, all you need is to get your account upgraded to Ultra Freelancer> Get registered for PayLink> Generate PayLink & share with your overseas client. Clients will simply click on the link and pay through their Debit/ Credit cards

Q: How do I register for PayLink?

- Log in to Zindigi app → on Home Screen select Transfer Money → Receive Money > PayLink.
- Enter KYC details.
- Your PayLink registration request will be parked for review. The request will be approved or rejected within 2 working days.

Q: How do I generate a PayLink?

Once your PayLink registration request is approved, you will be able to generate PayLink. Log in to Zindigi app → Transfer Money → Receive Money > PayLink. → Go to Generate Payment Link → Enter details (amount, description) → Click “Create Link” → Share with

Q: Is there any Limit on amount or number of transactions eligible for the Cash back

No. Receive as many transactions as you want during the campaign period, all eligible transactions will be rewarded cash back & lucky draw entries

Q: What is the maximum amount that I can receive as a cash back reward on my qualifying USD remittances?

PKR 3,000/-, if your remittance transaction amount is => USD 300

Q: Can I still get cashback if my client sends money in another currency?

Only USD transactions qualify for cashback and lucky draw entries. Pro Tip: Just ask your client to send the payment in USD to make sure you earn your reward!

Q: The money I receive through PayLink is in PKR how does that work?

When you generate a PayLink, you enter the amount in USD, and your client pays against it.

We automatically keep a record of how much USD corresponds to the PKR you received — so your cashback and lucky draw entries stay fully valid!

Q: How will I receive my cashback?

Cashback will be credited directly into your Zindigi wallet within 5 working days after the USD amount is received

Q: How do I enter the lucky draw?

Every qualifying USD transaction ($\geq$ USD 100) automatically earns you one lucky draw entry. More qualifying transactions > more lucky draw entries > increase your chances of winning the MacBook

Q: When will the lucky draw take place?

The lucky draw will be conducted within 2 weeks after the campaign ends

Q: What is the grand prize?

The grand prize winner will receive a brand-new

Q: How will winners be informed?

Winners will be contacted through official Zindigi communication channels only