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About Robi Elite

At Robi, we inculcate a customer-focused culture in every step of your journey. One of our core values is “Customer Centricity” and we continuously strive to provide our customers with the best services. Over the years, Robi has established itself as a company that is always committed to bring a new experience in your life.

Robi Elite is dedicated for our esteemed Robi users to let you earn rewards you really, really want — from your go-to brands to your favorite delivery places – all in one platform. Additionally, receive bonus coins, special privileges and local offers just for being a Robi Elite.

Check Robi Elite category:

You can check your Robi Elite category by following any of the following methods:

- USSD: Dial *1213*1#
- SMS: Type CAT and send free SMS to 1213
- My Robi App: Check your Robi Elite category in the My Robi homepage anytime. Download My Robi app: Google Play Store, and App Store
- Robi website: Check your Elite category here

Last three months average spend including VAT & SD (BDT)

Network Age	Classic (non-elite)	Gold	Diamond	Platinum	Select
< 3 months	all	n/a	n/a	n/a	n/a
3 Months - <1 Year	<300	300-799	800-2399	n/a	>2399
1 Years - <3 Years	<300	300-799	800-1799	1800-2399	
3-10 Years	<300	300-799	800-1799	1800-2399	
10 years +	<300	n/a	300-799	800-1799	>1799

Select

Select is the top-most tier of Robi Elite, who are entitled to the very best of our benefits:

- Elite Dining: Enjoy buy-one-get-one offers on buffet meals at the five-star hotels in the country. Find our partners [Click here](#)
- 1900 Tk rate for Robi Select Elite customers only. This offer can be availed with 1 additional guest





- Priority Service: Enjoy queue-less service at Robi Contact Center and token based e-appointment service at all Robi Sheba outlets across the country.
- Discount offers at Robi Elite Partners: Get exclusive discounts at our partner outlets across Bangladesh, including food, online shopping, fashion and lifestyle, electronics and gadgets, hotels and resorts, health and beauty, automobile solutions, photography, super shops and many more. Check your Robi Elite offers [Click here](#).

Platinum

Platinum is one of the top tiers of Robi Elite, who are entitled to the very best of our benefits:

- Elite Dining: Enjoy buy-one-get-one offers on buffet meals at the five-star hotels in the country. Find our partners [Click here](#).
- Robi Coins: Earn more Robi Coins on every spend with Robi. To know more, [Click here](#).
- Free SIM Replacement: Get free SIM replacement services at all Robi Sheba outlets across the country. Free doorstep service available for Sim replacement within Chittagong, Dhaka, Sylhet, Khulna and Rajshahi metro areas
- Priority Service: Enjoy queue-less service at Robi Contact Center and token based e-appointment service at all Robi Sheba outlets across the country.
- Discount offers at Robi Elite Partners: Get exclusive discounts at our partner outlets across Bangladesh, including food, online shopping, fashion and lifestyle, electronics and gadgets, hotels and resorts, health and beauty, automobile solutions, photography, super shops and many more. Check your Robi Elite offers [Click here](#).

Diamond

Diamond Elites are one of the top segments of Robi customers, who are entitled to amazing benefits:

- Robi Coins: Earn more Robi Coins on every spend with Robi. To know more, [Click here](#).
- Free SIM Replacement: Get free SIM replacement services at all Robi Sheba outlets across the country. Free doorstep service available for Sim replacement within Chittagong, Dhaka, Sylhet, Khulna and Rajshahi metro areas
- Discount offers at Robi Elite Partners: Get exclusive discounts at our partner outlets across Bangladesh, including food, online shopping, fashion and lifestyle, electronics and gadgets, hotels and resorts, health and beauty, automobile solutions, photography, super shops and many more. Check your Robi Elite offers [Click here](#).

Gold

Gold Elites are one of the top segments of Robi customers, who are entitled to amazing benefits:

- Robi Coins: Earn more Robi Coins on every spend with Robi. To know more, [Click here](#).
- Free SIM Replacement: Get free SIM replacement services at all Robi Sheba outlets across the country. Doorstep service available for free Sim replacement within Chittagong, Dhaka, Sylhet, Khulna and Rajshahi metro areas (Delivery charge of BDT 60 will be applicable)
- Discount offers at Robi Elite Partners: Get exclusive discounts at our partner outlets across Bangladesh, including food, online shopping, fashion and lifestyle, electronics and gadgets, hotels and resorts, health and beauty, automobile solutions, photography, super shops and many more. Check your Robi Elite offers [Click here](#).

FAQ





being a Robi Elite.

2. How can I check my Robi Elite status?

You can check your Robi Elite status through the following channels:

- USSD: Dial *1213*1#
- SMS: Type CAT and send to 1213 (Toll free)
- My Robi App: Check your Robi Elite Status in the home page of My Robi app anytime.
- Robi website: Check your Elite category here

3. How can I be a Robi Elite?

You can become a Robi Elite if your average spend in the last 3 months is greater than BDT 300. The following grid shows the tier-wise breakdown of Robi Elite program:

Last three months average spend including VAT & SD (BDT)					
Network Age	Classic (non-elite)	Gold	Diamond	Platinum	Select
< 3 months	all	n/a	n/a	n/a	n/a
3 Months - <1 Year	<300	300-799	800-2399	n/a	>2399
1 Years - <3 Years	<300	300-799	800-1799	1800-2399	
3-10 Years	<300	300-799	800-1799	1800-2399	
10 years +	<300	n/a	300-799	800-1799	>1799

4. What are the benefits available for Robi Elites?

Category	Discounts at partner outlets	Additional Bonus on Robi Coins Earning	Free SIM replacement service	Free Doorstep Service Charge	Exclusive offers at 5-star hotels and Airport lounge access	Priority service and E-appointment at Robi Sheba & Robi Contact centers
Select	Yes	Yes	Yes	Yes	Yes	Yes
Platinum	Yes	Yes	Yes	Yes	Yes	Yes
Diamond	Yes	Yes	Yes	Yes		
Gold	Yes	Yes	Yes			

5. Can corporate customers be a Robi Elite?

Yes, corporate customers can be a part of Robi Elite program

6. Can postpaid customers be a Robi Elite?

Both Prepaid and Postpaid customers can be a part of Robi Elite program.

7. Are customers eligible for all the Elite Partner offers?

Only Elite customers are eligible for Partner offers. Select and Platinum customers are eligible for additional special Partner offers. For all available offers, please check the following link: www.robi.com.bd/en/personal/robi-elite/elite-partners

8. What additional benefits can Robi Elites get from Robi?

Robi Elite customers can avail following additional benefits with Robi:



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Loyalty Category	Bonus	Every 5tk (Excl.taxes)	Login Coins	Bonus	Usage Bonus
Platinum and Select	3000	4	5	7	400
Gold & Diamond	1000	2	5	7	200
Classic	100	1	5	7	100

- **Robi Sheba:**

1. Free SIM replacement services from 75 ROBI owned ROBI Sheba.
2. Doorstep service available in Dhaka and Chittagong metro area (Doorstep service charge is free for Diamond, Platinum and Select)
3. Priority service and e-appointment service (through web and SMS) to avoid any queue at Robi Sheba (applicable for Platinum and Select)

9. What benefits can Robi Elites get from partners?

- Robi Elite customers can get discounts at Robi partner outlets that include food, online shops, clothing, lifestyle, jewelry, leisure, healthcare and much more across Bangladesh.
- Platinum and Select customers can enjoy buy-one-get-one free buffet breakfast, lunch and dinner at some of the largest five-star hotels in the country.

To know about the Robi Elite offers at our partner outlets, please visit Robi website.

10.Are Classic (Previously Bronze) customers part of Robi Elite?

No, Classic customers are not part of Robi Elite

11.Is “Robi Elite” program for only Robi customers?

Yes, Robi Elite program is for Robi customers only.

12.What is the duration of a Customer’s timeline in a Loyalty Category?

A customer can remain in a particular Loyalty Category for a minimum period of 3 months.

+ Quick Links - Explore popular categories



Useful Links

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My Robi App



We are here to help



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