

MASHREQ SOLITAIRE CREDIT CARD –VEHICLE REGISTRATION (RENEWAL) & VEHICLE SERVICING PICK UP OR DROP SERVICE TERMS & CONDITIONS

Mashreq Solitaire credit cardholders are entitled to avail 1 complimentary Vehicle registration (renewal) pick up and drop in a year and 2 complimentary Vehicle servicing pick up or drop in a year subject to having a valid / active Solitaire Credit Card.

- This offer is valid only and eligible for the Mashreq Solitaire Credit Cardholders (“Cardholder”) issued in the UAE by Mashreq Bank psc (“Mashreq”)
- Utilization of the FREE service shall be subject to a minimum cumulative retail spends of AED 10,000 in the previous billing cycle (“Target Spend”) so that the Cardholder can avail the benefit in the subsequent billing cycle.
 - ❖ **Example** - Based on the retail spends between 9th of January' 18 to 8th February' 2018, the Cardholder becomes eligible for the service between 9th February' 18 to 8th March' 18
- In an event of the Cardholder does not meet the Target Spend criteria or Additional services (uses), the charge for the same will be debited to the Solitaire credit card at the cost mentioned in the below charges table.
- This service is available only within the city limits of Dubai and Abu Dhabi.
- No show for a confirmed booking will be counted as a service provided
- Charges for additional services (uses) are not reversible.
- Vehicle registration & servicing does not apply to export, sale or transfer of vehicle, nor does it apply to any commercial vehicles (i.e. trucks, pick-up vehicles, buses or vans (above 10 seater capacity) or motorcycles.
- Services are being provided through a third-party Derby Marketing LLC in Abu Dhabi
- Cardholder will need to have a valid / active Mashreq Solitaire Credit Card in order avail the Service. · Cardholder should write down their name and complete credit card number on the form.
- This service is provided by Derby Marketing is subject to availability of staff during the required time and date. · This service is offered at the sole discretion of the Bank and the Bank reserves the right to modify or vary the service. · Mashreq reserves the right to increase or decrease the number of complimentary services.
- Mashreq reserves the right to modify the monthly minimum spend criteria at its own discretion.
- Mashreq makes no warranties and assumes no liability or responsibility with respect to the services provided by the third party.

- Mashreq may, at its absolute discretion, exclude any account/card from the Offer without giving notice and/or reason, including, without limitation, accounts/card which it deems, in its absolute discretion, to be doubtful, delinquent or not managed in a satisfactory manner.
- In no event shall Mashreq, any of its affiliates, or any of its officers, directors, employees or agents be liable or responsible for any loss, damage or expense arising out of or otherwise related to this Offer
- Mashreq shall not be in breach of its obligations or otherwise be liable to continue this Offer as a result of any Force Majeure Event. A Force Majeure Event in these terms and conditions, shall mean circumstances beyond the reasonable control of Mashreq including, amongst other things, acts of God, industrial disputes, acts and regulations of any governmental or authority in any jurisdiction. In such circumstances, Mashreq's obligations to the Cardholder shall automatically stand discharged without the need to provide notice.
- These terms and conditions are in addition to the respective standard Mashreq Card terms and conditions. In the event of any inconsistency, these terms and conditions shall prevail. These Terms and Conditions are governed by and construed in accordance with the laws of the United Arab Emirates and the Emirate of Dubai.

Charges

The below mentioned charges will be debited to the card holder upon exceeding the permitted usages in a year or in the event of not meeting the spend criteria for this service.

Car Registration	
Service Area	Amount
Dubai (Within City Limits)	AED 150 per service
Abu Dhabi (Within City Limits)	AED 250 per service

Car Servicing	
Service Area	Amount
Vehicle Servicing (DXB) – One Way	AED 140 per service
Vehicle Servicing (DXB) – Return	AED 220 per service
Vehicle Servicing (AUH) – One Way	AED 175 per service
Vehicle Servicing (AUH) – Return	AED 300 per service

With effect from 1st January 2018, all fees & charges mentioned are subject to additional 5% Value Added Tax.

Service provider Terms & Conditions

- Apart from the above services, all other Government fees, fines, product cost, third party charges etc. will be charged on actuals to the cardholder as applicable. Additional 5% VAT will be applicable on all invoices sent to the First Party.
- All services will be provided within the same Emirate within city limits only.
- Vehicle Registration, Vehicle Servicing and Airport Transfer services need to be booked 72 Hours in advance with the Call center.
- Terms and Conditions for each service are mentioned below.
- The Call center timings are 9:00 am to 5:00 pm Saturday to Thursday and will be closed on public holidays.
- For all concierge services, the Call center is to be contacted and service bookings are to be done as per guidelines specified.
- Services will only be charged to the credit card.
- In addition to service fees, government fees, fines and products will be charged as applicable. Additional charges may apply based on location and distance.
- All services will be provided within the same emirate.
- Inter-emirate service will not be allowed.
- Each service has its limitation and restriction which are governed by UAE laws, merchant rights and regulations.

Vehicle Registration

All relevant documents and information required by the traffic department are to be provided by the Cardholder. The vehicle and the documents will be collected from the Cardholder and shall be returned once the registration is completed.

Conditions:

- The service is to be booked 72 hours in advance with the Call center.
- All fines and charges are to be cleared in advance or the amount has to be paid to the Call center to clear the fines on the Cardholder's behalf.
- During the time of registration in case there are any fines or charges that are yet to be cleared, the vehicle will be returned back to the customer and the service will be counted as service utilized.
- Vehicle registration is applicable only to renewal of registration and not to new registration.
 - o If the vehicle fails the registration check, the vehicle will be returned to the customer and the service will be counted as service utilized.
- The Call center will collect the vehicle and documents from the city/ emirate in which the vehicle is registered.
 - o Vehicle Registration does not apply to export, sale or transfer of vehicle, nor does it apply to any commercial vehicles (i.e. trucks, pick-up vehicles, buses or vans

(above 10 seater capacity) or motorcycles.

- The Call center will not be responsible if the vehicle fails the registration check. In this scenario, it will be counted as one service utilized.
- This service is provided within Dubai and Abu Dhabi in the city limits only.

Vehicle Servicing

Before reserving the service, Cardholder must ensure to confirm the appointment with the service center. The vehicle will be collected from the Cardholder and will be delivered back once the service is completed.

Conditions:

- The service is to be booked 72 hours in advance with the Call center.
- Vehicle service does not apply to export, sale or transfer of vehicle, nor does it apply to any commercial vehicle (i.e. trucks, pick-up vehicles, buses or vans (above 10 seater capacity) or motorcycles.
- One way service will be counted as one service utilized.
- This service is provided within the Dubai and Abu Dhabi and in city limits only.

Service booking process

- All booking requests will be taken by the Derby contact center. The Cardholder would need to provide his/her full name along with their 16-digit card number to the contact center. Upon eligibility validation the contact center will provide the respective service to the Cardholder. Eligibility validation includes manual check of the BIN number of the credit card and the number of complimentary services the Cardholder eligible for.
- The Derby contact center will adhere to the terms and conditions while accepting service requests from Cardholders and may decline services if the Cardholder doesn't adhere to the Terms and Conditions.
- The Derby contact center will not be able to validate the status (active, inactive, suspended etc.) of the card numbers being provided by the Cardholders and hence will provide services to the Cardholders as normal as per their eligibility.
- The First Party will provide an Excel file format to the Derby contact center which will be duly filled with the Cardholder's service details and shared with the first party on a monthly basis.