

Terms & Conditions

Mashreq Gold New Customer Early-Bird Campaign

Cumulative cashback rewards of up to AED 4,000 credited to new customers who meet the requirement of this campaign ("**Campaign**").

CAMPAIGN PERIOD	PARTICIPATION	CAMPAIGN ELIGIBILITY	CAMPAIGN CASHBACK ³
10 th October 2024 to 31 st January 2025 (both days inclusive)	New Mashreq Gold Customers	Transfer of salary within 90 days of account opening	Up to AED 1,000 in additional salary transfer bonus
		Successfully execute international cross-currency remittance transaction(s) within 90 days of account opening	Cashback of up to AED 500

Mashreqbank PSC ("**Bank**" or "**Mashreq**" or "**Mashreqbank**") has launched this campaign "**Mashreq Gold New Customer Early-Bird Campaign**" for its new Mashreq Gold customers

What are the Campaign terms and conditions?

1. This Campaign is valid during the period from 10th October 2024 to 31st January 2025 both dates inclusive (the "**Campaign Period**") for all natural persons (other than existing customers of the Bank who hold an inactive relationship or who held an account, product or relationship with the Bank 12 months prior to applying for the Mashreq Gold Account) who open a new Mashreq Gold Account during the Campaign Period and meet any one Mashreq Gold eligibility criteria ("**New Customer**").

2. Mashreq Gold eligibility criteria can be accessed at: <https://www.mashreq.com/en/uae/gold/our-approach/eligibility/>

If you are an existing customer of the Bank holding an inactive relationship or holding an account, product, or relationship with the Bank 12 months prior to applying for the Mashreq Gold Account, then you are not eligible for this Campaign

What is the Campaign cashback payout?

3. The New Customer is eligible for a cashback bonus as per the below grid on meeting the below campaign eligibility criteria.

SALARY TRANSFER amount	Salary Transfer Bonus	ADDITIONAL BONUS (if the salary is transferred within the first 90 days of opening the account)	Total Salary Transfer Bonus
AED 50,000 and above	AED 2,500	AED 1,000	AED 3,500
REMITTANCE amount	Remittance Bonus (remittances are made within the first 90 days of opening the account)		Total Remittance Bonus
AED 3000 – AED 9,999	AED 50		AED 50
AED 10,000 – AED 24,999	AED 100		AED 100
AED 25,000 and above	AED 500		AED 500
Cumulative Salary Transfer and Remittance Bonus			
up to AED 4000			

Salary Transfer Bonus

4. The Salary Transfer bonus is based on the calculation of the first salary only and will be credited in equal monthly installments over a period of six (6) months to the New Customer's account with the Bank where the salary is being transferred. An additional amount of AED 1000 will be added to the Salary Transfer bonus if the salary is transferred within 90 days of opening of the Mashreq Gold Account.

e.g.

if you transfer your salary of AED 55,000 during the first 90 days, you will be eligible for a bonus of AED 3,500 (AED 2,500 + AED 1,000 additional bonus)

5. If the amount of salary transferred in subsequent months decreases, the Bank reserves the right to adjust the bonus amount as per the new salary transfer amount, for the remaining instalments.
6. A salary transfer will only be recognized by the Bank if it is credited to the customer's account with the Bank by the customer's employer registered in the UAE using the correct channel and method recognized by the Bank. A remittance, direct transfer, cash, or cheque credit transaction by the employer will not be considered as a salary transfer transaction and will lose the eligibility of any benefits under this Campaign. An erroneous salary transfer description could also result in making the transfer ineligible for the above-mentioned bonus cashback.
7. For further details regarding salary transfer terms & conditions, refer to <https://www.mashreq.com/-/jssmedia/pdfs/gold/mg-salary-transfer-tc-en.ashx>.

Remittance Bonus

8. New Customers who perform an international cross-currency remittance transaction (minimum remittance amount AED 3,000) using QuickRemit or SWIFT on the Mashreq Mobile App or Mashreq Online Banking will be eligible for Remittance Bonus in form of a cashback equivalent to the cumulative value of eligible transactions performed within the first 90 days of date of opening of their Mashreq Gold Account.
9. Remittance Bonus is applicable for the cumulative remittances done from all the customer's accounts with the Bank.

Payout Schedule:

10. The full amount of Remittance Bonus and the first instalment of Salary Transfer bonus will be credited within sixty (60) days from the date of meeting the eligibility conditions.

e.g.

If you opened and activated your account on 10th of October 2024, and started transferring your salary from 15th of October, the first installment of your Salary Transfer bonus cashback will be credited by the 31st of December 2024.

e.g.

If you opened and activated your account on 10th of October 2024, and completed multiple international remittances until 10th of January 2025, the cashback pertaining to the total value of these remittances will be credited by the 10th of March 2025.

Additional Campaign conditions

Campaign Participation

11. Customers that have closed any Mashreq Bank account where they were a single or joint account holder within 12 months immediately preceding the date of opening the new Mashreq Gold Account are not eligible for this Campaign.
12. For joint accounts, only one reward will be given to the primary account holder.
13. This Campaign is NOT applicable for Mashreqbank staff.
14. Minor / Guardianship accounts are excluded from the Campaign.
15. The Bank reserves the right to disqualify any customer from the cashback and/or prize if it has reasonable grounds to believe the customer has breached any of the terms, conditions, and rules of the Campaign. It also has the right at any time to verify the validity of the eligibility of all customers, not limited to just the information provided.
16. If the Mashreq Gold eligibility criteria is not maintained, the customer's account(s) may be closed or downgraded by Mashreq in compliance with the applicable terms and conditions.
17. New Customer must download and activate the Mashreq Mobile Banking App within the Campaign Period.

Funding Limitations

18. Funds transferred from any individual Mashreq account will NOT be counted towards the Relationship Balance for assessment of the clients Mashreq Gold eligibility for the purpose of Campaign fulfilment. Any funds that a customer receives from another individual Mashreq account will be deducted from the Relationship Balance calculation for assessment of the clients Mashreq Gold eligibility for the purpose of Campaign Cashback eligibility.

Cashback Eligibility

19. The New Customer's relationship should be active and operational at the time of bonus credit.
20. Customers with accounts in 'Active' status with no compliance or regulatory concerns will be eligible for the bonus.
21. The Bank shall not pay late payment charges or additional profit for any delay in giving the cashback and/or prize.

22. In the event of a delay in the credit of your eligible bonus, the Bank shall inform you in writing.
23. The Bank shall not be liable for any delay in giving the bonus if such delay is because the customer cannot be contacted.
24. All taxes, fees, and other charges, if any, payable on the bonus shall be the sole responsibility and liability of the customer.

Miscellaneous

25. The Bank reserves the right to terminate the Campaign and to vary or modify any of the terms and conditions herein from time to time. In case of disputes, the decision of the Bank shall be final and binding. Further, the Bank reserves the right to cancel or amend the Campaign and these terms and conditions without notice in the event of a catastrophe, war, civil or military disturbance, act of God or any actual or anticipated breach of any anticipated law or regulation or any other event outside the Bank's control. Any change to the Campaign would be notified in writing as soon as possible by the Bank. In the event of such change or termination, customers agree to relinquish their rights in respect to the Campaign and acknowledge that they will have no recourse against the Bank.
26. This Campaign benefits are not valid in conjunction with any other special promotion or other reward periodical campaign.
27. Customer's queries and/or complaints regarding the Campaign should be raised within 60 days of the payout date. However, the Bank's decision on, lapse, cancellation, forfeiture, credit, debit, and re-installment of prize shall be final, conclusive, and binding on the Customer.
28. Should you have any concerns or complaints regarding any of our products or services, you may raise your complaint by calling our Client Care Centre: Calling within UAE: 800-4-GOLD [800 44653]; Calling from Outside UAE: +971 4 424 4653, and we will get back to you within 2 working days. To know more about our Complaints Management, visit <https://www.mashreq.com/en/uae/customer-care/complaints/>.
29. Mashreq Gold Terms and Conditions apply which can be read at <https://mashreq.com/goldtnc>. They are subject to change and are available upon request.
30. Mashreqbank Terms and Conditions apply which can be read at <https://mashreq.com/casamgtnc>. They are subject to change and are available upon request.
31. All campaigns are made available on a best-effort basis and at the sole discretion of Mashreqbank. In no event shall Mashreq, any of its affiliates, or any of their officers, directors, employees, or agents be liable for any loss, damage or expense arising out of or otherwise related to this Campaign.

32. The Campaign and these terms and conditions are governed by the Laws of the United Arab Emirates and any disputes will be subject to the exclusive jurisdiction of the courts of Dubai.
33. By inquiring about our services, Campaigns or products, the customer will be authorizing our representatives to approach on contact details including the telephone/mobile number.

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Terms & Conditions

Mashreq Gold New Customer Welcome Campaign

Cumulative cashback rewards of up to AED 20,000 credited to new customers who meet the requirement of this campaign ("Campaign").

CAMPAIGN PERIOD	PARTICIPATION	CAMPAIGN ELIGIBILITY	CAMPAIGN CASHBACK ³
10 th October 2024 to 31 st January 2025 (both days inclusive)	New Mashreq Gold Customers	Fund your account within 30 days and maintain an average balance until the 90 th day of account opening	Up to AED 5,000
		Purchase an investment	Up to AED 5,000
		Purchase a Single Premium Insurance Policy	Up to AED 8,000
		Purchase a Term Insurance policy	Up to AED 2,000

Mashreqbank PSC ("**Bank**" or "**Mashreq**" or "**Mashreqbank**") has launched the "Mashreq Gold New Customer Welcome Campaign" for its new Mashreq Gold customers ("you")

1. What are the Campaign eligibility conditions?

This Campaign is valid during the period from 10th October 2024 to 31st January 2025 both dates inclusive (the “**Campaign Period**”) for all new customers who open a new Mashreq Gold account during the Campaign Period and who meets the Mashreq Gold Eligibility criteria and (“**New Customer**”) other than those who hold an inactive relationship or who held an account, product or relationship with the Bank during the 12 months prior to applying for the Mashreq Gold account..

Mashreq Gold eligibility criteria can be accessed at: <https://www.mashreq.com/en/uae/gold/our-approach/eligibility/> .

2. What is the Campaign cashback payout?

- 2.1. The New Customer is eligible for a cashback bonus as per the below grid on meeting the below campaign eligibility criteria.

DEPOSIT AMOUNT		CAMPAIGN CASHBACK
(fund your account within 30days and maintain till 90days)		
AED 500,000 – <AED 750,000		AED 750
AED 750,000 – <AED 1,500,000		AED 1,250
AED 1,500,000 – <AED 3,000,000		AED 2,500
> AED 3,000,000		AED 5,000

INVESTMENT AMOUNT		CAMPAIGN CASHBACK
(Investment made within the first 90 days of opening the account)		
AED 500,000 – <AED 1,500,000		AED 1,250
AED 1,500,000 – <AED 3,000,000		AED 2,500
> AED 3,000,000		AED 5,000

LUMPSUM SAVINGS PLAN PREMIUM AMOUNT

(Insurance issued within the first 90 days of opening the account)

CAMPAIGN CASHBACK

AED 500,000 – <AED 750,000	AED 1,250
AED 750,000 – <AED 1,500,000	AED 2,000
AED 1,500,000 – <AED 3,000,000	AED 4,000
> AED 3,000,000	AED 8,000

LIFE INSURANCE/TAKAFUL ANNUAL PREMIUM AMOUNT

(Insurance issued within the first 90 days of opening the account)

CAMPAIGN CASHBACK

AED 15,000 – <AED 25,000	AED 750
AED 25,000 – <AED 40,000	AED 1,250
> AED 40,000	AED 2,000

2.2. A New Customer can receive a maximum of AED 20,000 as per the above tables

Deposit Cashback Eligibility

2.3. The deposit balance will be evaluated over a period two months immediately following the month of opening of the Mashreq Gold account on the cumulative average balance in your eligible account held during this period, the corresponding pay-out will be as per Clause #2.1 above.

e.g.

If you open your Mashreq Gold account on 25th of October and fund your account with AED 1,500,000 on or before 30th November 2024, the cumulative eligible deposit average balances held in the period 1st of December 2024 to 31st January 2025 (assuming the balance held is AED 1,500,000) will determine the eligible cashback at AED 2,500.

2.4. The account should be funded before the end of the next month of the month of Mashreq Gold account opening by the New Customer to be eligible for the cashback.

e.g.

If you open your Mashreq Gold account on 25th of October and fund your account with AED 1,500,000 on or after 1st December 2024, then the customer is not eligible for the cashback.

Investment Cashback Eligibility

- 2.5. This cashback is applicable on/for eligible products defined as “Eligible Investments” in the Other Definitions section given below.
- 2.6. The New Customer will be eligible for this cashback corresponding to the cumulative value of the investment balances held by the New Customers, during the first 90 days after account opening

Lumpsum Savings Plan Cashback Eligibility

- 2.7. This cashback is applicable on/for eligible products defined as “Eligible Lumpsum Savings Plan” in the Other Definitions section given below.
- 2.8. The application for the Lumpsum Savings Plan must be accepted by the respective insurance provider and the policy must be issued by the insurance provider within the Campaign Period.
- 2.9. The application should be for a new policy.
- 2.10. If the new policy is cancelled during the thirty (30) days freelook period, then the corresponding cashback would be revoked.
- 2.11. The cashback will only apply to the single premium amount.
- 2.12. For joint owner policies, the cashback shall only be paid to the first Assured named in the Policy Schedule.
- 2.13. If the plan is cancelled within a period of 12 month from its issuance, the previous cashback payment will be clawed back by debiting the New Customer’s account for such cashback equivalent amounts.

e.g.

If you opened and activated your account on 15th of October, 2024 and applied for a Eligible Lumpsum Savings Plan of AED 1,000,000 and the plan was issued by the provider on 25th of October, 2024, then you will be eligible for a cashback reward of AED 2,000. Upon completion of the free look period of 30 days, the cashback which the credited to your account on or before 31st of December 2024.

Insurance Policy Cashback Eligibility

- 2.14. The cashback is applicable to eligible products defined as “Eligible Insurance Policy” in the Other Definitions section given below.
- 2.15. The application for the Insurance policy must be accepted by the respective insurance provider and the policy must be issued by the insurance provider within the Campaign Period.

- 2.16. The application should be for a new policy.
- 2.17. If the policy is cancelled during the thirty (30) days freelook period, then the corresponding cashback would be revoked.
- 2.18. For joint owner policies, the cashback shall only be paid to the first Assured named in the Policy Schedule.
- 2.19. If the plan is cancelled within a period of 12 months from its issuance, the previous cashback payment will be clawed back by debiting the New Customer's account for such cashback equivalent amounts.

If you opened and activated your account on 10th of November 2024 and applied for an Eligible Insurance Policy with a monthly premium of AED 2,350 and the plan was issued by the provider on 25th of November 2024, then your annual premium amount will be assessed as AED 2350 x 12 = AED 28,200. Given this, you will be eligible for a cashback reward of AED 1,250. Upon completion of the free look period of 30 days, the Cashback which the credited to your account on or before 31st of January 2024.

3. Payout Schedule:

The cashback payments will be credited within sixty (60) days from the date of meeting the eligibility.

e.g.

If you opened and activated your account on 10th of October 2024, the assessment across all the campaign criteria will be conducted in the 4th month following the account opening i.e. February 2025 and the payout will be processed latest by March 2025 month end.

4. Other Definitions

TERM	DEFINITION
Eligible Deposits	Means balance in Current Account(s), Saving Account(s), Mashreq Millionaire Certificates, Certificates of Deposits, Fixed/Term Deposits maintained under a single customer number (CIF)
Eligible Lumpsum Savings Plan	Single premium amount paid towards the lumpsum savings plan issued by any of the following Insurance Providers: Metlife, Zurich, Sukoon, Sukoon Takaful and Salama.

TERM	DEFINITION
Eligible Insurance Policy	Annualized premium amount (equivalent periodic premium annualized for 12 months) towards issuance of life insurance policies from any of the following Insurance Providers: Metlife, Zurich, Sukoon , Sukoon Takaful, Salama and Orient.
Eligible Investments	Investments (Inclusive of customers equity and leverage component) in Equities, fixed income securities, mutual funds, structured products.

5. Additional Conditions

Campaign Participation

- 5.1. Customers that have closed any Mashreq Bank account where they were a single or joint account holder within 12 months immediately preceding the date of opening the new Mashreq Gold account are not eligible for this Campaign.
- 5.2. For joint accounts, only one reward will be given to the primary account holder.
- 5.3. This Campaign is NOT applicable for Mashreqbank staff.
- 5.4. Minor / Guardianship accounts are excluded from the Campaign.
- 5.5. The Bank reserves the right to disqualify any customer from the cashback and/or prize if it has reasonable grounds to believe the customer has breached any of the terms, conditions, and rules of the Campaign. It also has the right at any time to verify the validity of the eligibility of all customers, not limited to just the information provided.
- 5.6. If the Mashreq Gold eligibility criteria is not maintained, the customer's account(s) may be closed or downgraded by Mashreq in compliance with the applicable terms and conditions.
- 5.7. The New Customer must download and activate the Mashreq Mobile Banking App within the Campaign Period.

Funding Limitations

- 5.8. Funds transferred from any individual Mashreq account will NOT be counted towards the Deposit Balance, Investment or Insurance criteria for assessment of the client's eligibility for the purpose of Campaign fulfilment. Any funds that a customer receives from another individual Mashreq account will be deducted from the calculation for assessment of the client's eligibility for the purpose of Campaign Cashback eligibility.

Cashback Eligibility

- 5.9. The New Customer's relationship should be active and operational at the time of cashback credit.
- 5.10. Customers with accounts in 'Active' status with no compliance or regulatory concerns will be eligible for the cashback.
- 5.11. The Bank shall not pay late payment charges or additional profit for any delay in giving the cashback and/or prize.
- 5.12. In the event of a delay in the credit of your eligible cashback, the bank shall inform you in writing.
- 5.13. The Bank shall not be liable for any delay in giving the cashback and/or prize if such delay is because the customer cannot be contacted.
- 5.14. All taxes, fees and other charges, if any, payable on the cashback and/or prize shall be the sole responsibility and liability of the customer.

Miscellaneous

- 5.15. The Bank reserves the right to terminate the Campaign and to vary or modify any of the terms and conditions herein from time to time. In case of disputes, the decision of the Bank shall be final and binding. Further, the Bank reserves the right to cancel or amend the Campaign and these terms and conditions without notice in the event of a catastrophe, war, civil or military disturbance, act of God or any actual or anticipated breach of any anticipated law or regulation or any other event outside the Bank's control. Any change to the Campaign would be notified in writing as soon as possible by the Bank. In the event of such change or termination, customers agree to relinquish their rights in respect to the Campaign and acknowledge that they will have no recourse against the Bank.
- 5.16. The Campaign benefits are not valid in conjunction with any other special promotion or other reward periodical campaign.
- 5.17. The Insurance policy(s) are offered by renowned International and regional Insurance companies. All product features, benefits, returns are offered by the Insurance company and not by Mashreqbank psc. Mashreqbank psc shall not be responsible for Insurance providers actions or decisions nor shall Mashreqbank psc be liable regarding payment of claims or services under the policy/insurance contract.
- 5.18. Customer's queries and/or complaints regarding the Campaign should be raised within 60 days of the payout date. However, the Bank's decision on, lapse, cancellation, forfeiture, credit, debit, and re-installment of prize shall be final, conclusive, and binding on the Customer.
- 5.19. Should you have any concerns or complaints regarding any of our products or services, you may raise your complaint by calling our Client Care Centre: Calling within UAE: 800-4-GOLD [800 44653]; Calling

from Outside UAE: +971 4 424 4653, and we will get back to you within 2 working days. To know more about our Complaints Management, visit <https://www.mashreq.com/en/uae/customer-care/complaints/>.

5.20. Mashreq Gold Terms and Conditions apply which can be read at <https://mashreq.com/goldtnc>. They are subject to change and are available upon request.

5.21. Mashreqbank Terms and Conditions apply which can be read at <https://mashreq.com/casamgtnc>. They are subject to change and are available upon request.

5.22. All Campaigns are made available on a best-effort basis and at the sole discretion of Mashreqbank. In no event shall Mashreq, any of its affiliates, or any of their officers, directors, employees or agents be liable for any loss, damage or expense arising out of or otherwise related to this Campaign.

5.23. The Campaign and these terms and conditions are governed by the Laws of the United Arab Emirates and any disputes will be subject to the exclusive jurisdiction of the courts of Dubai.

5.24. By inquiring about our services, Campaigns or products, the customer will be authorizing our representatives to approach on contact details including the telephone/mobile number.

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