

KEY FACTS STATEMENT

Current Account

An account that will meet your everyday banking needs. You can send and receive money, make payments, set recurring payments, enjoy debit card, checking facility and a lot more.

Minimum Balance Requirement

▶ No minimum balance

Key Obligations / Requirements

▶ UAE Resident - **OR**
▶ UAE National / GCC Nationals

Fall Below Fees

(in case minimum balance requirement is not met)

▶ Not applicable

Interest Rate

▶ Not applicable

Interest Pay Out Frequency

▶ Not applicable

Fees & Charges

▶ Comprehensive list of all fees and charges - mashreq.com/mgsoc

Terms & Conditions

▶ Please refer to mashreq.com/casamgtnc

Limitations

▶ Non Residents of UAE are not permitted Current Accounts except GCC Nationals

Cheque Book

▶ Allowed

Number of Cheque Leaves Issued

Note: Cheque leaves issuance based on UAE Central Bank guidelines

▶ Between 0-180 days of account opening - maximum 3 Cheque Books (of 10 leaves each) permitted
▶ Between 181-365 days of account opening - maximum 5 Cheque Books (of 10 leaves each) permitted

Debit Card (VISA)

▶ Allowed

Debit Card daily Withdrawal Limits

▶ Withdrawal: Upto AED 50,000 / Number of Transactions: 20
▶ Purchase: Upto AED 100,000 / Number of Transactions: 99

Loss, Theft, Fraud or Misuse of Account and/or Debit Card

▶ Inform the bank immediately by calling +9714 424 4653

Teller/Manned* Transactions

*A teller / manned transaction refers to a transaction made in the branch of the bank. It does not include transactions made on an ATM/CCDM

▶ Unlimited

Mashreq Online/Mashreq Mobile Transaction Limits

▶ Details of Online transaction limits - mashreq.com/MOLlimits

Account Closure Charges

▶ No charges

Transaction Statements

▶ E-Statement is sent monthly on the registered e-mail address
▶ Transactions can be checked through Mashreq Online / Mashreq Mobile or through the ATM machines

KEY FACTS STATEMENT

Mashreq Gold Relationship

A Mashreq Gold Banking relationship will help you with your everyday banking requirements and help you meet your Wealth Management goals.

Key Obligations / Requirements

- ▶ 1) UAE Resident - Valid UAE residence visa **OR**
UAE National / GCC Nationals - Passport
- ▶ 2) **Mashreq Gold Eligibility Criteria**
 - **Relationship Balance Criteria:** Maintain a balance of AED 500,000 (or equivalent in other currencies) with us in any of your accounts, term deposits, investments or insurance held with Mashreq Bank **OR**
 - **Salary Transfer Criteria:** Transfer your salary of at least AED 50,000 into your account for the first 12 months, after which the "Relationship Balance" eligibility criteria will have to be met **OR**
 - **Mortgage Criteria:** Take a mortgage from us of AED 3,500,000 or more. After 12 months of holding the Mortgage, the "Relationship Balance" eligibility criteria will have to be met **OR**
 - **Insurance Criteria:** Take an insurance from us with an Annual Premium of AED 500,000 (or equivalent in other currencies) or more. After 12 months of holding the Insurance with us, the "Relationship Balance" eligibility criteria will have to be met.

Membership Fee

- ▶ AED 1,050 per quarter (if the Mashreq Gold eligibility criteria are not met across the relationship)

Fees & Charges

- ▶ Comprehensive list of all fees and charges - mashreq.com/mgsoc

Terms & Conditions

- ▶ mashreq.com/goldtnc

IMPORTANT TERMS & CONDITIONS:

Acceptance of terms & Conditions

The Customer's (i) signature on the Account Opening Form(s), when the Account is manually opened by the Customer or (ii) signature on the Mashreq Digital Onboarding Consent Form, when the Customer fills in the particulars of the Account Opening Form(s) and signs Mashreq Digital Onboarding Consent Form manually or (iii) when the Customer fills in the particulars of the Account Opening Form(s) and accepts the applicable covenant(s) (the "Account Opening Form(s)" and/or the "Mashreq Digital Onboarding Consent Form" and/or the online completion of the "Mashreq Digital Onboarding Application" shall hereinafter be referred to as "Account Opening Application"), shall constitute acceptance of all applicable terms and conditions by the Customer, as may be amended from time to time, including but not limited to the terms and conditions available on mashreq.com/casamgtnc (collectively the "Terms and Conditions").

Updating of Customer Information and Documents

The Customer shall keep Mashreqbank psc (the "Bank") informed at all times, of any change/alteration in their communication/contact details, residency status, visa, Emirates ID and employer details by (i) visiting the nearest Mashreq branch, (ii) signing onto Mashreq Online and updating Customer details or (iii) calling Direct Banking Centre. In case of non-submission of updated information or relevant documents, the Bank reserves the right to block the Customer's account(s) until the updated information or documents are provided.

Return cheque policy and Central Bank reporting

If cheque(s) issued by the Customer have to be returned unpaid due to inadequate funds, the Bank may close the account pursuant to the applicable laws and regulations of the UAE. In such event the Customer must return to the Bank, the cheque books relating to the account. The Bank may be obliged to report his/her details and/or the account details with returned cheques to the UAE Central Bank and other relevant authorities.

Interest, Fees and Other Amounts

The Bank may charge interest on any debit balance at the Bank's prevailing rate of interest notified to the Customer from time to time. Rates of interest and charges may be revised from time to time by the Bank on giving prior written notice of such change or changes.

Customer Information

Whilst every effort will be made by the Bank to treat customer information as highly confidential, the Customer acknowledges and agrees to the Bank disclosing or sharing Customer information to and between:

- the Bank's branches, subsidiaries, representative offices, affiliates and/or agents of the Bank;
- third parties selected by the Bank and/or anyone mentioned in (a) above, wherever situated, for confidential use including but not limited to any data processing, statistical and risks analysis purposes; or
- any competent court, regulator or authority pursuant to any relevant law, regulation or legal process and procedure to which the Bank (including any of its branches, subsidiaries, representative offices, affiliates and/or agents) is subject.

Account Closure

- The Bank may at any time at its sole discretion and determination, after serving an account closure notice, close the subject account(s). In the event of any closure of the account(s) for any reason, the Customer agrees that the remaining balance in the account(s), if any, can be disbursed or refunded to the Customer by the Bank in AED, after deducting any applicable charges and fees (including conversion cost of foreign currency).
- The Bank will close the Customer's Account(s) if there are no transactions in the Account(s) for 180 days from the date of account opening. The Customer must return to the Bank the cheque book relating to the closed account.

Confidentiality and Security

The Bank maintains strict policies and security controls to assure that Customer information in Bank's systems and controls are protected. The Bank employees and contractors are only permitted access to Customer information that they may need to perform their jobs and to provide services to you. Our employees and contractors have access to such Customer information as necessary to conduct a transaction or respond to your inquiries. All employees and contractors of the Bank are required to respect Customer privacy. To view Mashreq's Data Privacy policy, visit mashreq.com/privacy

Your Right to Cancel

In line with the Consumer Protection Standards issued by the UAE Central Bank pursuant to the Consumer Protection Regulation (Circular No. 8 – 2020), you are hereby informed that you have the right to withdraw or cancel your Account Opening Application within 5 Business Days from date of signing thereof ("**Cooling-Off Period**"). On the 6th Business Day (or 1 day after the expiry of the Cooling-Off Period), you must inform the Bank of your decision to cancel or withdraw the Account Opening Application otherwise, the same shall continue to apply and shall be deemed confirmed by you.

The Bank will, during the Cooling-Off Period, provide you with access to your Account and other account related services, subject to satisfactory KYC and compliance checks and procedures of the Bank.

Should you choose to waive your right to the Cooling-Off Period, you must, in writing, notify and/or confirm to the Bank such intention. It must be noted that if you opt to cancel or withdraw the Account Opening Application within the Cooling-Off Period, you shall be responsible to pay all costs and charges that you may have incurred in relation to any and all transactions conducted in your Account during the Cooling-Off Period and before the cancellation of your Account.

Revision of Terms & Conditions

To the extent permitted by applicable laws, Mashreq may amend, replace, modify, supplement or delete any Terms and Conditions at any time in its sole discretion. If there are any intended changes to the Terms and Conditions or to any of the specific features, the Bank will give the Customer 60-calendar days notice prior to such changes taking effect through the Mashreq website (Mashreq.com) and/or via e-mail and/or through any other means of communication as deemed appropriate by the Bank.