

## **Mashreq's Invitation Only credit card for your evolving lifestyle needs.**

### **Annual Offer Details:**

Mashreq Annual Offer ("Annual Offer") is a special promotion for Invitation Only (io) credit card customers ("Cardholders") and is only valid and eligible for the new Cards issued in the United Arab Emirates ("UAE") by Mashreqbank PSC ("Mashreq"/ "Bank").

### **Offer details:**

- All io credit card customers will be eligible for Annual Offer of AED 3,300 as cashback on their primary card from 2<sup>nd</sup> year onwards.
- Annual Offer can be availed once a year (calendar year), if card is opened on 10th August 2023, customer is not eligible for annual offer in 2023. Cardholders will be eligible for the annual offer starting from 1st January 2024.
- Annual Offer can be availed in the form of hotel booking of amount up to AED 3,300 or customer can get 1 Million Mashreq Vantage points (previously known as Salaam Points) equivalent of AED 3,300 credited into their Mashreq Vantage Rewards wallet on request within 7 working days.
- If a Cardholder chooses to avail the annual offer, hotel can be booked via designated concierge company by calling at UAE toll free number 8006277371 or international number +971-(0)4-4376846.
- Cardholder can book hotel of any amount, but Mashreq will only cover annual offer amount of up to AED 3,300 per calendar year from 2<sup>nd</sup> year onwards.
- Once hotel booking is done, concierge will charge the amount to customer's Mashreq io credit card.
- Mashreq will post cashback (credit adjustment) to Cardholder's card account with the hotel booking amount up to AED 3,300 as fulfillment for annual offer within 7 working days.
- If a Cardholder redeems the annual offer by contacting the concierge and booking a hotel, they have the flexibility to modify the booking. However, in the event of cancellation, the annual offer will still be considered as utilized, while the promised cashback as described above will be credited to the Cardholder's card, if not already done.
- Regardless of the currency used for hotel booking, all amounts will be converted to AED according to the agreed conversion rate between Mashreq and the concierge. Additionally, the

cashback posted to the Cardholder's card will be in AED, with the hotel booking amount up to AED 3,300

- There is no minimum spend required to avail the offer.
- Any cashback credited by Mashreq to the io card under this offer will not be considered as a payment towards the statement balance due on their credit card. Cardholder will be required to make a payment for at least the minimum payment due billed to their credit card by the payment due date to avoid any late payment fee. The cashback will be adjusted against any subsequent spends made by them on the credit card.

**General Terms and Conditions below:**

- Offer will be applicable only for primary credit card and not for supplementary credit card.
- Cardholders' enquiries / complaints regarding the cashback will be honored till 8 months from card issuance.
- Mashreq has the right to amend or discontinue the offer at any point in time without any prior notification to the Cardholders.
- Mashreq reserves the right in its absolute discretion to amend, suspend or terminate the offer without any prior notice. For the avoidance of doubt, the amendment, suspension or termination of this offer by Mashreq shall not entitle the Cardholder to any claim, compensation of loss or damages from Mashreq.
- The Bank has the sole right to exclude and/or disqualify any Cardholder from participating in the offer at any given time for any reasons whatsoever without giving any prior notification to such Cardholder. Any excluded/disqualified Cardholder from the offer shall not, under any circumstances, be compensated by the Bank in any event whatsoever.
- 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 the offer.
- Mashreq shall not be in breach of its obligations or otherwise be liable to conduct the offer in the event of any Force Majeure Event. For purposes of these terms and conditions a Force Majeure Event in these terms and conditions, shall mean circumstances beyond the reasonable control of Mashreq and unforeseeable situations including, amongst other things, acts of God, industrial disputes, civil disobedience/unrest, war, acts and regulations of any governmental or authority in any jurisdiction, epidemics, pandemics, diseases or public health

emergencies, etc. In such circumstances, Mashreq's obligations to the Cardholder shall automatically stand discharged without the need to provide notice.

- Mashreq does not offer or provide any warranties, nor accept any responsibility or liability of any kind in respect of the offer and hereby disclaims any and all express or implied warranties with respect of the same.
- These terms and conditions are to be read in conjunction with Mashreq's credit card general terms and conditions governing the card and the Cardholder agrees to be unconditionally bound by the same. In the event of any conflict or inconsistency between these terms and cConditions of the offer and the general credit card terms and conditions, the general credit card terms and conditions will prevail.
- These terms and conditions are governed by and construed in accordance with the laws of the United Arab Emirates, as applicable in the Emirate of Dubai including but not limited to resolutions, notices, framework or any guidance/advises from Central Bank of UAE. Any dispute arising under and in connection with these terms and conditions shall be referred to the courts of Dubai.