

# Frequently Asked Questions (FAQs)

## Mashreq Gold Refer and Earn Campaign

Referrers are eligible for cashback rewards of AED 2,500 which would be credited in their account if the referee meet the Mashreq Gold eligibility criteria.

| CAMPAIGN NAME  | PARTICIPATION   | CAMPAIGN ELIGIBILITY   | CAMPAIGN CASHBACK                                    |
|----------------|---|--|--|
| Refer and Earn | Mashreq Customers who have active individual account relationship | Referee Maintains the "Refer and Earn" Campaign eligibility criteria | Each Successful Referral earns cashback of AED 2,500 |

### 1. What is the Mashreq Gold Refer and Earn Campaign?

It is an online Referral campaign where existing Mashreq customers who have active individual account relationship with Mashreq, can refer their friends/family\* (as referee) to apply for a Mashreq Gold relationship account.

The referee or the referred customer must meet the Refer and Earn Mashreq Gold Eligibility criteria, post which the referring Customer (viz. who referred them) would be eligible for a cashback of 2,500.

### 2. Where can the Refer and Earn campaign be commenced?



The Referrer needs to submit lead via this link [Refer your friends | Mashreq Gold](#) or the Refer & Earn option on Mashreq Mobile Banking.

3. How are Referral Rewards credited to the referral?

The referral cashback assessment will happen in the third week of the 6th month of the referee's Mashreq Gold account opening month i.e. M+6. Whereas the payout will be released by the last week of the 6th month of the referee's Mashreq Gold account opening month i.e. M+6.

e.g.

*If a referral is made in January 2024 and the referee's account is opened in the month of March (i.e. between 1<sup>st</sup> to 31<sup>st</sup> March 2024) then the referee is required to meet the Mashreq Gold eligibility criteria on or before 31<sup>st</sup> July.*

*In this case, the referral will be evaluated in the third week of August 2024 and the payout of AED 2,500 is expected to be credited by 31<sup>st</sup> of August 2024.*

4. Is there any cap on the number of referrals which one can give?

Referral can refer to any number of leads for Mashreq Gold Proposition.

5. Who are Referrers?

The person who has an existing active individual account relationship with Mashreq and is referring his /her family, friends to Mashreq as potential Mashreq Gold customers.

6. Who are Referees?

The person who opens a Mashreq Gold account post referral and maintains the required Mashreq Gold eligibility.

7. What are the eligibility criteria for referrers to earn cashback?



The referrer is eligible for a cashback if the below eligibility criteria are fulfilled by their referee.

| REFER AND EARN CAMPAIGN ELIGIBILITY CRITERIA   | REFERRAL CASHBACK                          |
|--|--|
| <b>Criteria 1:</b> Maintain min deposit of AED 500,000 in Current/Savings account or a Fixed Deposit and holds the same in the account for a minimum period of 3 months from the month following the month of account opening. | AED 2,500 (if any 1 Criteria is fulfilled) |
| <b>Criteria 2:</b> Transfers his/her salary of Min AED 50,000 for a consecutive period of 3 months and the first salary should get credited within the next 2 months following the month of account opening                    |  |
| <b>Criteria 3:</b> Takes a Mortgage/Home loan for a min amount of AED 3.5 m within 5 months of account opening   |  |
| <b>Criteria 4:</b> Takes an insurance with a min annual premium of AED 500,000 (or equivalent in other currencies) within one month of account opening   |  |

8. Who is eligible to participate in the campaign?

All existing Mashreq customers who have active individual account relationships with Mashreq are eligible to participate in this campaign.

9. Can I refer my in laws to Mashreq Gold proposition?

Surely, in laws, colleagues, friends who can maintain the Mashreq Gold eligibility criteria should be referred for them to cherish the Mashreq Gold Privileges and Benefits. Additionally, for referrer to earn cashback of 2,500.

\*Campaign's T&C applies



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