Terms & Conditions

Mashreq Gold New Customer Acquisition Campaign (MG Cashback Offer)

Introduction: Mashreqbank PSC ("Bank" or "Mashreq" or "Mashreqbank") has launched this Mashreq Gold New Customer Acquisition Campaign"/ MG Cashback Offer ("Campaign") for its new Mashreq Gold customers , which will be subject to the terms and conditions given below (the "Terms and Conditions")

Summary table

CAMPAIGN PERIOD	PARTICIPATION	CAMPAIGN ELIGIBILITY	CAMPAIGN CASHBACK
The Campaign is valid from 13th October 2026 to 31st December 2026 (both days inclusive) (the "Campaign Period"). Account has to be opened and activated during the Campaign Period	New Mashreq Gold Customers only (existing customers holding any active or inactive relationship with the Bank are not eligible)	1. Fund and maintain at least AED 500,000 or above as your minimum relationship balance (across Liabilities and investments) for four calendar months; and 2. Open an investment account with the Bank and invest a minimum amount of USD 1 in stocks, ETFs, mutual funds or bonds through the investment account during the same four-month period. (The Qualifying Period is the four consecutive calendar months immediately following the month of account opening and activation)	AED 5,000 as cashback

1. This Campaign is valid during the "Campaign Period"). It is available for all natural persons (other than existing customers of the Bank who already hold any active or inactive relationship the Bank) who open a new Mashreq Gold relationship during the Campaign Period and meet the eligibility criteria ("New Customer").
2. Mashreq Gold eligibility criteria can be accessed at: https://www.mashreq.com/en/uae/gold/ourapproach/eligibility/

3. *The New Customer must open and activate their new Mashreq Gold account during the Campaign Period i.e. 13th October – 31st December 2026:*

   The New Customer will be eligible for a cashback of AED 5,000 (the "Cashback") on funding & maintaining at least AED 500,000 or above Relationship Balance in each month of the four consecutive calendar months immediately following the month of opening and activation of the Mashreq Gold account (the "Qualifying Period").

   "Relationship Balance" means the combined end-of-day balance held by the New Customer in current, savings and fixed deposit accounts and investment holdings with the Bank, as recorded in the Bank's systems. The Relationship Balance must not fall below AED 500,000 on any day during the Qualifying Period.

   (for example: If you open and activate your account on 13 October 2026, you must maintain the Relationship Balance AED 500,000 or above on each day of during November, December 2026, January and February 2027, to be eligible for the AED 5,000 cashback which will be credited to your account in April 2027).

   Please see the illustration below for clarity.

Month of account activation	Months to Maintain Relationship Balance and Invest (Qualifying Period)
13th – 31st October 2026	November, December 2026, January and February 2027
November 2026	December 2026, January, February and March 2027
December 2026	January, February, March and April 2027

4. The New Customer must also open an investment account with the Bank and invest at least USD 1 or equivalent in other currencies in stocks, ETFs, mutual funds or bonds through that investment account during the Qualifying Period . For example if a New Customer maintains AED 500,000 just in liabilities with no investments during the Qualifying Period , then they will not qualify for the Cashback.

5. **Warnings:**
    a. The requirement to invest under this Campaign should not be considered as investment advice or a recommendation by the Bank to invest in any product. Customers should read the relevant product documents, risk disclosures, Key Facts Statement/terms and conditions, and seek independent financial advice where required before investing.
    b. Investments are subject to market risk, and their value may go down as well as up, including possible loss of the capital invested. Opening an investment account and investing are subject to the Bank's suitability assessment, risk profiling and applicable product terms. Applicable fees and charges may exceed the amount invested and will be borne by the customer.
6. The Cashback will be credited to an active Mashreq account held in the New Customer's name, as determined by the Bank within 60 days after the end of the Qualifying Period, provided all conditions under these Terms and Conditions are met. Please refer to the illustration in Clause 4.
7. The Bank may vary these Terms and Conditions by giving prior notice in accordance with applicable law. Any variation will not affect a Cashback for which the New Customer has already fully qualified.

Additional Campaign conditions

Campaign Participation

8. For joint accounts, only primary account holder will be eligible for the Cashback/Cashback.
9. This Campaign is not applicable to employees of Mashreqbank PSC, including Mashreq Al Islami, and its subsidiaries and affiliates, including contract and outsourced staff.
10. Minor / Guardianship accounts are excluded from the Campaign.
11. The Bank reserves the right to disqualify any New Customer from the Cashback/Cashback if it has reasonable grounds to believe the New Customer has breached any of the terms, conditions, and rules of the Campaign. It also has the right at any time to verify the eligibility of all customers, not limited to just the information provided.

Funding Limitations

12. Funds received in the New Customer's account by transfer from any other Mashreq customer's account will not be counted towards the Relationship Balance for the purpose of this Campaign.
13. At the time the Cashback is credited, the New Customer's account must be active and operational, and must not be closed, dormant, blocked, frozen, or under restriction or review for KYC, AML, sanctions or other regulatory reasons.

14. The qualifiers may be contacted by their respective Relationship Managers and/or notified in writing upon meeting eligibility criteria or via any other method as may deem fit by the Bank.
15. The Cashback will be credited to the qualifying customers in the manner as may be decided by the Bank.
16. The Cashback is non-transferable, will be credited within the customer's Mashreq UAE account only.
17. The Bank shall not be liable for any delay in giving the Cashback if such delay is because the customer cannot be contacted.
18. All taxes, fees, and other charges, if any, payable on the Cashback shall be the sole responsibility and liability of the customer.

Miscellaneous

19. The Bank reserves the right to terminate the Campaign and to vary or modify these Terms and Conditions 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.
20. 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.
21. The benefits of this Campaign cannot be combined with any other promotion or reward campaign of the Bank.
22. Customers' queries and/or complaints regarding the Campaign should be raised within 30 days of the Cashback issuance. However, the Bank's decision on, lapse, cancellation, forfeiture, credit, debit, and reinstalment of Cashback shall be final, conclusive, and binding on the Customer.
23. 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/customercare/complaints/**.
24. 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.
25. Mashreqbank Terms and Conditions apply which can be read at https://mashreq.com/casamgtnc. They are subject to change and are available upon request.

26. 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.
27. 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.
28. 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.

Fair Usage Policy

29. This Campaign is subject to a fair usage policy. The Bank reserves the right to scrutinize and review all credit and salary transfers to verify their authenticity. Any credits or salary transfers found to be fake, duplicated, misleading, or funded by other individuals or entities with the intent to misuse or abuse the Campaign will be excluded from participation.