

Frequently Asked Questions (FAQs)

Mashreq Gold New Customer Offer

Cumulative cashback rewards of up to AED 15,000 credited to new customers who meet the quarterly relationship balance requirement of this offer.

CAMPAIGN PERIOD	PARTICIPATION	CAMPAIGN ELIGIBILITY	CAMPAIGN CASHBACK
15 th January 2024 to 30 th April, 2024 (both days inclusive)	New Mashreq Gold Clients	Tier 1: Maintain an average balance of between AED 500,000 to AED 2,000,000	AED 7,500 annually (paid quarterly)
		Tier 2: Maintain an average balance of over AED 2,000,000	AED 15,000 annually (paid quarterly)

1. What funding amounts qualify for cashback?

Maintain a balance of AED 500,000 or more and receive a cashback! You'll get 7,500 AED for the first tier and 15,000 AED for the second tier. The higher your average balance, the higher your potential cashback payout!

2. How's the average balance calculated?

Think of it as your "typical" account balance during the quarter. This is the balance held in your eligible accounts over 90 days.

3. What are the eligible accounts which I can hold my balances or maintain my fund?

You can maintain your balances in any

- deposit account(s) excluding Fixed/Term Deposits, and/or
- any investments, and/or

- any insurance.
4. How does my premium contribution to my insurance policy count towards the balance requirement of the campaign?

The annual premium amount of the insurance policy is included in your campaign balance requirement.

e.g.

The monthly premium of your insurance policy is AED 25,000 per month. The annual premium amount of this policy, i.e. $AED 25,000 \times 12 = AED 300,000$ is included in your quarterly average balance.

5. Are my Mashreq Millionaire Certificates counted towards by campaign balance requirement?

Yes, of course. The total value of all your Mashreq Millionaire Certificates are included as part of your quarterly balances.

6. Are the Certificates of Deposits counted towards by campaign balance requirement?

Yes, of course. The total value of funds held in Certificates of Deposits are included as part of your quarterly balances.

7. When will the balance in my account be assessed for eligibility for a payout ?

The quarterly balance for your accounts will be assessed when you have completed a quarter since opening their account (viz. 90 days, 180 days, 270 days, 360 days). We will assess your balance at the beginning of each subsequent month.

e.g.

If you opened your account on 15th of February, 2024, your quarterly balance will be assessed for the period of 16th February – 15th May, 2024 in the first week of June 2024.

8. When will the cashback be credited to my account if I am eligible?

When you who meet the campaign eligibility criteria, the cashback payout will be made by the last week of the month following the completion of the assessment quarter.

e.g.

If you opened your account on 15th of February, 2024, your quarterly balance will be assessed for the period of 16th February – 15th May, 2024 and the cashback will be credited by the 30th June 2024.



Payout of your eligible cashback amount will be made in the month following the end of each quarter after you open your account.

9. Will I get higher cashback if I maintain a higher balance ?

Absolutely! The amount of cashback is based on the quarterly average balance that you have maintained in the preceding quarter.

e.g.

If you maintained between AED 500,000 and AED 2,000,000 in a quarter (from the time you opened your account), you will be eligible for AED 1,875 for that quarter. However, if you maintain more than AED 2,000,000 in a quarter, then you will be eligible for AED 3,750 for that quarter,

10. What happens if I don't maintain the required average balance for a quarter?

If you don't maintain the minimum average balance for a quarter, you won't receive the cashback for that quarter. However, you can still qualify for the cashback in subsequent quarters by meeting the average balance requirement.

11. What happens if I don't keep my account balance at the minimum required level of AED 500,000?

You will unfortunately not be eligible for a cashback under the terms of this campaign. However, you will still be able to enjoy all the privileges and benefits due to a Mashreq Gold client.

After 6 months of your account opening, if you are unable to meet any of the eligibility criteria of the Mashreq Gold program, your account may get reclassified to Mashreq Neo or get closed depending on your account activity.

12. Can I open my Mashreq Gold account with USD dollars?

Absolutely! You can open your account with any currency that meets the equivalent AED requirement. Think of it as your gateway to global financial opportunities.

13. What happens if I meet the balance requirement only in the final quarter of the campaign?

You will still be eligible for a cashback depending on the amount of quarterly average balance that you maintain in the final quarter i.e. the fourth quarter since you opened your account.

14. Can I open a Mashreq Gold account with the minimum deposit to earn the bonus?



The minimum deposit amount required to qualify under the terms of this campaign is AED 500,000. If you maintain this minimum required amount, you will receive AED 1,875 for each quarter that you maintain this balance.

15. What happens to the bonus reward if I open a joint Mashreq Gold account?

If you open a joint account, the eligible cashback amount will be credited to the Primary Account Holder.

16. Do fixed deposits count towards the minimum required balance for the cashback?

While fixed deposits are a great way to grow your savings, they don't count towards your Relationship Balance for this campaign. However, there are many other ways to qualify and earn your bonus!

17. As an existing Mashreq customer, can I open a new account to qualify for the cashback?

Unfortunately not. Only new customers are eligible for this campaign.

18. What if my balance dips below the minimum?

Don't worry! You can still qualify by maintaining the required balance for the remaining months in the quarter.

19. I used to have an account with Mashreq Bank in the past. Can I open an account and be eligible for this campaign?

If you closed your account over 12 months ago, you may apply to open an account and will be eligible for this campaign.

If you had an account with us in the past 12 months, you are not eligible for this Campaign. However, if you would like to know more, please call us on 800-4-4653.

20. I want to ask my friend to transfer funds into my account. Will this funding be counted towards my campaign balance requirements?

Any funds that a customer received from another Mashreq Bank account will NOT be counted towards the Relationship Balance for Campaign fulfilment.

21. How about I open my new "Gold" account with Mashreq and I get the required funds transferred from my father's account with Mashreq.

Transferring funds between Mashreq Bank accounts is not allowed for this campaign. However, there are many other ways to fund your new Mashreq Gold account and unlock your cashback potential.



22. I recently closed my ex-account with Mashreq (3 months prior), can I now open my Mashreq Gold account during this campaign?

We value returning customers! If you had any accounts closed within the past year, you're currently not eligible for this campaign. However, we encourage you to explore our other available offers and services.

[Campaign Terms & Conditions](#)

[Mashreq Gold Terms & Conditions](#)

© Copyright. Mashreq Bank 2024 ALL RIGHTS RESERVED. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of Mashreqbank PSC.

Issued by Mashreq Bank PSC, PO Box 1250, Dubai, U.A.E, regulated by the Central Bank of the U.A.E.



