

Terms & Conditions

Mashreq Gold New Customer Campaign

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

CAMPAIGN PERIOD	PARTICIPATION	CAMPAIGN ELIGIBILITY	CAMPAIGN CASHBACK ³
15 th January 2024 to 30 th April, 2024 (both days inclusive)	New Mashreq Gold Customers	Tier 1: Maintain a quarterly average balance between AED 500,000 to AED 2,000,000	AED 7,500 annually (paid quarterly) ³
		Tier 2: Maintain a quarterly average balance of over AED 2,000,000	AED 15,000 annually (paid quarterly) ³

Mashreqbank PSC ("The Bank" or "Mashreq" or "Mashreqbank") has launched the "Mashreq Gold New Customer Campaign" for new customers ("you")

What are the Campaign eligibility conditions?

1. This Campaign is valid for all New customers who open a Mashreq Gold Account during the Campaign period from 15th January 2024 to 30th April 2024 both dates inclusive (the "Campaign Period").
2. The New Customer must have a Relationship Balance of AED 500,000 (or equivalent in any other currency as calculated by the bank) in eligible deposits and/or investments and/or insurance.



Fixed Deposit Balances are not eligible for the Campaign and will not be considered as part of the Relationship Balance.

What is the Campaign cashback payout?

3. The New Customer is eligible for a cashback as per the below grid on meeting the Relationship Balance requirement.

RELATIONSHIP BALANCE	CAMPAIGN CASHBACK
Tier1: Maintain a quarterly average balance of between AED 500,000 to AED 2,000,000	AED 1,875 (viz. Quarterly payout of AED 7,500)
Tier2: Maintain a quarterly average balance of over AED 2,000,000	AED 3,250 (viz. Quarterly payout of AED 15,000)

e.g.

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Quarterly Relationship Balance	AED 750,000	AED 300,000	AED 1,200,000	AED 2,200,000
Campaign Cashback	AED 1,875	AED 0	AED 1,875	AED 3,250

4. The quarterly balance for New Customers who have completed a quarter since opening and activating their account (viz. 90 days, 180 days, 270 days, 360 days) are assessed at the beginning of each subsequent month.

e.g.

If you opened and activated 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.

5. For the New Customers 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 and activated 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.

Terms and Definitions

CAMPAIGN PERIOD	PARTICIPATION
"The Bank" or "Mashreq" or "Mashreqbank"	Mashreqbank PSC is regulated by the Central Bank of the United Arab Emirates



CAMPAIGN PERIOD	PARTICIPATION
"Campaign" or "Offer"	Means the Mashreq Gold New Customer Campaign governed by this document
"Campaign Period"	Means the period between 15 th January 2024 to 30 th April 2024, both days inclusive
New Customers	Natural Persons who are eligible to open an Account with us, meeting our internal policy requirements and account opening criteria of Mashreq Gold. Existing customers, those who hold an inactive relationship or customers who held an account, product or relationship with us 12 months prior to applying are not eligible for this campaign.
Eligible Deposits	Means balance in Current Account(s), Saving Account(s), Mashreq Millionaire Certificates, Certificates of Deposits excluding Fixed/Term Deposits maintained under a single customer number (CIF)
Eligible Insurance Policy Value	Annual premium amount of the insurance policy
Eligible Investment Balance	Investments (Inclusive of customers equity and leverage component) in Equities, fixed income securities, mutual funds, structured products.
Relationship Balance	For the purposes of this campaign, the Quarterly (90 day) average of balances in Eligible Deposits, Eligible Investments and Eligible Insurance Policy Values assessed from the account opening date.

Additional Campaign Conditions

Campaign Participation

6. Customers that have closed any Mashreq Bank account where they were a single or joint account holder within 12 months immediately preceding the date of opening the new Mashreq Gold Account are not eligible for this Campaign.
7. For joint accounts, only one reward will be given to the primary account holder.
8. This Campaign is NOT applicable for Mashreqbank staff.
9. Minor / Guardianship accounts are excluded from the Campaign.
10. The Bank reserves the right to disqualify any customer from the cashback and/or prize if it has reasonable grounds to believe the customer has breached any of the terms, conditions, and rules of the campaign. It also has the right at any time to verify the validity of the eligibility of all customers, not limited to just the information provided.

11. If the Mashreq Gold eligibility criteria is not maintained, the customer's account(s) may be closed or downgraded by Mashreq in compliance with the applicable terms and conditions.
12. You must download and activate the Mashreq Mobile Banking App within the Campaign Period.

Funding Limitations

13. Funds transferred from any individual Mashreq account will NOT be counted towards the Relationship Balance for Campaign fulfilment. Any funds that a customer receives from another individual Mashreq account will be deducted from the Relationship Balance calculation for Campaign Cashback.

Reward Eligibility

14. The New Customer's relationship should be active and operational at the time of cashback credit.
15. The Bank shall not pay late payment charges or additional profit for any delay in giving the cashback and/or prize.
16. In the event of a delay in the credit of your eligible cashback, the bank shall inform you in writing.
17. The Bank shall not be liable for any delay in giving the cashback and/or prize if such delay is because the customer cannot be contacted.
18. All taxes, fees and other charges, if any, payable on the cashback and/or prize 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 any of the terms and conditions herein 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. 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.
20. This offer is not valid in conjunction with any other special promotion or other reward periodical campaign.



21. 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.
22. Customer's queries and/or complaints regarding the Campaign should be raised within 60 days of the payout date. However, the Bank's decision on, lapse, cancellation, forfeiture, credit, debit, and re-installment of prize 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/customer-care/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/casamgtn>. 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. 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.

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