

Terms & Conditions
Special Pricing Offer

Glossary and explanation of terms used in this document:	
"The Bank" or "Mashreq" or "Mashreqbank"	Mashreqbank PSC is regulated by the Central Bank of the United Arab Emirates
"Savings Account"	Means our "NEO Savings Account" or "Savings Account" or "Mashreq Gold Savings Account" or "Private Banking Savings Account" in AED & USD Currencies under conventional banking offering.
"Relationship Balance"	Means combined credit balance in Current Account(s), Saving Account(s), Mashreq Millionaire Certificate(s), Term Deposit(s) and Certificate of Deposits of any variant and currency
"Customers" or "Customer"	Means our valued Customers in Private Banking, Mashreq Gold, NEO & Emirati Segments holding an active Savings Account
"Promotion" or "Campaign" or " Offer"	This special pricing offer for Savings Account which rewards Customers with Special Interest on Eligible Incremental Average Balance
"Offer Period"	Means period from 1 March 2025 to 30 June 2025 (both days inclusive)
"Base"	Means statement balance as on 28 February 2025
"Fresh Funds"	Means funds deposited in Savings Account that were not present in Relationship Balance as on 28 February 2025
"Eligible Incremental Average Balance"	<p>This is put in place to ensure only new deposits in Saving Account will qualify for the campaign & existing deposits are not transferred into the Savings Account. This will be administrated by using the following calculation (reference can be made to Annexure 2 below):</p> <p>Means the lower of the two:</p> <ul style="list-style-type: none"> a. the difference between the average balance of Savings Account during the Offer Period and the Base, b. The difference between the average of the total deposits in the Relationship Balance during the Offer Period and the Base
"Special Interest"	Additional Interest offered in this Promotion

1. To qualify in this Promotion, the Customer must grow Savings Account Balance through Fresh Funds during the Offer Period. This growth will be assessed by comparing the Savings Account Balance as on 30 June 2025 with 28 February 2025 on Relationship Balance level.
2. The Special Interest will be calculated & credited manually on Eligible Incremental Average Balance to the Customer's account. This means that any regular interest automatically paid by the system plus the manual credit referred to above will ensure that a **total payout** of **4.50%** per annum for the Offer Period is received by the customer. The Special Interest will be credited within 30 business days after the end of the Offer Period.

3. **Exclusively** for our Emirati Individual Customers, the rate of interest mentioned above will be **4.60%** per annum
4. Any movement of funds from any other liability accounts under the Relationship Balance will not be considered under this Campaign.
5. The Special Interest will be rounded off to two decimal places and will be credited in of Customer's active AED Savings Account. In case the Customer does not have an active AED Savings Account, the same shall be credited in an active USD Savings Account.
6. All computations will be done in AED and in case where the interest is to be credited in USD Account, the conversion will be done based on the current prevailing spot exchange rate at the time of interest disbursement.
7. Other Conditions:
 - I. These Terms and Conditions are in addition to any other applicable terms and conditions including but not limited to those stipulated by the Bank from time to time on its website and terms and conditions pertaining to other products, services or offers provided by the Bank (including but not limited to terms and conditions relating to Mashreq Mobile, Mashreq Online, Direct Banking Centre and automatic teller machines).
 - II. 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.
 - III. Customer's queries and/or complaints regarding the Campaign should be raised within 45 days of the payout date. However, the Bank's decision on, lapse, cancellation, forfeiture, credit, debit, and reinstalment of reward shall be final, conclusive, and binding on the Customer.
 - IV. The Bank reserves the right, at its sole and absolute discretion, to amend, cancel or change the Campaign or these Terms and Conditions at any time without any prior notification to the Customer.
 - V. Any such amendments or supplements shall be provided on Mashreq's website or will be notified via email to the registered email records (if any) with the Bank.
 - VI. Customer account(s) that is/are closed or terminated or delinquent or blacklisted prior to and/or during the Promotion Period will not be eligible under this Promotion.
 - VII. Special Interest may be forfeited if the Bank has sufficient grounds to believe that the Customer has violated these Terms and Conditions or any laws or regulations as applicable in UAE or as per internal Mashreq policies.
 - VIII. In no event shall Mashreq, any of its affiliates or any of its officers, directors, employees or agents be liable or responsible to the Customers for any loss, damage or expense arising out of or otherwise related to this Campaign. Mashreq does not offer or provide any warranties or accept any responsibility or liability of any kind in respect of the Campaign and hereby disclaims any and all express or implied warranties with respect to the Campaign.
 - IX. 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 without prejudice to resolutions, notices, framework or any guidance/advises from Central Bank of UAE including those related

to The Bank. Any dispute arising under or in connection with this Promotion shall be submitted to the exclusive jurisdiction of the courts in Dubai, United Arab Emirates.

- X. The Bank shall not be in breach of its obligations or otherwise be liable to conduct this Campaign in the event of any Force Majeure Event. For purposes of these Terms and Conditions, "Force Majeure Event" shall mean any and all circumstances beyond the reasonable control of the Bank including, amongst other things, acts of God, industrial disputes, civil disobedience/unrest, war, acts and regulations of any governmental or authority in any jurisdiction. In such circumstances, the Bank's obligations to the Customer shall automatically stand discharged without the need to provide notice to that effect.

Annexure 1: Interest Calculation

As defined in these Terms & Conditions, Special Interest will be calculated on Incremental Eligible Average Balance as per the following formula:

Incremental Eligible Average Balance x Special Interest x 122*/360

*Number of days during the Offer Period i.e., from March 1, 2025 to June 30, 2025

Annexure 2: Incremental Eligible Average Balance Calculation (amounts in AED '000)

The below cases are for illustration purposes only. Reference must be made to Terms & Conditions

Case 1	Month End Balance		Offer Period Growth (Clause 1 of TnCs)	Average Balance	Incremental Average Balance	Eligible Incremental Average Balance (Glossary and Clause 2 of TnCs)
	February	June		March to June		
	<i>A</i>	<i>B</i>	<i>C = B minus A</i>	<i>D</i>	<i>E = D minus A</i>	<i>F</i>
Savings Account	100	125	25	125	25	25
All other liability accounts in Relationship Balance	50	150	100	150	100	
Relationship Balance	150	275	125	275	125	
Explanation:	The customer grew relationship balance by AED 125,000, with AED 25,000 through fresh funds in Savings Account and hence is eligible for Special Interest in this Offer.					

Case 2	Month End Balance		Offer Period Growth (Clause 1 of TnCS)	Average Balance	Incremental Average Balance	Eligible Incremental Average Balance (Glossary and Clause 2 of TnCs)
	February	June		March to June		
	<i>A</i>	<i>B</i>	<i>C = B minus A</i>	<i>D</i>	<i>E = D minus A</i>	<i>F</i>
Savings Account	100	125	25	125	25	15
All other liability accounts in Relationship Balance	50	40	-10	40	-10	
Relationship Balance	150	165	15	165	15	
Explanation:	The customer grew balance in Savings Account by AED 25,000 however overall relationship growth is AED 15,000. Therefore, Special Interest will be paid on the balance growth of AED 15,000 in Savings Account.					

Case 3	Month End Balance		Offer Period Growth	Average Balance	Incremental Average Balance	Eligible Incremental Average
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			(Clause 1 of TnCS)			Balance (Glossary and Clause 2 of TnCs)
	February	June		March to June		
	<i>A</i>	<i>B</i>	<i>C = B minus A</i>	<i>D</i>	<i>E = D minus A</i>	<i>F</i>
Savings Account	100	125	25	125	25	0
All other liability accounts in Relationship Balance	50	25	-25	25	-25	
Relationship Balance	150	150	0	150	0	
Explanation	The customer grew balance in Savings Account by AED 25,000 however there is no growth in overall Relationship Balance and hence there is no eligible growth for Special Interest					

Case 4	Month End Balance		Offer Period Growth (Clause 1 of TnCs)	Average Balance	Incremental Average Balance	Eligible Incremental Average Balance (Glossary and Clause 2 of TnCs)
	February	June		March to June		
	A	B	$C = B \text{ minus } A$	D	$E = D \text{ minus } A$	F
	Savings Account	100	75	-25	75	-25
All other liability accounts in Relationship Balance	50	100	50	100	50	
Relationship Balance	150	175	25	175	25	
Explanation:	The customer did not grow balance in Savings Account. However, there is a growth in overall Relationship Balance by AED 25,000 and hence there is no eligible growth for Special Interest in Savings Account.					

Case 5	Month End Balance		Offer Period Growth (Clause 1 of TnCs)	Average Balance	Incremental Average Balance	Eligible Incremental Average Balance (Glossary and Clause 2 of TnCs)
	February	June		March to June		
	<i>A</i>	<i>B</i>	<i>C = B minus A</i>	<i>D</i>	<i>E = D minus A</i>	<i>F</i>
Savings Account	100	100	0	100	0	0
All other liability accounts in Relationship Balance	50	100	50	100	50	
Relationship Balance	150	200	50	200	50	
Explanation:	The customer did not grow balance in Savings Account. However, there is a growth in overall Relationship Balance by AED 50,000 and hence there is no eligible growth for Special Interest in Savings Account.					