

Terms & Conditions

Mashreq Gold New Customers Acquisition Campaign (MG iPhone Offer)

CAMPAIGN PERIOD	PARTICIPATION	CAMPAIGN ELIGIBILITY	CAMPAIGN REWARD
Account has to be opened and activated between 11 th May 2025 to 31 st August 2025 (both days inclusive)	New Mashreq Gold Customers only (existing Mashreq Current or Savings account customers will not be included.)	Transferring your salary of at least AED 80,000 or above for three consecutive months OR Fund & maintain at least AED 500,000 or above as your average relationship balance (Liabilities and / or investments) for three months (For at least three months from the month subsequent to account opening and activation)	iPhone 16 Pro 512 GB

Mashreqbank PSC (“**Bank**” or “**Mashreq**” or “**Mashreqbank**”) has launched this campaign “**Mashreq Gold New Customer Acquisition Campaign**” for its new Mashreq Gold customers

Campaign Terms and Conditions:

- This Campaign is valid during the period from 11th May 2025 to 31st August 2025 (both days inclusive) (the “**Campaign Period**”) for all natural persons (other than existing customers of the Bank who already hold any active or inactive relationship the Bank) who opens a new Mashreq Gold Relationship during the Campaign Period and meets Mashreq Gold eligibility criteria (“**New Customer**”).
- Mashreq Gold eligibility criteria can be accessed at:
<https://www.mashreq.com/en/uae/gold/ourapproach/eligibility/>

3. The New Customer is eligible for an iPhone 16 Pro 512 GB ("**Reward**") on meeting any one of the below campaign eligibility criteria:

- Transferring your salary of at least AED 80,000 or above for three consecutive months in which the first salary credit has to come in the month immediately after the month of account activation (for example, if an account is opened in the month of May, the salary credits have to come in the months of June, July & August without any miss.)
- OR
- Fund & maintain at least AED 500,000 or above as your average relationship balance (Liabilities and / or investments) for three months in which the average balance has to come in the month immediately after the month of account activation (for example, if an account is opened in the month of May, the average balance has to be at least AED 500,000 during the months of June, July & August)

Please see the illustration below for clarity.

Month of account activation	Months to Credit Salary/Maintain Funding
May 2025 (11th May & onwards)	June, July and August 2025
June 2025	July, August & September 2025
July 2025	August, September & October 2025
August 2025	September, October & November 2025

4. A salary transfer will only be recognized by the Bank if it is credited to the customer's account with the Bank by the customer's employer registered in the UAE using the correct channel and method recognized by the Bank. A remittance, direct transfer, cash, or cheque credit transaction by the employer will not be considered as a salary transfer transaction and will lose the eligibility of any benefits under this Campaign. An erroneous salary transfer description could also result in making the transfer ineligible for the above-mentioned bonus cashback.
5. The Reward will be made available for collection or will be initiated for delivery within 5 months of account opening and activation provided criteria is met. For example: If you open and activate your account in May 2025, and transfer your salary (or maintain the balance) during June, July & August, we will deliver your iPhone 16 Pro in October 2025
6. The Customer is bound by any variation that the Bank may make to the Terms and Conditions governing the provisions of the products and services.
7. Mashreq does not offer or provide any warranties, nor accepts any responsibility or liability of any kind in respect of this Promotion and hereby disclaims any and all express or implied warranties in respect thereto.

Additional Campaign conditions

Campaign Participation

11. For joint accounts, only one reward will be given to the primary account holder.
12. This Campaign is NOT applicable for Mashreqbank staff.
13. Minor / Guardianship accounts are excluded from the Campaign.
14. The Bank reserves the right to disqualify any customer from the reward 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.
15. New Customer must download and activate the Mashreq Mobile Banking App within the Campaign Period.

Funding Limitations

18. Funds transferred from any individual Mashreq account will NOT be counted towards the Relationship Balance for assessment of the clients Mashreq Gold eligibility for the purpose of Campaign fulfilment. Any funds that a customer receives from another individual Mashreq account will be deducted from the Relationship Balance calculation for assessment of the clients Mashreq Gold eligibility for the purpose of Campaign eligibility.

Reward Eligibility & Limitation of Liability

19. The New Customer's relationship should be active and operational till the end of the campaign period.
20. Customers with accounts in 'Active' status with no compliance or regulatory concerns will be eligible for the reward.
21. 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.
22. The Reward will be made available or delivered to the qualifying customers in the manner as may be decided by the Bank.
23. The Reward is non-transferable, and no cash alternatives will be offered and can be collected or delivered within the UAE only.
24. The Bank shall not be liable for any delay in giving the reward if such delay is because the customer cannot be contacted.
25. All taxes, fees, and other charges, if any, payable on the reward shall be the sole responsibility and liability of the customer.

26. The Bank is not responsible for any lost, delayed, or undelivered prizes due to incorrect or incomplete address details provided by the winner.
27. The company is not liable for any damages, losses, or injuries that may occur during or after the delivery of the reward.

Miscellaneous

25. 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.
26. This Campaign benefits are not valid in conjunction with any other special promotion or other reward periodical campaign.
27. Customers' queries and/or complaints regarding the Campaign should be raised within 30 days of the reward issuance. However, the Bank's decision on, lapse, cancellation, forfeiture, credit, debit, and reinstatement of reward shall be final, conclusive, and binding on the Customer.
28. 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/>.
29. 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.
30. Mashreqbank Terms and Conditions apply which can be read at <https://mashreq.com/casamgtnc>. They are subject to change and are available upon request.
31. 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.
32. 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.
33. 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

34. 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.