

# Refer and Earn Program

## Definitions

1. Reference to "Customer/Customers" means, an existing active Mashreq / Mashreq Al Islami Credit Card holder.
2. Reference to "Referred/Referral" means, someone who is an acquaintance of customer & is referred by customer to apply for Bank credit card.
3. Reference to "Successful Referral" means, someone who has applied for Mashreq credit card & has successfully received physical credit card post all checks by the bank.
4. Reference to "Referral bonus" means, the reward customer will get upon his referral/referred takes a mashreq credit card.
5. Reference to "Total Referral bonus" means, total cumulative reward a customer will get upon all his referral/referred takes mashreq credit cards.
6. Reference to "Referral period" means, the duration within in which the referred/referral has to apply for a mashreq credit card for customer to be eligible for referral bonus. Which for the below program will be 60 days from the date of referral.
7. Reference to "Referral expired" means, expiration of referral period. Post which the customer will not get any referral bonus even if his referred/referral applies for a credit card successfully.
8. References to "Mashreq/Bank Credit Card" means, a Mashreq / Mashreq Al Islami Credit Card.
9. References to "Bank's Website" means, mashreq.com or mashreqalislami.com.
10. References to "Bank's App" means, Mashreq UAE mobile app on android & iOS
11. References to "Program" means, Referral program of Mashreq/Bank for sourcing of new customers for its credit card products.

## Terms and Conditions

1. This Referral Program ("Program") is applicable to existing Mashreqbank psc ("Mashreq" or "Bank") customers ("Customers") who hold an existing Mashreq/Bank credit card that is active/valid and who refer their friends/family ("Referred") for taking Mashreq credit card.
2. The Program will be applicable to Mashreq Al Islami (MAI) and Mashreq credit card holders
3. Customers shall provide the correct name and valid mobile number of each of the Referral person on the referral page.
4. The Customer needs to have an active Bank Credit card in good condition (non-delinquent) at the time of fulfilment of the Referral Bonus.
5. For the customer to be eligible for a successful referral bonus, referred person must apply for the Mashreq credit card using the same mobile number that used by customer for referring.
6. If the referred person/referral applies for mashreq credit card through any third-party sales partner/channels (DSAs) using seller assisted journey than, customer will not be eligible for referral bonus.
7. A referral will be considered successful ("Successful Referral") upon fulfillment of the following conditions:
  - a. The referred does not have any previous active or closed Credit Card relationship with Mashreq in the last 6 months.
    - For example, if a customer had a previous credit card with Mashreq in the last 6 months, which is now closed, inactive or dormant etc. If such a customer is referred and takes a new credit card, he will not be considered a successful referral under this program.
  - b. The Referred must apply for a Bank credit card within 60 days of being referred by the customer

- For example, if a person is referred to Bank credit card on 14<sup>th</sup> April'2025, he must apply for the card on or before 13<sup>th</sup> Jun'2025 for the customer to be eligible for referral reward. Any application submission after 60 days of referring will not be considered for referral bonus.
- c. Physical credit cards are delivered successfully to referral.
8. For each successful referral, a **"Referral Bonus"** amount would be given to the Customer identified with that referral as per Banks record. Referral bonus amount is subjected to change and will be communicated to customers from time to time through different modes of communication (such as SMS, EMAIL, Bank website, Bank app etc.)
  9. Each Customer can refer up to 10 friends and/or family members. and can earn a referral bonus for a maximum of 10 successful referrals only which would be termed as **"Maximum Referral bonus"** amount.
  10. The Maximum referral Bonus which can be up to AED 5,000 will be credited in the form of cashback to Customers most recently opened Mashreq bank credit card, in active state.
  11. If a customer has more than one credit card Total referral bonus will be credited to most recently opened active Mashreq bank credit card.
  12. To be eligible for the referral bonus, the referred card must be successfully delivered within 120 days from the referral date. If the card is delivered after 120 days, the referring customer will not receive the bonus, even if the referral was made within 60 days. If most recently opened cards are inactive or blocked, the referral bonus will be credited to another active credit card of the customer. In case there is no active card of the customer, his referral bonus will be forfeited.
  13. The Referral Bonus shall be paid to the Customer within 2 months of each successful referral. For example, if Customer A refers to an individual person B (who has no prior relationship with Mashreq) on 15 April 2025, person B (the Referred) has to apply for Bank credit card on or before 13 Jun 2025. If Person B

physical credit card is delivered on 29<sup>th</sup> Jun' 25, customer A will get Total referral Bonus by 31<sup>st</sup> Jul'25.

14. Referring the same person by multiple customers is not allowed within a 60-day period ("Referral Period") from the date of first referral. In case same person is referred by multiple people, the first referrer as per bank's record will be credited with referral bonus, if the referral gets card successfully & meets all other conditions.
15. If the Referred does not complete and submit the application within the Referral Period from date of referral, the referral will be tagged as "Referral Expired".
16. Once the referral is tagged as "Referral Expired", any Customer can refer such previously Referred person/s again.
17. All Mashreq Bank employees, involved in various sales roles and all employees of Mashreq bank Credit Card and personal loan division are excluded from this Program. They will not be eligible for a referral bonus payout.
18. For MAI customers, the Referral Bonus Payout will happen only when the Referral takes an Islamic credit card (MAI Solitaire, MAI Platinum Elite & MAI cashback card). If the Referral opts for any conventional credit card (Mashreq Solitaire, Platinum Elite, Mashreq Cashback or Noon), then the MAI Customer will not be eligible for the Referral Bonus Payout.
19. "When Customers refer someone to services of Mashreq Bank, customers may provide us with the personal information, such as their name, email address, and/or mobile number of the referral person. By submitting this information, customers confirm that they have obtained necessary permission from the referral person to share this information with the Bank. Mashreq can & will use this information solely to contact the referred individual with Product offers & promotion related to services provided by Mashreq. Referrals may opt out of these communications at any time they want."

20. The approval or rejection decision of a Referred person's credit card application shall be at the sole discretion of the Bank, subject to internal processes requirements and guidelines.
21. Customers whose card(s) are closed or terminated or delinquent prior to or during the Program Period shall not be eligible to be referred to under this Program.
22. The Bank does not offer or provide any warranties or accept any responsibility or liability of any kind in respect of this Program and hereby claims all express or implied warranties with respect thereto.
23. All Customers and the Referred must agree to the terms and conditions at the time of Mashreq credit card application. The terms and conditions shall be in addition, and not in substitution/delegation to, the rules and regulations governing the use of the Bank's Credit Card and/or the Bank's Website.
24. By applying for the Bank's Credit card through this Program, the Customers and the Referred shall be deemed to have agreed to be bound by the terms and conditions contained therein.
25. Customers shall only share the referral link to refer to their known acquaintances and will not spam unknown numbers to get referral rewards.
26. Bank reserves the right to forfeit/ reverse/plough back referral bonus from customers, in the event it observes that customers had spammed unknown numbers for taking advantage of referral bonus.
27. The Bank reserves the right, at its absolute discretion, to amend, cancel, supplement and/or revoke the terms and conditions at any time without any prior notification to the Customer or the Referred
28. The 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 including but not limited to resolutions, notices, framework or any guidance/advises from the Central Bank of the UAE.

29. Any dispute arising under and in connection with these terms and conditions shall be referred to in the courts of Dubai.
30. In no event shall the Bank, any of its affiliates, or any of its officers, directors, employees or agents, be liable or responsible to the Customer for any loss, damage or expense arising out of or otherwise related to this Program.
31. The Bank shall not be in breach of its obligations or otherwise be liable to conduct this Program 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, public health emergencies, global health scare, 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 being discharged without the need to provide notice of that effect.
32. This terms and conditions have been drafted in both Arabic and English version and in case of discrepancies, the Arabic language shall prevail.