# Mashreq Aura Credit Cards – Cashback Terms & Conditions

## 1.DEFINITIONS AND INTERPRETATION

### 1.1.Definitions

**"Mashreq Aura Cashback Benefits" or "Programme" or "Co Brand Benefits"** means benefits and loyalty offering available to eligible Cardholders; enabling cardholders to earn, accrue, utilize and, redeem Aura Points on qualifying transactions and across participating Aura brands, in each case in accordance with the Aura Rewards Programme terms and conditions

**"Aura Rewards Programme"** means the rewards programme offered by Alshaya, under which eligible customers may earn Aura Points on qualifying transactions and redeem Aura Points. The redemption and use of Aura Points shall be subject to and governed by the rules of Aura Rewards Programme.

**"Aura Points"** means the reward currency under Aura Rewards Programme which are accrued on Qualifying Transactions.

**"Aura Wallet/Account"** has the meaning ascribed in section 1.4.

**"Billing Month"** for the purposes of this section means the statement period for the Primary Card Account.

**"Billed Amount"** is the amount of the qualifying transaction as it appears in the statement of account.

"**Cards**" means Mashreq Aura Credit Cards – Mashreq Aura Credit Card, Mashreq Aura World Credit Card, Mashreq Aura World Elite Credit Card.

"**Cardholders**" means the holders of Mashreq Aura Credit Cards.

**"Cashback"** means an accrued amount earned on Qualifying Transactions at rates decided by the Bank from time to time at its absolute discretion; to be transferred to customers in the form of Aura points at a conversion rate as mentioned on the Bank Website

"**Enrolment Date**" means the date of activation of the Card for the existing Cardholders and the date on which the Primary Account is activated for new Cardholders.

**"Primary Account"** means primary Cardholder's card account.

**"Qualifying Transactions**" for the purposes of this section means retail, online transactions and/ or other transactions that the Bank defines as eligible from time to time.

### 1.2.Interpretation

(a) The Programme supplements but does not in any way amend the Credit Card Agreement between Mashreqbank psc ("the Bank" or "Mashreq") and the Cardholder, and any term referenced but not defined herein would be interpreted in accordance with the agreement pertaining to credit cards entered between the primary Cardholder and the Bank (the '**Credit Card Agreement**').

(b) Notwithstanding anything contained herein, in the event there is any contradiction between these Terms and Conditions and the Credit Card Agreement, then terms of Credit Card Agreement shall prevail.

### 1.3.Mashreq Aura Cashback Benefits

Mashreq Aura Credit Card allows eligible Cardholders to accumulate Cashback in the form of Aura points on Qualifying Transactions posted on their Cards during the Billing Month (the the Mashreq Aura Cashback Benefits"). Cashback accumulated on such Cards will be transferred to the Aura Wallets/Accounts within 7 working days from the posting date of Qualifying Transactions. Only

Qualifying Transactions posted by the Bank to the Primary Account would be considered eligible for the Mashreq Aura Cashback Benefits.

**1.4.The "Aura Wallet/Account"**

Cardholders will earn cashback as Aura Points on the Qualifying Transactions which will get accrued in their Aura wallets/accounts on the Aura MENA App. Cardholders should provide their correct mobile numbers to Mashreq during digital card application. Aura wallets/accounts will be linked to Primary Account, and further amendments/alterations will not be enabled after digital card application form is submitted.

## 2. ELIGIBILITY

**2.1.** The Mashreq Aura Cashback Benefits is open to such Cardholders as determined by the Bank from time to time whose Cards are not blocked and are in good standing as determined by the Bank.

**2.2.** The Cashback earned by a supplementary Cardholder(s) will accrue to the Aura Wallet/Account of the primary Cardholder.

**2.3.** Participation in the Mashreq Aura Cashback Benefits is automatic for all eligible Cardholders.

## 3. Aura Points

The Cardholder will earn cashback in the form of Aura Points on Qualifying Transactions spends at a percentage rate as specified by the Bank from time-to-time. Cashback will be credited into Customers' Aura Wallets/Accounts as Aura Points, at a conversion rate (cashback to aura points) as specified on the Bank website. The Bank at its sole discretion will round down the total Cashback earned during a Billing Month to the nearest Dirham. The Bank will notify the Cardholder prior to any changes in the conversion rate.

**3.1. Mashreq Aura Cashback Benefits**

**3.1.1.**All Qualifying Transactions billed to the Primary Account under this Programme are eligible to earn Cashback as Aura Points. This will not include the following transactions:

- Easy Cash
- Balance transfers
- Local cash advances
- Credit card cheques
- Finance charges
- All fees charged on the Card by the Bank
- Transactions reversed by Merchants
- Utility bill payments like telephone bills, water and electricity bills made through the Bank's payment channels like Call Center, Mashreq On-line, ATM, mobile banking, branches or any other Bank's payment channel.
- Any other transactions determined by the Bank from time to time

**3.1.2.**A Cardholder cannot accrue Cashback as Aura Points for any retail purchase(s) incurred prior to his/her Enrolment Date.

**3.1.3.**Cashback accumulated as Aura Points by a Cardholder on the Card cannot be combined or used in conjunction with Cashback of his/her other Cards at the time of redemption or transferred to any other card or customer loyalty programme unless otherwise specifically notified by the Bank.

**3.1.4.**The Bank will notify the primary Cardholder in the monthly card statement of the Cashback accumulated as Aura Points under Mashreq Aura Cashback Benefits. Please note that Qualifying Transactions posted between the billing period will be considered for the statement date

**3.1.5.**The customers can view accumulated cashback as Aura Points in their Aura wallets/accounts which will be transferred to Cardholder's Aura Accounts within 7 working days from the posting date of Qualifying transactions. The primary Cardholder can redeem Cashback only on the participating Aura brands as described on the Mashreq website, after it has been reflected in the form of Aura Points in Aura wallets/accounts.

**3.1.6.**The Card must not be overdue, suspended, blocked, cancelled or terminated by the Bank or voluntarily closed by the Cardholder to be eligible for Cashback earnings. In any of the above events, Cashback will not be earned as part of Mashreq Aura Cashback Benefits.

**3.1.7.**The Bank's decision on computation, lapses, cancellation, forfeiture, credit, debit and re-installment of Cashback shall be final, conclusive and binding on the Cardholder.

**3.1.8.**Any variation, alteration, modification, and/or amendment to the terms and conditions shall be published on the "Bank's" website: mashreq.com and shall supersede the earlier terms and conditions communicated to the "Cardholder".

**3.1.9.**For refund transactions, cashback as Aura Points will be reversed, and reversal will be transferred to Aura wallets/accounts.

**3.1.10.**Cardholder will only be entitled to earn cashback for transactions carried out within the assigned credit limit on the Mashreq Aura Credit Cards in every billing cycle.

**3.1.11.**" Aura Spends" mean Qualifying Transactions made on Mashreq Aura Credit Cards across participating Aura brands as described on Mashreq Website

**3.1.12.**" International Spends" includes Qualifying Transactions made in non – AED currency on Mashreq Aura Credit Cards

**3.1.13.**" Low Interchange Spends" includes Qualifying Transactions made on Mashreq Aura Credit Cards on govt payments, utilities, education, charity, fuel, rental and telecom transactions as categorized based on Merchant Category Codes (MCCs) which are defined by Mastercard. Mashreq reserves the right to select/amend the list of MCCs for the Qualifying Transactions under each of these categories (or any other category) at its sole discretion. The decision of Mashreq in this regard shall be final and binding on customers

**3.1.14.** "Grocery Spends" includes Qualifying Transactions made on Mashreq Aura Credit Cards in AED currency in grocery category. Eligible Merchant Category Codes under Grocery Spends -5411,5451, 5499, 5462, 5441,5311,5331

**3.1.15.** "Other spends" refers to Qualifying Transactions made on Mashreq Aura Credit Cards in categories other than "Grocery" and "govt payments, utilities, education, charity, fuel, rental and telecom"

Please refer to the list below for the eligible MCCs (Merchant Category Codes) under Low Interchange Spends categories - govt. payments, utilities, education, charity, fuel, rental and telecom

| **Category** | **MCCs under selected category** |
|---|---|
| Govt. Payments, Utilities, Education, Charity, Fuel, Rental & Telecom | 4784, 7523, 5541, 5542, 8398, 8211, 8220, 8241, 8244, 8249, 8299, 9211, 9222, 9223, 9311, 9399, 9402, 4900, 4111, 4121, 6513, 4814, 9405 |

**3.1.16.**Cashback will be credited as Aura Points to Cardholders Aura wallets/accounts within 7 working days from the posting date of the Qualifying Transactions

**3.1.17.**Cashback earned from Mashreq Aura Cashback Benefits will be accumulated on the Cardholders Aura wallets/Accounts in the form of Aura Points and can be redeemed only on Aura participating brands as described on Mashreq website.

**3.1.18.**In the event the cardholder wishes to close his/her Aura wallet/account, the customer will not be entitled to earn any cashback on spends done in the period between Mashreq Aura Credit Card Closure date and Aura wallet/account closure date.

## 3. REDEMPTION & FORFEITURE

**4.1.**Cashback accumulated on the Cardholders Aura wallets/accounts as Aura Points have no cash or monetary value and can only be used for redemption on the participating Aura Brands as described on the Mashreq website

**4.2.**Cashback earned as Aura Points cannot be withdrawn to a bank account or exchanged for cash and is non-transferable.

**4.3.**Cashback earned as Aura Points is valid for twelve (12) months from the date of accrual. All unused Cashback over twelve (12) months will expire and shall not be available for redemption or reinstated and is guided by the Aura terms and conditions pertaining to points accumulation

## 4. GENERAL

**5.1.**Cardholders acknowledge that this credit card is issued for personal usage only. Hence, by using the Mashreq Card, the customer agrees and undertakes that he/she will use the Mashreq Card for reasonable purposes limited to personal usage only. The Bank shall have the right to scrutinize the transactions, verify and estimate to ensure that the transactions match the Cardholder's profiles, or make the judgment to determine whether it qualifies fair usage or not. If Bank deems that it is violation of fair usage, then the Bank reserves the right to discontinue, cancel, block or forfeit the loyalty payout, accumulated cashback/rewards, loyalty earning, as well as restrict/block/cancel the credit card.

**5.2.**Fraud and/or abuse of earning and redemption of Cashback in the Mashreq Aura Cashback Benefits may result in forfeiture of the Cashback as well as termination and cancellation of the Card at the discretion of the Bank.

**5.3.**The Bank reserves the right to cancel, suspend, change or substitute the Cashback or the Cashback conditions or the basis of computation of Cashback or the terms and conditions of the Programme at any time,

**5.4.**The Bank would be deemed to have acted in good faith in response to any oral or electronic instruction or inquiry by the Cardholder in respect of any matter in relation to this Programme and the fulfillment of any redemption request. The Cardholder shall not be entitled to claim or allege any loss, damage, liability, expense attributable, directly or indirectly, to any such good faith action of the Bank and the Cardholder shall indemnify and hold the Bank harmless in respect thereof.

## 6. Legal Terms

**6.1.** Without prejudice to the foregoing, and to the fullest extent permitted by law, Mashreq shall not be liable to any person for any loss, damage, expenses or claim (whether direct or indirect) in relation to any personal injury, death, false representation, damage or omission arising from or in connection with the usage or attempted usage of the offer or goods and/or services provided under the Mashreq Aura Cashback benefits

**6.2.**The Bank has the sole right to exclude and/or disqualify any client from participating in the Mashreq Aura Cashback Benefits at any given time for any reasons whatsoever without giving any prior notification to such client. Any excluded/disqualified client from the Mashreq Aura Cashback Benefits shall not, under any circumstances, be compensated by the Bank in any event whatsoever.

**6.3.** In no event shall Mashreq, any of its affiliates, or any of its officers, directors, employees or agents be liable or responsible for any loss, damage or expense arising out of or otherwise related to this Mashreq Aura Cashback Benefits

**6.4.** Mashreq shall not be in breach of its obligations or otherwise be liable to conduct the Mashreq Aura Cashback Benefits as a result of any Force Majeure Event. A Force Majeure Event in these terms and conditions, shall mean circumstances beyond the reasonable control of Mashreq and unforeseeable situations including, amongst other things, acts of God, industrial disputes, acts and regulations of any governmental or authority in any jurisdiction, epidemics, pandemics, diseases or public health emergencies, etc. In such circumstances, Mashreq's obligations to the client shall automatically stand discharged without the need to provide notice.

**6.5.**The Mashreq Aura Cashback Benefits along with its terms and conditions are governed by and construed in accordance with the laws of Dubai, United Arab Emirates without prejudice to resolutions, notices, framework or any guidance/advises from the Central Bank of UAE.

**6.6.** Mashreq's decision on all matters and/or disputes relating to this Mashreq Aura Cashback Benefits shall be final and binding on the clients.