Welcome Bonus Offer – Mashreq Aura Credit Cards

1. Introduction

The "Welcome Bonus Offer" ("Offer") is a promotional incentive provided by Mashreqbank PSC ("Mashreq" or "Bank") to eligible new customers who obtain a Mashreq Aura Credit Card ("Card") issued in the United Arab Emirates(“UAE”). The Offer is subject to the following terms and conditions ("Terms and Conditions"):

2. Offer Details

- The Offer entitles to eligible customers to receive a one-time flat cashback ("Welcome Bonus") upon meeting the minimum spending requirements within the first two months of card issuance.

- The Welcome Bonus amount will differ based on the customer’s status at the time of application:
  New Customers: Individuals who do not hold an existing Mashreq Credit Card at the time of application or in the preceding six months.
  Existing Customers: Individuals who have held a Mashreq Credit Card within six months preceding their application for a new card.

- A minimum spend requirement applies during the first two months of card issuance (“Offer Period”).

- ***“Eligible Spends”*** are the Qualifying Transactions billed to the Primary Account under this Programme are eligible to earn Cashback as Aura Points during the offer. 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

- The **"Aura Wallet/Account"**: Cardholders will earn welcome bonus as Aura Points on the eligible spends which will get accrued in their Aura wallets/accounts on the Aura MENA App. The customers can view accumulated cashback as Aura Points in their Aura wallets/accounts which will be transferred to Cardholder's Aura Accounts on the basis of the posting date of Eligible Spends. The primary Cardholder can redeem welcome bonus in the form of Aura Points only on the participating Aura brands as described on the Mashreq website, after it has been reflected in Aura wallets/accounts.

- 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.

- The Welcome Bonus will be credited to the cardholder's Aura accounts by the end of the third month following issuance. For instance, if a Card is issued in December 2026, the minimum spend criteria must be met by February 28, 2027, and the Welcome Bonus will be credited by March 31, 2027.

- 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. For details on redemption across participating Aura Brands, click here

- The specific spend eligibility criteria and Welcome Bonus amount will be as advertised at the time of digital card application.

3. Fair Usage Policy

The term "Fair Usage" refers to the legitimate use of the Card in accordance with Mashreq's terms and conditions. The Bank reserves the right to monitor transactions and determine whether Card usage is consistent with the cardholder's profile. Misuse may result in the forfeiture of accrued benefits or termination of the Card.

Examples of Unfair Usage

- Manufactured Spending: Artificially inflating spending to earn rewards, including purchasing prepaid cards, money orders, or cash equivalents without genuine underlying transactions.
- Multiple Account Manipulation: Opening multiple accounts to exploit bonuses and rewards.
- Reselling Goods: Purchasing goods in bulk for resale to generate excessive rewards without personal use.
- Exploiting Promotions: Repeatedly utilizing introductory offers and cancelling or transferring balances after the promotional period ends.
- Misuse of Business Expenses: Using a personal credit card for significant business expenses to accrue personal rewards, contrary to the card's intended use.
- Third-Party Transactions for Rewards: Conducting transactions via third parties to gain rewards without legitimate business activity.
- Inappropriate Merchant Category Codes: Processing transactions under incorrect merchant category codes to obtain undue benefits.

Bank's Rights on Fair Usage Violations

- Blocking, cancelling, or suspending the Card.
- Forfeiting accumulated rewards, cashback, or bonuses.
- Declining transactions deemed to be in violation of fair usage terms.

4. General Terms and Conditions

- The Card is issued solely for personal use. Cardholders must not engage in transactions inconsistent with personal usage requirements.
- Mashreq reserves the right to scrutinize transactions and determine fair usage compliance.
- Fraudulent or abusive practices related to earning or redeeming Welcome Bonuses may result in the forfeiture of benefits and termination of the Card.
- The Bank may modify, suspend, or terminate the Offer at any time without prior notice.
- The Offer applies only to newly issued Cards and does not extend to replacements,
  renewals, or upgrades.
- Supplementary Cardholders spends will be clubbed with the linked primary Card to calculate spends eligible for Offer.
- Cardholders' account(s) that are either closed or blocked or terminated or delinquent prior to or during the promotion period, or prior to the Offer fulfilment, will NOT be eligible for the Offer.
- Customer inquiries regarding the Welcome Bonus must be submitted within eight
  months from the date of Card issuance.
- Mashreq reserves the right to exclude or disqualify any cardholder from the Offer at its sole discretion without prior notice. Any excluded/disqualified Cardholder from the Offer shall not, under any circumstances, be compensated by the Bank any event whatsoever. For the avoidance of doubt, the amendment, suspension or termination of this Offer by
- Mashreq shall not entitle the Cardholder to any claim, compensation of loss or damages from Mashreq. Any such amendments or supplements shall be provided on Mashreq's website: Mashreq.com
- Employees and Staff of Mashreq or any subsidiary of Mashreq are eligible for the Offer.
- Mashreq shall not be liable for any loss, damage, or expense arising from participation in the Offer.

- These terms and conditions are to be read in conjunction with Mashreq 's Credit Card General Terms and Conditions governing the Card and the Cardholder agrees to be unconditionally bound by the same. In the event of any conflict or inconsistency between these terms and conditions of the Offer and the General Credit Card Terms and Conditions, the General Credit Card Terms and Conditions will prevail.
- There is no minimum value per eligible spends; however, the cumulative eligible spends must meet the minimum spend criteria
- Mashreq reserves the right to notify the Cardholders by phone or any other means of communication which Mashreq, in its absolute discretion, deems fit. It is the Cardholder's responsibility to ensure that details of their mobile number and email ID etc. provided to Mashreq are correct. Cardholder's name should be correctly updated in Mashreq's records.
- Transactions made on Mashreq Online, Mashreq Mobile, cash withdrawal transactions, equal monthly installment transactions, Balance Transfer, Easy Cash, fees and charges (if any) and any other transactions are not eligible transactions and hence will NOT be included as a part of the Offer.
- Payments made via digital wallets like Apple Pay, Google Pay or any other similar biller for utility payments will not be eligible for cashback.
- Any purchase reversals, refunds and transactions disputed by the Cardholder shall be excluded from the Offer.
- Mashreq shall not be in breach of its obligations or otherwise be liable to conduct the Offer in the event of any Force Majeure Event. For purposes of these terms and conditions a "Force Majeure Event" shall mean circumstances beyond the reasonable control of Mashreq and unforeseeable situations including, amongst other things, acts of God, industrial disputes, civil disobedience/unrest, war, 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 Cardholder shall automatically stand discharged without the need to provide notice.
- Mashreq does not offer or provide any warranties, nor accept any responsibility or liability of any kind in respect of the Offer and hereby disclaims any and all express or implied warranties with respect of the same.

5. Compliance with UAE Laws

- The Offer and its terms are subject to compliance with all applicable UAE laws and regulations.
- Mashreq reserves the right to enforce any legal or regulatory requirements set by the relevant authorities, including but not limited to banking, financial, consumer protection, and electronic transactions regulations. Cardholders must ensure that all transactions conducted under this Offer adhere to these legal requirements. Any violation of applicable laws may result in the suspension or termination of benefits under the Offer, at the Bank's sole discretion.

6. Additional Legal Terms

- **Non-Transferability:** Credit card benefits and rewards are non-transferable and may
  not be assigned to third parties unless explicitly permitted by Mashreq.
- **Indemnification:** Cardholders shall indemnify and hold Mashreq harmless from any
  claims or liabilities resulting from misuse of the Card.
- **Right to Amend Terms:** Mashreq reserves the right to modify, suspend, or terminate
  this Offer and its terms at its sole discretion
- Dispute Resolution: Any disputes arising under this Offer shall be subject to the exclusive jurisdiction of the Dubai Courts in accordance with UAE laws.
- **Force Majeure:** The Bank shall not be liable for any failure or delay due to force majeure events, including but not limited to natural disasters, regulatory changes, or economic disruptions.
- **Governing Law:** These Terms and Conditions shall be 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, frameworks, or any guidance issued by the UAE Central Bank.

By participating in this Offer, the cardholder acknowledges and agrees to these Terms and Conditions as well as applicable UAE laws.