Mashreq NEO – K-Electric Bill Payment Campaign

Terms & Conditions

1. Eligibility

- To be eligible for the cashback, a participant must: (a) hold an active Mashreq Islamic Current Account, Mashreq Islamic Current Profit Account and Mashreq Pakistan Account at the time of the KE bill payment; (b) make a successful payment of a KE electricity bill through the Mashreq Pakistan App during the campaign period
- New Mashreq customers with active Mashreq current accounts are eligible for cashback on their first KE bill payment made during the campaign period. Existing Mashreq customers who were actively paying KE bills through the app prior to the campaign launch are eligible for cashback on a single KE bill payment made during the campaign period
- Mashreq reserves the right to verify the eligibility of any participant at any time and to disqualify any participant who does not meet the eligibility criteria

2. Campaign period

- The campaign runs for a period of 2 (two) months from 16 June to 15 August. KE bill payments made before the official launch date or after the official end date of the campaign will not be eligible for cashback.
- Mashreq Bank Pakistan Limited reserves the right to extend, shorten, suspend, or terminate the campaign at any time and will inform the customers accordingly.

3. Cashback structure

- The participants will receive a 10% cashback on paying their KE Bills. Cashback is capped at PKR 10,000 with a PKR 500 floor. The following examples apply:

KE bill	10% calculation	Cashback received
PKR 3,000	PKR 300 (below minimum)	PKR 500
PKR 50,000	PKR 5,000	PKR 5,000
PKR 300,000	PKR 30,000 (capped)	PKR 10,000

4. One-time cashback per customer

- Each participant is entitled to receive cashback only once during the entire campaign period, on their first successful payment of a KE bill through the Mashreq Pakistan App after the campaign launch date.
- Subsequent KE bill payments made by the same participant after the first cashback-eligible payment will not earn additional cashback under this campaign.
- The one-time limit is linked to the participant's CNIC and is not dependent on how many Mashreq accounts are held by the customer. If a customer holds multiple current accounts, they will remain eligible for a single cashback only.
- If a participant's first bill payment does not qualify (for example, due to a payment failure or reversal), the next successful payment within the campaign period will be treated as the qualifying payment for cashback purposes.

5. Cashback crediting

- Cashback will be credited directly to the participant's Mashreq account balance within 1 month of a successful payment being confirmed.

- Once credited, the cashback forms part of the participant's available account balance and may be used for any permissible banking transaction, including withdrawals, transfers and payments.
- Mashreq reserves the right to reverse or recover credited cashback if it was applied in error, or if the underlying bill payment is subsequently reversed, cancelled, or found to be fraudulent.

6. Customer responsibilities

- Participants are responsible for ensuring that: (a) their Mashreq current account is active; (b) they have sufficient funds in their account to complete the KE bill payment; (c) and they enter the correct KE consumer number to ensure the bill is paid to the correct account.

7. Taxes

- Mashreq Bank Pakistan Limited is not responsible for any additional tax liability that may arise for the participant because of receiving cashback under this campaign.

8. Modification and termination

- Mashreq Bank Pakistan Limited reserves the right, at its sole discretion, to modify, suspend, or terminate the campaign, or to alter any of these Terms & Conditions, at any time without prior notice, subject to its obligations under applicable law and State Bank of Pakistan regulations.
- Changes to the Terms & Conditions will be published on the Mashreq website.

9. Fraud, misuse and disqualification

- In the event of disqualification related to fraud or misuse, Mashreq Bank Pakistan Limited reserves the right to: (a) reverse any cashback credited; (b) suspend or close the participant's account; and (c) report the matter to relevant regulatory or law enforcement authorities

10. Limitation of liability

Mashreq Bank Pakistan Limited's liability under this campaign is limited solely to the payment of the cashback in accordance with these Terms & Conditions. Mashreq Bank Pakistan Limited will not be liable for technical failures, service interruptions or app downtime that prevents a participant from making a timely KE bill payment.