



Terms and Conditions

Mashreq Gold Program

The following terms and conditions (“Terms and Conditions”) apply to the additional services and benefits offered by Mashreqbank psc (“Bank and/or Mashreq”) under the Mashreq Gold Program (“Mashreq Gold” and/or “Program”). These terms and conditions should be read in conjunction with the General Terms and Conditions, Product Specific Terms and Conditions and the Schedule of Charges.

In these terms and conditions, “you” refers to you, your joint account holder or your authorized person who are Mashreq Gold clients of Mashreq UAE.

1. Membership

1.1. To become a Mashreq Gold client, you are required to meet the eligibility criteria as per Section 2 below. Admission to the program is at the Bank’s sole discretion and the Bank reserves the right to end your membership in the program at any time at its discretion, by providing you prior notice.

1.2. Continuation of your Mashreq Gold relationship is subject to fulfilment of the program’s eligibility criteria. Your relationship with the Bank will be reviewed on a regular basis and continuation in Mashreq Gold will be at the Bank’s discretion.

1.3. Mashreq Gold membership is voluntary, and you have the option to end your Mashreq Gold membership at any time by giving us suitable notice.

1.4. If you are an existing Mashreq Bank client, you may request an upgrade of your relationship to Mashreq Gold on meeting any of the eligibility criteria stated below in the Section 2 for a continuous period of three months.



2. Eligibility Criteria

2.1. To receive the benefits and privileges associated with this program, you will need to meet any one of the following eligibility criteria:

2.1.1. Relationship Balance Criteria: Maintain a balance of AED 750,000 (or equivalent in other currencies) with us in any of your accounts, term deposits, investments or insurance held with us in Mashreq Bank UAE or Mashreq Bank Egypt.

2.1.2. Salary Transfer Criteria: Transfer your salary of at least AED 80,000 into your account.

2.1.3. Mortgage Criteria: Avail a mortgage from us of AED 5,000,000 or more, which should be active.

2.1.4. Insurance Criteria: Avail an insurance plan from us with an Annual Premium of AED 500,000 (or equivalent in other currencies), which should be active.

3. Fees and charges

3.1. Fees and charges may be levied for the provision of services. The applicable fees are set out in the Schedule of Charges and may change from time to time.

3.2. Mashreq Gold membership is subject to you meeting the eligibility criteria. If the eligibility criteria are not met, we may at our discretion either:

3.2.1. Impose a Membership Fee (as stipulated in the Schedule of Charges); and/or

3.2.2. Convert your banking relationship to Neo/Personal Banking, including the banking relationship of any or all of your household members (if any) who were accorded Mashreq Gold membership by us through our Household Recognition Program; and/or

3.2.3. Cease to or suspend the provision of any Mashreq Gold Banking Services until you meet the eligibility criteria.



4. Information we disclose

You consent to each member of the Bank, its officers, employees, agents and advisers disclosing information relating to you (including details of the accounts, products or any security) to any employee of the Bank in any jurisdiction and anyone we consider necessary in order to provide you with Mashreq Gold Banking Services. You consent to us contacting you at the address, e-mail address and phone numbers you have provided to us, to give you information on other products and services that we, or our strategic partners, may offer.

5. Mashreq Gold Banking Services

The following Mashreq Gold Banking Services are available in the UAE. Subject to local regulations, we may vary or withdraw the services. You can find out about the current services available to you by contacting your Relationship Manager, via our phone banking, visiting our branches or from the Mashreq Bank UAE website. We reserve the right to not provide you or cease to provide you with any Mashreq Gold Banking Services and its accompanying benefits if you do not meet the eligibility criteria or are downgraded from Mashreq Gold for any reasons whatsoever. We will attempt to notify you regarding your account status change as soon as possible if this happens.

5.1. Household Recognition

5.1.1. Household Recognition refers to complimentary Mashreq Gold membership extended to your spouse and your children ("Family Members") upon request.

5.1.2. The admission of your Family Members to Mashreq Gold is subject to you, as the 'Primary Client' fulfilling the eligibility criteria stated in Section 2 above and your family members holding eligible accounts with us. Deposits and/or investments, or Mortgage Loans / Home Finance of household members will not be amalgamated/combined while determining the Primary Client's eligibility.



5.1.3. You would be required to notify us of the accounts of your Family Members in order to admit them into Mashreq Gold.

5.1.4. The Bank reserves the right to vary, suspend or cease Mashreq Gold membership extended to your dependents at its discretion and will notify you accordingly.

5.1.5. Continuation of your Family Members' Mashreq Gold relationship(s) is subject to your fulfilment of the eligibility criteria stated in the Section 2 above.

5.1.6. We will review your relationship with us on a regular basis and its continuation will be at our discretion.

5.1.7. As a Family member, you agree to be recognized as part of the Primary client's household. In the event that Primary Clients do not meet the Mashreq Gold eligibility criteria, the Bank reserves the right to convert your banking relationship to a Personal Banking relationship, including the banking relationship of any or all of your household members (if any) who were accorded Mashreq Gold membership by the Bank through our Household Recognition Program.

5.1.8. As a Primary Client, you may at any point in time give us in writing to end the Household Recognition service which is extended to your family members.

5.1.9. The Bank reserves the right to communicate with the household's Primary Client only, any changes to voluntarily migrate from Mashreq Gold to another segment within the Bank will not be notified to your household members.

5.2. Preferential Pricing

As a Mashreq Gold client you will get preferential pricing on banking transactions and services, including:

5.2.1. Special fee waivers and/or discounts on your routine banking transactions and services, as outlined in the Schedule of Charges.

5.2.2. No charges on fund transfers between Mashreq Bank accounts.

5.2.3. Free ATM cash withdrawals locally and worldwide on your Visa Signature debit card.

5.3. Meet and Greet Services



Meet and Greet Services are available upon arrival by a Guest Services Agent at Dubai International Airport Terminals 1 and 3 and departure and arrival at Abu Dhabi International Airport. Mashreq Bank provides you with this service through its partnership arrangements with DNATA/Marhaba and A2Z Travel and Tourism.

5.3.1. You are entitled to receive three (3) free Meet and Greet Bronze Services in a year from a single service provider or multiple service providers. After the fourth service clients will be charged an amount as defined by the service providers.

5.3.2. Services offered to clients may be amended by the service provider at their discretion.

5.3.3. Any services provided by third parties are subject to their terms and conditions and we will not be liable for any loss you incur in connection with such services.

5.4. Services provided by third parties

From time to time, we may introduce you to other Mashreq Gold Banking privileges and service provided by third parties. Any services provided by third parties are subject to their terms and conditions and we will not be liable for any loss you incur in connection with such services.