Terms and Conditions – Guaranteed Cashback Campaign

These Terms and Conditions govern the Guaranteed Cashback Campaign offered by Mashreq to eligible Non-Resident Pakistani customers who hold a Mashreq UAE account and open a Mashreq Pakistan account during the campaign period.

1. Campaign Period

1. The campaign shall be valid for all new customers (as elaborated in clause 2) from 6th November 2026 till 31st December 2026, who open a new Mashreq Pakistan Account during the Campaign Period and meet qualifying liability balance eligibility criteria ("Customer"); unless extended, withdrawn, amended, or terminated earlier by Mashreq at its sole discretion.

2. Eligibility

2. The campaign is open to eligible Pakistani-national natural persons, who are Non-Resident Pakistani customers, covering new-to-bank customers, who hold a Mashreq UAE account and successfully open a Mashreq Pakistan account (cross-border account) during the campaign period. Existing Mashreq Pakistan account customers will not qualify.
3. The customer must meet all applicable account opening, Know Your Customer, due diligence, documentation, regulatory, and internal policy requirements of Mashreq.
4. The customer must fund the eligible Mashreq Pakistan account with funds remitted from Mashreq UAE,and maintain a qualifying average balance during the applicable qualification period of three months.
5. The customer, in addition to maintaining the required balance, must also conduct a qualifying transaction of either of the below during the applicable qualification period of three months:
    - at least one debit card transaction, or
    - at least one bill payment transaction.
6. Eligibility shall be determined based on Mashreq's records, which shall be final and binding without prejudice to the Customer's right to raise a complaint under Mashreq complaint handling policy and, if it remains unresolved to escalate to the SBP Sunwai Portal/Banking Mohtasib Pakistan (BMP) or seek redress through a court of competent jurisdiction in Pakistan.

3. Qualifying Balance and Cashback Structure

7. The Guaranteed Cashback shall be determined based on the customer's average balance maintained in the eligible Mashreq Pakistan account over a period of three months from the date the balance is achieved. The applicable balance thresholds and Cashback amounts shall be as follows:

Qualifying Liability Balance (PKR)	Qualifying transaction	Guaranteed Cashback (PKR)
500,000 – 999,999	1. At least one debit card transaction or 2. At least one bill payment transaction	10,000
1,000,000- 4,999,999		20,000
5,000,000 & above		100,000

8. The Guaranteed Cashback shall be credited strictly in PKR currency, and into the customer's Mashreq Pakistan account. Conversion and crediting of Guaranteed Cashback to any of the accounts outside Pakistan into a non-PKR currency (Mashreq UAE, Qatar, Egypt, etc.) is strictly prohibited.

4. Average Balance Calculation

9. For each month within the three-month qualification period, Mashreq shall calculate the customer's average balance in the eligible Mashreq Pakistan account in accordance with its internal balance calculation methodology. The three monthly average balances shall then be averaged to determine the customer's qualifying average balance for the campaign. Average balance will be considered on the number of days of the month starting from the 1st of every month, irrespective of which date of the month the customer funds it. For example, if an account is opened in November, their funding period is December 2026 to February 2027. In this case, if the customer funds on 15th December, average balance will still be taken on all days of December, starting from 1st December. Accordingly, the account balance may fall below PKR 500,000 on any particular day without automatically affecting eligibility. Any temporary, reversed, disputed, blocked, lien-marked, or ineligible balances may be excluded from the calculation at Mashreq's discretion.

5. Cashback Credit

10. The Guaranteed Cashback shall be credited to the eligible customer's Mashreq Pakistan account after successful completion of the qualification period and verification of eligibility. Roshan digital account will not be considered here
11. The Cashback shall be credited as per the below times, subject to verification and system processing timelines:

Opening month	Funding / Balance Maintenance Period	Final Payment Month
November 2026	December 2026, January & February 2027	April 2027
December 2026	January, February & March 2027	May 2027

12. The Cashback is non-transferable, non-exchangeable, and cannot be substituted with any other benefit unless otherwise determined by Mashreq.
13. If the eligible account is closed, blocked, frozen, restricted, or otherwise not in good standing at the time of Cashback credit, the customer shall not be eligible to receive the Guaranteed Cashback.

6. Exclusions

14. Mashreq staff accounts may be excluded from this campaign.
15. Closed, dormant, frozen, blocked, restricted, lien-marked, delinquent, or non-compliant accounts shall not be eligible.
16. Customers who fail to meet account opening, documentation, funding, average balance, or regulatory requirements shall not qualify.
17. Duplicate, suspicious, fraudulent, reversed, cancelled, or irregular transactions or balances shall not be considered for eligibility.
18. Customers already availing another overlapping Guaranteed Cashback, acquisition campaign, or promotional benefit on the same account may be excluded, unless otherwise approved by Mashreq.

19. Mashreq reserves the right to disqualify any customer where misuse, abuse, gaming of the campaign, or breach of terms is identified.

7. General Terms

- Mashreq reserves the right to amend, suspend, withdraw, or terminate the campaign, eligibility criteria, Cashback structure, or these Terms and Conditions at any time , subject to applicable laws and regulatory requirements.
- Mashreq's decision on all matters relating to this campaign, including eligibility, average balance calculation, qualification, disqualification, and Cashback credit, shall be final and binding.
- Participation in this campaign constitutes the customer's acceptance of these Terms and Conditions.
- The campaign shall be subject to all applicable laws, regulations, internal policies, account terms, product terms, and regulatory requirements.
- This campaign is a promotional offer and does not constitute a lottery, prize draw or gambling scheme.
- Mashreq is committed to fair and transparent treatment of customers without prejudice or discrimination.