

Cashback Terms & Conditions

1. DEFINITIONS AND INTERPRETATION

1.1 Definitions

“**Billing Month**” for the purposes of this section means the statement period for the Primary Card Account and billed amount is the amount of the qualifying transaction as it appears in the statement of account.

“**Cards**” means Mashreq noon Credit Cards.

“**Cardholders**” means the holders of Mashreq noon 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.

“**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.

“**Mashreq Cashback Program**” has the meaning ascribed to in section 1.3.

“**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.

“**Noon Account**” has the meaning ascribed in section 1.4.

“**Noon Cashback Program**” means the cashback program under Noon, which is based on the noon T&Cs available on noon.com.

1.2 Interpretation

(a) The Program supplements, but does not in any way amend the Credit Card Agreement between the Bank 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 Cashback Program

Mashreq Noon Credit Card allows eligible Cardholders to accumulate Cashback on Qualifying Transactions incurred on their Cards” during the Billing Month (the “**Mashreq Cashback Program**”). Cashback accumulated on such Cards will be transferred to the Noon Account on a monthly basis. “Only Qualifying Transactions posted by the Bank to the Primary Account would be considered eligible for the Mashreq Cashback Program.”

1.4 The “Noon Account”

Cardholders should provide their email address registered at Noon.com (“Noon Account”) to Mashreq during digital card application. Noon Account 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 Cashback Program 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 account of the primary Cardholder.

2.3 Participation in the Mashreq Cashback Program is automatic for all eligible Cardholders.

3. CASHBACK

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Cashback will be earned as a percentage of the relevant spend as shown in the below table.

Spend Category	Mashreq Cashback Program	Mashreq Cashback Program (7 th Oct'23-6 th Jan'24)
noon & Sivvi	5.00%	10.00%
NowNow	5.00%	10.00%
Other spends	1.00%	1.00%

Note: 10% cashback offer on spends on noon platforms is valid between Oct 07, 2023- Jan 06, 2024, post which the customers will continue to earn 5% cashback on spends on noon platforms

3.1 Mashreq Cashback Program

3.1.1 The Cardholder will earn Cashback at a percentage of Qualifying Transactions as specified by the Bank from time to time, The Bank at its sole discretion will round down the total Cashback earned during a Billing Month to the nearest Dirham.

3.1.2 All Qualifying Transactions billed to the Primary Account under this Program are eligible to earn Cashback. 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

3.1.3. A Cardholder cannot accrue Cashback for any retail purchase(s) incurred prior to his/her Enrolment Date.

3.1.4. Cashback accumulated 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 program unless otherwise specifically notified by the Bank.

3.1.5 The Bank will notify the primary Cardholder in the monthly card statement of the Cashback accumulated under Mashreq Cashback Program. Please note that Qualifying Transactions posted between 6th of the previous month and 5th of the current month will be considered for the statement date on 6th of every month.

3.1.6 Accumulated Cashback will be transferred to Cardholder's Noon Account within two working day post billing cycle. The primary Cardholder can redeem Cashback only on noon, Sivvi, noon Food and noon in minutes after it has been reflected in the form of noon credits.

3.1.7 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 earning. In any of the above events, Cashback will not be earned as part of Mashreq Cashback Program.

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

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

3.1.10 For refund transactions, cashback will be reversed, and reversal will be transferred to noon in the monthly cashback transfer.

3.1.11 Cardholder will only be entitled to earn Cashback for transactions carried out within the assigned credit limit on the Mashreq noon Credit Card.

3.2 Noon Cashback Program

3.2.1 Noon Cashback Program covers Cashback earning on noon.com or noon mobile application spends on noon, Sivvi and NowNow

3.2.2 Mashreq noon Cashback will be credited to Cardholders Noon Account monthly

3.3. Cashback earned from Mashreq noon Cashback Program will be accumulated on the Cardholders Noon Account in the form of noon credits and can be redeemed only on noon, Sivvi, noon Food and noon in Minutes

4. REDEMPTION & FORFEITURE

4.1 Cashback accumulated on the Cardholders Noon Account have no cash or monetary value and can only be used for redemption on the specified noon platforms, or as otherwise permitted by Noon from time to time in writing (“Redemption Partner”). Redemption Partners will be available on noon.com.

4.2 Cashback cannot be withdrawn to a bank account or exchanged for cash and is non-transferable.

4.3 Cashback earned 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.

5. GENERAL

5.1 Cardholder acknowledges 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 are matching with 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

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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 for earning and redemption of Cashback in the Program 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 Program at any time, without giving any intimation to the Cardholder.

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 Program 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.