

# Cashback on Debit Cards

## Terms and Conditions

### Offer

- This offer provides 10% cashback on grocery purchases made via Debit Card on Current Accounts (Mashreq NEO Islamic Current Account and Mashreq NEO Islamic Current Profit Account).
- Monthly customer cap of PKR 5,000 is applied for grocery purchases.
- This offer is applicable only to transactions made within Pakistan and via physical Point of Sale (POS) machines.
- Cashback is applicable only on retail grocery purchases classified under eligible Merchant Category Codes (MCCs).

### Eligibility

- This cashback offer is available exclusively to customers using their Mashreq Mastercard Debit Card or Mashreq PayPak Debit Card for purchases categorized under grocery-related MCCs.
- Customers will receive cashback for purchases made at stores where the POS machine is officially categorized as a grocery store, or any of the MCC mentioned below.
- Cashback will be calculated as a percentage of transaction amount, subject to monthly transaction caps.
- This offer is valid for individual retail customers only.
- Only settled transactions will be eligible for cashbacks.
- Mashreq reserves the right to amend, modify, or revise the eligibility criteria, qualifying transactions, MCCs, or the overall scope of the cashback offer at its sole discretion and without prior notice.

- Such amendments may include (but are not limited to) changes in eligible customer segments, transaction types, cashback percentages, monthly caps, or any other program parameter deemed necessary by the Bank.
- Continued participation in the cashback offer following any amendments shall constitute acceptance of the revised terms.
- The presence of grocery items as supplementary products in an outlet's primary business does not necessarily qualify it as part of the grocery segment; for example, pharmacies or petrol stations offering limited grocery selections.

### **Eligible accounts**

- The following accounts are eligible for receiving cashback
  - Mashreq NEO Islamic Current Account
  - Mashreq NEO Islamic Current Profit Account

### **Eligible MCCs**

- 5311: Departmental stores
- 5411: Grocery stores, supermarkets
- 5422: Freezer, locker meat provisioners
- 5441: Candy, nut, confectionary stores
- 5451: Dairy products stores
- 5462: Bakeries
- 5499: Misc. food stores, convenience stores, markets, specialty stores

### **Cashback mechanism**

- Cashback is automatically calculated and credited based on eligible transactions.
- The cashback percentage and maximum monthly cap will be communicated via official channels and may vary from time to time.
- Cashback will be credited to the customer's account within 7 days of the transaction posting date.

### **MCC-based eligibility**

- Eligibility is determined solely based on the MCC assigned by the merchant's acquiring bank.
- Mashreq is not responsible for incorrect MCC classification by merchants or payment processors.
- Transactions at stores that sell groceries but are not classified under eligible MCCs will not qualify for cashback.

### **Cashback clawback**

- If any eligible transaction on which cashback has been credited is subsequently reversed, refunded, disputed, charged back, or cancelled for any reason, Mashreq reserves the right to reverse (clawback) the corresponding cashback amount.
- The clawback may be adjusted from the reversal amount being received due to reversal, refund, dispute or a charge back.
- In cases where a dispute results in a reversal of the transaction amount, the customer will not be entitled to retain the cashback that was previously credited against such transaction.

### **Right to reject or modify**

- Mashreq reserves the right to:
  - Reject any transaction from cashback eligibility at its sole discretion.
  - Modify, suspend or terminate cashback offer at any time without prior notice.
  - Withhold cashback in case of abuse, misuse or breach of these terms and conditions.

### **Liability disclaimer**

- Mashreq shall not be liable for:
  - Incorrect MCC classification by merchants or payment processors.
  - Delays in cashback credit due to technical or operational issues.

### **Dispute resolution**

- Any disputes regarding cashback must be raised within 5 days of settlement.
- Mashreq's decision regarding eligibility and cashback amount will be final and binding.

### **Governing law**

- This offer and these terms & conditions shall be governed by and construed in accordance with the laws of Pakistan.