

Mashreq's Invitation Only credit card for your evolving lifestyle needs.

Welcome Offer Details:

"Mashreq Hotel Welcome Offer" is a special promotion for Invitation only credit card ("Card") customers (Cardholders) and is only valid and eligible for the new Cards issued in the United Arab Emirates ("UAE") by Mashreqbank PSC ("Mashreq"/ "Bank").

Offer details: Hotel Welcome Offer

- All new Cardholders will be eligible for Mashreq Hotel Welcome Offer of AED 10,000 on their primary card post card activation.
- Mashreq Hotel Welcome Offer can be availed in the form of hotel booking of amount up to AED 10,000 or Cardholder can get 3 million Mashreq Vantage points (previously known as Salaam Points) equivalent of AED 10,000 credited into their CIF on request within 7 working days.
- If Cardholder chooses to avail the Mashreq Hotel Welcome Offer, hotel can be booked via designated concierge company. at UAE toll free number 8006277371 or international number +971-(0)4-4376846.
- Cardholder can book a hotel of any amount, but Mashreq will only cover one-time welcome offer amount of up to AED 10,000.
- Once hotel booking is done, concierge will charge the amount to Cardholder's Mashreq io credit card.
- Mashreq will post cashback (credit adjustment) to customer's card account up to AED 10,000 as fulfillment for hotel offer within 7 working days from the day of booking.
- If a Cardholder redeems a welcome offer by contacting the concierge and booking a hotel, they have the flexibility to modify the booking anytime. However, in the event of cancellation, the welcome offer will still be considered as utilized, and the cashback will be credited to the Cardholder's card as described above, if not already done.
- Regardless of the currency used for hotel booking, all amounts will be converted to AED according to the agreed conversion rate between Mashreq and the concierge. Additionally, the cashback posted to the Cardholder's card will be in AED, up to the value of AED 10,000.
- Offer can be availed within 1 year after card open date. If the card is opened on 1 March 2024, welcome offer can be availed anytime before 28 February 2025.
- There is no minimum spend required to avail the offer.

- Any cashback credited by the bank to Cardholder's credit card under this offer will not be considered as a payment towards the statement balance due on their credit card. Cardholder will be required to make a payment for at least the minimum payment due billed to their credit card by the payment due date to avoid any late payment fee. the cashback will be adjusted against any subsequent spending made by them on the credit card.
- For the avoidance of doubt, a Cardholder who has cancelled a Mashreq credit card in the last 6 months will be considered as an existing customer and will not be eligible for the offer.

General Terms and Conditions below:

- Offer is applicable only for newly issued io credit cards and not applicable for cards that got replaced, renewed, or upgraded.
- Offer will be applicable only for primary io credit card and not for supplementary credit card.
- Cardholders' enquiries / complaints regarding the cashback will be honored till 12 months from card issuance.
- Mashreq has the right to amend or discontinue the offer at any point of time with a 60 days prior notification to the Cardholders.
- Mashreq reserves the right in its absolute discretion to amend, suspend or terminate the offer with a 60 days prior notice. For the avoidance of doubt, the amendment, suspension, or termination of this offer by Mashreq shall not entitle the Cardholder to any claim, compensation for loss or damages from Mashreq.
- The Bank has the sole right to exclude and/or disqualify any Cardholder from participating in the offer at any given time for any reasons whatsoever without giving any prior notification to such Cardholder. Any excluded/disqualified Cardholder from the offer shall not, under any circumstances, be compensated by the Bank in any event whatsoever.
- In no event shall Mashreq, any of its affiliates, or any of its officers, directors, employees or agents be liable or responsible for any loss, damage or expense arising out of or otherwise related to the offer.
- Mashreq shall not be in breach of its obligations or otherwise be liable to conduct the offer in the event of any Force Majeure Event. For purposes of these terms and conditions a Force Majeure Event in these terms and conditions, shall mean circumstances beyond the reasonable control of Mashreq and unforeseeable situations including, amongst other things, acts of God, industrial disputes, civil disobedience/unrest, war, acts and regulations of any governmental or authority in any jurisdiction, epidemics, pandemics, diseases or

public health emergencies, etc. In such circumstances, Mashreq's obligations to the Cardholder shall automatically stand discharged without the need to provide notice.

- Mashreq does not offer or provide any warranties, nor accept any responsibility or liability of any kind in respect of the offer and hereby disclaims any and all express or implied warranties with respect to the same.
- These terms and conditions are to be read in conjunction with Mashreq's credit card general terms and conditions governing the card and the Cardholder agrees to be unconditionally bound by the same. In the event of any conflict or inconsistency between these terms and conditions of the offer and the Mashreq's general credit card terms and conditions, the general credit card terms and conditions will prevail.
- These terms and conditions are governed by and construed in accordance with the laws of the United Arab Emirates, as applicable in the Emirate of Dubai including but not limited to resolutions, notices, framework or any guidance/advises from Central Bank of UAE. Any dispute arising under and in connection with these terms and conditions shall be referred to the courts of Dubai.