

Terms & Conditions

Mashreq Gold Refer and Earn Campaign

Referrers are eligible for cashback rewards of up to AED 2,500 which would be credited in their account if the referee meets the Mashreq Gold Refer and Earn Campaign eligibility criteria.

CAMPAIGN NAME	PARTICIPATION	CAMPAIGN ELIGIBILITY	CAMPAIGN CASHBACK
Mashreq Gold Refer and Earn	Mashreq Customers who have active individual account relationship	Referee maintains the Mashreq Gold Refer and Earn Campaign eligibility criteria	Each Successful Referral earns cashback of up to AED 2,500

Mashreq PSC ("The Bank" or "Mashreq" or "Mashreqbank") has launched a "Mashreq Gold Refer and Earn Campaign" ("Referral Campaign" or "Campaign" or "Refer and Earn Campaign") for Mashreq customers who have active individual account relationship with Mashreq ("Mashreq Customers" or "Customers")

Terms and Definitions

CAMPAIGN PERIOD	PARTICIPATION
"The Bank" or "Mashreq" or "Mashreqbank"	Mashreqbank PSC is regulated by the Central Bank of the United Arab Emirates.
"Campaign" or "Referral Campaign"	Means the Mashreq Gold Refer and Earn Campaign governed by this document.
"Campaign Period"	This campaign is valid from 1 st January 2024 to 31 st December 2024.
"Referrer"	The person who has existing active account relationship with Mashreq and is referring his /her



CAMPAIGN PERIOD	PARTICIPATION
	family, friends to Mashreq as potential Mashreq Gold customers.
"Referee"	The person who opens a Mashreq Gold account post referral and maintains the required Mashreq Gold eligibility.

What are the Campaign eligibility conditions?

1. This Campaign is valid for all existing Mashreq customers who have an active individual account relationship with Mashreq wherein the cashback can be credited.
2. The referee or the referred customer must meet the Mashreq Gold Refer and Earn Campaign eligibility criteria, post which the referring Customer (viz. who referred them) would be eligible for a cashback of up to 2,500.
3. The referrer must refer their referee via the link [Refer your friends | Mashreq Gold](#) or the Refer & Earn option on Mashreq Mobile Banking and shall provide correct names and mobile numbers.



Only the existing Mashreq customers who have an active individual account relationship with Mashreq are eligible to participate in this Campaign.

What is a Successful Referral?

4. The referred client or the referee must open the account on or before the last day of the third month following the date on which the referral was made.
For e.g.- If a referral is made anytime in February 2024, then the referee's account must be opened on or before 31st May 2024.
5. The referred client or the referee must meet the Mashreq Gold Refer and Earn Campaigns eligibility criteria on or before the last day of the third month from the account opening date.
For e.g.- If the referee's account is opened anytime in May 2024, then the referee must meet the Mashreq Gold Refer and Earn Campaigns eligibility criteria on or before 31st August 2024.



6. Once the referee opens the MG account or NEO account, the referral bonus would be awarded to the referrer based on the eligibility criteria of the segment of the account opened

Referrer Segment	Segment referred by the referrer	Referee Account opening segment	Payout to referrer
Mashreq Gold	Mashreq Gold	Mashreq Gold	Payout basis Mashreq Gold criteria
Mashreq Gold	Mashreq Gold	Neo	Payout basis Neo criteria
Mashreq Gold	Neo	Mashreq Gold	Payout basis Mashreq Gold criteria
Mashreq Gold	Neo	Neo	Payout basis Neo criteria
Neo	Mashreq Gold	Mashreq Gold	Payout basis Mashreq Gold criteria
Neo	Mashreq Gold	Neo	Payout basis Neo criteria
Neo	Neo	Mashreq Gold	Payout basis Mashreq Gold criteria
Neo	Neo	Neo	Payout basis Neo criteria

7. If the referee opts for Neo account, then the account must be opened before the following month of being referred and should make a first deposit of minimum AED 3000 within the following month of account opening. To know more please click here (link will come once Neo segment's T&C is live)

For e.g. If a referral is made anytime in July 2024, then the referee's account must be opened on or before 31st August 2024 and funding to be completed on or before 30th September'24

What is the Campaign cashback payout?

8. The referrer is eligible for a cashback if the below eligibility criteria is fulfilled by the referee.

MASHREQ GOLD REFER AND EARN CAMPAIGN ELIGIBILITY CRITERIA		REFERRAL CASHBACK
Criteria 1: Open a Mashreq Gold account and make a deposit of AED 500,000 in current/savings account or a fixed deposit.	AED 2,500 (if any 1 Criteria is fulfilled)	
Criteria 2: Open a Mashreq Gold account and transfers a minimum salary of AED 50,000.		
Criteria 3: Open a Mashreq Gold account and takes a mortgage/home loan for a minimum amount of AED 3.5 m.		
Criteria 4: Open a Mashreq Gold account and take insurance with a minimum annual premium of AED 500,000 (or equivalent in other currencies).		
Criteria 5: Open a Mashreq Neo account and deposit AED 3000 before the end of the subsequent month	AED 100	



9. The referral cashback shall be paid to the referrer within 2 months of each Successful Referral.
10. The referral cashback shall be paid to the referrer within 2 months of each Successful Referral.
11. The referral cashback assessment will be conducted in the third week of the month following the successful qualification ("Successful Referral") as defined under the "Campaign Eligibility Criteria".
For e.g.- If a referee meets the Campaign eligibility criteria anytime in August 2024, then the cashback assessment for referrer would be initiated by the third week of October 2024.
12. The payout will be released by the last week of the month following each Successful Referral.
For e.g.- If a referee meets the Campaign eligibility criteria anytime in August 2024, then the cashback payout for referrer would be completed on or before 31st October 2024.

Additional Campaign Conditions

Campaign Participation

13. For joint accounts, the account balances under the primary client number will be eligible.
14. The Bank reserves the right to disqualify any customer from the cashback and/or prize if it has reasonable grounds to believe the customer has breached any of the terms, conditions, and rules of the Campaign. It also has the right at any time to verify the validity of the eligibility of all customers, not limited to just the information provided.
15. For Mashreq Al Islami customers (MAI Referrer), the referral cashback payout will happen only when the referred customer opens a MAI CASA account and is a "Successful Referral". If the Referred customer opens any other account (i.e. non-MAI CASA account), then the MAI Referrer will not be eligible for the Referral cashback payout. To know more please click here [Member Get Member \(mashreqalislami.com\)](https://mashreqalislami.com)

Referral Limitations

16. Additionally, the customer can refer his/her friend or family members (excluding wife/husband/son/daughter/parents) and the referred prospect opens a Mashreq Gold account and satisfies the Mashreq Gold Refer and Earn eligibility criteria as mentioned above.
17. Referrer can refer to any number of leads for Referral Campaign.



Reward Eligibility

18. The Referrer's account relationship should be active and operational at the time of cashback credit.
19. The Bank shall not pay late payment charges or additional profit for any delay in giving the cashback and/or prize.
20. The Bank shall not be liable for any delay in giving the cash back and/or prize.
21. All taxes, fees, and other charges, if any, payable on the cashback and/or prize shall be the sole responsibility and liability of the customer.

Miscellaneous

22. The Bank reserves the right to terminate the campaign and to vary or modify any of the terms and conditions herein from time to time. In case of disputes, the decision of the Bank shall be final and binding. Further, the Bank reserves the right to cancel or amend the campaign and these terms and conditions without notice in the event of a catastrophe, war, civil or military disturbance, act of God or any actual or anticipated breach of any anticipated law or regulation or any other event outside the Bank's control. Any change to the campaign would be notified in writing as soon as possible by the Bank. In the event of such a change or termination, customers agree to relinquish their rights in respect to the campaign and acknowledge that they will have no recourse against the Bank.
23. The campaign and these terms and conditions are governed by the Laws of the United Arab Emirates and any disputes will be subject to the exclusive jurisdiction of the courts of Dubai.
24. Customer queries and/or complaints regarding the Campaign should be raised within 60 days of the payout date. However, the Bank's decision on lapse, cancellation, forfeiture, credit, debit, and re-installment of prize shall be final, conclusive, and binding on the Customer.
25. Should you have any concerns or complaints regarding any of our products or services, you may raise your complaint by calling our Client Care Centre: Calling within UAE: 800-4-GOLD [800 44653]; Calling from Outside UAE: +971 4 424 4653, and we will get back to you within 2 working days. To know more about our Complaints Management, visit <https://www.mashreq.com/en/uae/customer-care/complaints/>.
26. Mashreq Gold terms and conditions apply which can be read at [mashreq.com/goldtnc](https://www.mashreq.com/goldtnc) and [mashreq.com/casamgtnc](https://www.mashreq.com/casamgtnc). They are subject to change and are available upon request.



27. All campaigns are made available on a best-effort basis and at the sole discretion of Mashreqbank psc. In no event shall Mashreq, any of its affiliates, or any of their officers, directors, employees, or agents be liable for any loss, damage or expense arising out of or otherwise related to this Campaign.
28. By inquiring about our services, campaigns or products, the customer will be authorizing our representatives to approach contact details including the telephone/mobile number.
29. These terms and conditions are only in relation to the Campaign and does not in any way amend the Bank's existing general account opening and card specific terms and conditions between the Bank and the client.
30. Notwithstanding anything contained herein, in the event there is any contradiction between these terms and conditions and existing general account opening and card specific terms and conditions, then these terms and conditions shall prevail specifically for the Campaign and terms of the existing account general and card specific terms and conditions for account opening shall prevail for account related matters.
31. Mashreq's decision on all matters relating to the Campaign in case of any dispute shall be final and binding on all eligible Clients.
32. These terms and conditions are only in relation to the Campaign and does not in any way amend the Bank's existing general account opening and card specific terms and conditions between the Bank and the client.
33. Mashreq shall not be in breach of its obligations or otherwise be liable to conduct the Campaign as a result of any Force Majeure Event. A Force Majeure Event in these terms and conditions, shall mean circumstances beyond the reasonable control of Mashreq including, amongst other things, acts of God, industrial disputes, acts and regulations of any governmental or authority in any jurisdiction. In such circumstances, Mashreq's obligations, if any, to the winner shall automatically stand discharged without the need to provide notice.
34. The prize can be forfeited if the Bank has sufficient grounds to believe that the winner has violated any laws or regulations applicable in UAE.

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