

Terms & Conditions

Mashreq Gold Refer and Earn Campaign

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

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

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

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 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.



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

What is the Campaign cashback payout?

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

REFER AND EARN CAMPAIGN ELIGIBILITY CRITERIA	REFERRAL CASHBACK
Criteria 1: Maintain minimum deposit of AED 500,000 in current/savings account or a fixed deposit and holds the same in the account for a minimum period of 3 months from the month following the month of account opening.	AED 2,500 (if any 1 Criteria is fulfilled)
Criteria 2: Transfers his/her salary of minimum AED 50,000 for a consecutive period of 3 months and the first salary should get credited within the next 2 months following the month of account opening.	
Criteria 3: Takes a mortgage/home loan for a minimum amount of AED 3.5 m within 5 months of account opening.	
Criteria 4: Takes an insurance with a minimum annual premium of AED 500,000 (or equivalent in other currencies) within one month of account opening.	

- The referral cashback assessment will be conducted in the third week of the 6th month of the referee's Mashreq Gold account opening month i.e., M+6.

For e.g.- If a referral is made in March 2024 and the referee's account is opened in the month of April (i.e., between 1st to 30th April 2024) and the referee meets the Mashreq Gold Refer and Earn campaigns eligibility criteria on or before 30th August 2024. Then the cashback assessment for referrer would be initiated by the third week of September 2024.

- The payout will be released by the last week of the 6th month of the referee's Mashreq Gold account opening month i.e., M+6.

For e.g.- If a referral is made in April 2024 and the referee's account is opened in the month of May (i.e., between 1st to 31st May 2024) and the referee meets the Mashreq Gold Refer and Earn campaigns



eligibility criteria on or before 30th September 2024. Then the cashback assessment for referrer would be initiated by the third week of October 2024.

7. Post successful referral the referee must open the Mashreq Gold account within a period of 3 months for referral to avail the cashback.

e.g.

If a referral is made in January 2024 and the referee's account is opened in the month of March (i.e. between 1st to 31st March 2024) then the referee is required to meet the Mashreq Gold Refer and Earn campaigns eligibility criteria on or before 31st July 2024.

In this case, the referral will be evaluated in the third week of August 2024 and the payout of AED 2,500 is expected to be credited to the referrer's account by 31st of August 2024.

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 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.



Additional Campaign Conditions

Campaign Participation

8. For joint accounts, the account balances under the primary client number will be eligible.
9. 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.
10. As per the stipulation from the Bank's Shariah board, Mashreq Al Islami customer cannot be paid cashback into their Mashreq Al Islami Account for the successful referral of a prospect who opens a qualified Non-Islamic Mashreq Gold account. To know more please click here [Member Get Member \(mashreqislami.com\)](http://Member_Get_Member(mashreqislami.com))

Referral Limitations

11. 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.
12. Referrer can refer to any number of leads for Referral Campaign.

Reward Eligibility

13. The Referrer's account relationship should be active and operational at the time of cashback credit.
14. The Bank shall not pay late payment charges or additional profit for any delay in giving the cashback and/or prize.
15. The Bank shall not be liable for any delay in giving the cash back and/or prize.
16. 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

17. 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.
18. 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.
19. 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.
20. 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/>.
21. 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.
22. 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.
23. By inquiring about our services, campaigns or products, the customer will be authorizing our representatives to approach contact details including the telephone/mobile number.
24. 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.
25. 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.
26. Mashreq's decision on all matters relating to the Campaign in case of any dispute shall be final and binding on all eligible Clients.
 27. 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.
 28. 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.
 29. 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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