

Frequently Asked Questions

1. What has changed in the new upgraded Mashreq Mobile app? How will it benefit me?

The new Mashreq Mobile app comes with an exciting new user interface with instant services and a host of new benefits and personalized offers, which will allow you to bank with ease. These Include:

- 80+ instant services on the app
- Personalized Offers
- Higher Rewards
- Access to Bank's products
- Instant Credit Card, Finance & Term Deposits
- New savings accounts (Islamic Savings Account, Wakala Convenience account & more)
- Convert Salaam Points to cashback, miles or noon Gift Card easily.

2. How can I access the new upgraded Mashreq Mobile app?

- Update your current app on App Store/Google Play Store (You should have received an email)
- If you are a Mashreq Neo customer, you can download the new Mashreq Mobile app (Mashreq UAE) from App Store/ Google Play Store

3. Will my User ID and Passwords stay the same?

Yes. You can continue to login to the new mobile app using your existing credentials.

4. How can I retrieve my username and password?

It's simple. Follow the steps in this [video](#)

5. I have reset my Password but have limited access to my account? What can I do to get complete access?

You can access a full range of banking services via Electronic Facial Recognition (EFR). Watch the [video](#)

6. Will my payments, transfers beneficiaries and banking products carry over to the new upgraded version?

- Yes, you will be able to see your payment history.
- Yes, you won't need to add your beneficiaries again.
- Yes, you will be able to access all your banking products (Including Neo NXT)

7. What will happen to my Salaam Points?

There will be no change to your Salaam Points. You will be able to access and redeem Salaam Points in the new Mashreq Mobile app.

8. For any issues and concerns, how can I reach out to the bank?

You can raise a query on the Mashreq Mobile app. Alternately you can also call our contact center at 04424 4411.

9. Will I receive a new Debit card / Credit card?

No. You can continue using your existing Debit Card / Credit Card.

10. Will my Debit or Credit Card PIN change?

No, you need not reset the card PIN.