

Ramadan Double Delights Promotion

Terms & Conditions

Promotion details:

This Ramadan Double Delights Promotion ("**Promotion**") is only applicable to existing Mashreq Al Islami Neo customers ("**Customers**") who hold an existing Islamic account that is active/valid. The Customers stand a chance to win big in the Promotion, wherein Mashreq Al Islami ("Bank") is giving away over AED 1.5 million in cash prizes to 200+ winners, by crediting back the original transaction value (basis the qualifying criteria) to the Customer's account if the Customer wins in the lucky draw.

There will be a total of 10 lucky draws on 15 May 2024 wherein Customers will be entitled to 'entries' to draws based on the criteria defined in the table below and provided that they have **enrolled for the Promotion via their mobile app**.

1. This Promotion will be valid for new and existing Customers of Mashreq Al Islami NEO who perform the below mentioned transactions or apply for new products during the Promotion Period.
2. The Promotion will commence on 08th March 2024, and will continue until 15th April 2024 (**Campaign Period**). The Promotion may be extended at the sole discretion of the Bank.
3. Customers are required to enroll into the Promotion from the Mashreq mobile app to be considered for any of the 10 draws.
4. For all the 10 draws, there will be grand prizes and small prizes. All prizes will be cashback credited into the customer's account, equivalent to the transaction value and other conditions as applicable to each of the respective draws. (Refer to table below for prize distribution and conditions regarding the draws).
5. The maximum number of entries for each draw is 10 entries per customer per draw.
6. Each draw will be conducted as per the manner devised by the Bank under the supervision of a representative from the Department of Economy & Tourism in Dubai and the results of the draw shall be treated as final.
7. This Promotion is applicable only for the Mashreq Al Islami NEO Customers (Islamic banking customers). However, this Promotion is not applicable for gold and private banking customers.
8. Bank staff are not eligible for this Promotion.
9. Any benefit associated with deposit account can only be given in Islamic savings accounts and not eligible for current account.
10. Grand draw details are indicated in the table below:

			GRAND PRIZES		SMALL PRIZES		
Draw	Transactions and /or apply for new product(s)	Qualifying Criteria	Grand Prizes	Cash Prize Winners	AED 250 Cash Prize Winners	AED 100 Cash Prize Winners	Total Winners
Draw 1	Add New Funds in Islamic Savings Account	Refer to target in your mobile app	Up to AED 25,000	10	10	10	30
Draw 2	Shop with your Debit Card			20	10	10	40
Draw 3	Do an international Remittance		Up to AED 20,000	20	10	10	40
Draw 4	Transfer your Salary	AED 5,000	Up to AED 20,000	10	5	5	20
Draw 5	Apply for an Islamic Credit Card & shop	Min. Spend AED 1	Up to AED 10,000	5	5	5	15
Draw 6	Apply for personal Finance	No Min.	Up to AED 2,500	20	0	0	20
Draw 7	Investment in Islamic Mutual funds		Up to AED 10,000	2	4	4	10
Draw 8	Get a Takaful Policy		Up to AED 5,000	10	5	5	20
Draw	Refer a friend	Refer to 10j.	AED 2,000	10	0	0	10
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10. Breakdown of Draw Details

a. Draw 1 – Add new funds In Islamic Savings Account

Each Customer will have their respective target to grow their average balance by the end of the Promotion Period. This target can be viewed on their respective mobile app. If the target is met, they will earn 1 entry into this draw, where they can win up to AED 25,000.

- Extra draw entries will be received when the Customer adds additional new funds in multiples of AED 2,500, over and above the target.
- Funds deposited in the current account will be excluded from this campaign and only Islamic saving account is eligible.

Example:

	Amount (AED)
Account balance on March 7 th , 2024 (B)	3,000
Target incremental Funds (as mentioned in your Mashreq mobile app)	1,000
Account balance on May 10 th , 2024 (A)	9,000

Incremental balance (A-B)	6,000
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The total number of entries for the above example is 3.

- 1 entry on reaching the target of AED 1,000.
- 2 additional entries for exceeding the target by 5000 (2500 x 2)

d. **Draw 2: Shop with your Debit Card**

Each Customer will have their respective spend target which can be viewed on their respective mobile app. If the target is met, they will earn 1 entry into this draw, where they can win their spend back (Up to AED 25,000)

Extra draw entries will be received when the Customer spends in multiples of AED 2,500, over and above the target.

Example:

	Amount (AED)
Target spend (as mentioned in your Mashreq app)	AED 2,000
Total spend during campaign period	AED 7,500
Number of entries earned by the customer	3*

The total number of entries for the above example is 3.

1 entry earned for reaching the target of AED 2,000

* 2 entries earned for the additional spend amount of AED 5,500 (i.e., 7,500 – AED 2,000)

e. **Draw 3: Do an international remittance.**

Each Customer will have their respective international remittance target which can be viewed on their respective mobile app. If the target is met, they will earn 1 entry into the draw, and will get a chance to win the total remittance amount back (Up to AED 25,000).

Extra entries to the lucky draw will be received for every additional AED 2,500 of international remittances.

Example:

	Amount (AED)
Target remittance (as mentioned in your Mashreq app)	AED 2,000
Total remittance during campaign period	AED 7,500

Number of entries earned by the customer	3*
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The total number of entries for the above example is 3.

1 entry earned for reaching the target of AED 2,000

* 2 entries earned for the additional spend amount of AED 5,500 (i.e., 7,500 – AED 2,000)

f. Draw 4: Transfer your salary.

- A minimum salary transfer of AED 5,000 will earn 1 entry into the draw, provided this is a first-time transfer by the customer done between 8th March and 10th May 2024 (both dates inclusive)
- A salary transfer will only be recognized by Bank if it is credited to the account by the Customer's employer registered in UAE using the correct channel and method recognized by the Bank. A remittance, direct transfer, cash, or cheque credit transaction by the Employer will not be considered as a salary transfer transaction and will lose the eligibility of any benefits defined under this offer. An erroneous salary transfer description could also result in making the transfer ineligible for the above-mentioned entry.

g. Draw 5: Avail for an Islamic Credit Card and Shop

- Valid for Mashreq Al Islami Neo Customers applying for a credit card ONLY through Mashreq mobile app. Credit cards booked through other channels do not qualify.
- The new credit card should be issued between 8th March to 15th April 2024 (both days inclusive)
- A minimum spend of AED 1 needs to be done on the new credit card between 8th March and 10th May 2024 (both days inclusive)
- 1st 5 (five) lucky winners who will get a grand prize, where the amount shopped using the new credit card will be rewarded as cashback into their Mashreq Al Islami Neo Customer's account (up to AED 10,000).
- Next, 5 (five) lucky winners will get cashback of AED 250.
- Next, 5 (five) lucky winners, will get cashback of AED 100.

h. Draw 6: Apply a Personal Finance

- Opening of a finance account will earn 1 entry into the lucky draw, wherein cash back equivalent to processing fee paid by customers will be reversed for 20 winners. (Up to AED 2,500 per winner).
- Application disbursed between Campaign Period – 8th March 2024 to 15th April 2024.
- Valid on any Mashreq Al Islami personal finance availed by customers.
- Finance cancelled are not eligible for the draw.

- In case winners initiate Finance cancellation after the Campaign Period, the Bank will have the winning amount reversed.

i. Invest in Islamic Mutual Funds

- Investment in Islamic mutual Funds transaction will be considered as one draw entry.
- Higher ticket size transactions stand a chance to win higher reward amount as Mashreq Al Islami will credit back the transaction value back to the customer (up to AED 10,000).
- If the customer does more than one transaction, only the winning transaction will be eligible for cashback equivalent to the transaction value.
- Two winners will qualify for grand cash prize for Islamic mutual funds and reward amount will be equivalent to the transaction value (up to AED 10,000)
- Apart from grand cash prize, there are 8 more winners who will earn:
 - 4 winners to earn AED 250 cash prize.
 - 4 winners to earn AED 100 cash prize.
- This Promotion is applicable for both existing and new investors in Islamic mutual funds.

j. Draw 8– Get a Takaful Policy

- Purchase of any of the following takaful policy (*through the Mashreq Mobile app only*) to earn 1 entry into the lucky draw, wherein 20 winners' will enjoy a cash back on their first year's annual contribution (up to AED 5,000).

1. Term Takaful

2. Digital pet Takaful

- The maximum total limit for cashback is AED 50,000 (including all charges & taxes applicable; if any)
- The 10 grand prizes are directly related to the annual contribution paid by the customer, subject to a maximum of AED 5,000 per customer.
- Next, five lucky winners will get cashback of AED 250.
- Next, five lucky winners will get cashback of AED 100.
- In the case of multiple policies per customer, the eligibility remains for the policy with the highest contribution only and not on all policies.

k. Draw 10: Refer a Friend

- Mashreq Al Islami NEO customer must refer someone during the Campaign Period (8th March 2024 to 15th April 2024) and the referred person must open a Mashreq Al Islami account and must maintain the required balance as per Schedule of Charges to avoid falling below fee.

- Each successful referral will earn 1 entry into the lucky draw. Successful referral means that the criteria mentioned in the previous point is adhered to. For example, if customer A refers 10 people during the Campaign Period and out of these 10 referred people, only 6 referred people open a Mashreq Al Islami account and maintained the required balance as per Schedule of Charges, then customer A (referrer) will get 6 entries into the lucky draw (not 10 entries).
- 10 lucky referrers will get a chance to win AED 2,000 each i.e., total prize money is AED 20,000.
- More successful referrals will lead to higher chance of winning the lucky draw prize of AED 2,000.
- Referrer must be a Mashreq Al Islami NEO customer. This offer is not applicable for Mashreq Gold and/or Mashreq Private Banking client customers.
- The Referral bonus will be paid as per the Mashreq Al Islami NEO Refer and Earn T&Cs. The lucky draw prize money will be over and above the referral bonus i.e. in the above example customer A will get referral bonus of AED 100 for each successful referral (AED 600 in total) per the Mashreq Al Islami NEO Refer and Earn T&Cs and have a chance to win AED 2000 in lucky draw (total payout to customer A will be AED 2600 if customer A wins the lucky draw).

General Terms

- Winners of the 10 lucky draws will have to produce original emirates ID during the prize redemption, for verification.
- This Promotion is not in conjunction with any other promotion held by the Bank or any of its subsidiaries.
- The Bank does not offer or provide any warranties or accepts any responsibility or liability of any kind in respect of this Promotion and hereby disclaims any and all express or implied warranties with respect thereto.
- The Bank reserves the right, at its absolute discretion, to amend, supplement and/or revoke these terms and conditions at any time without any prior notification to the customer.
- These terms and conditions shall be governed by and construed in accordance with the laws of the United Arab Emirates, as applicable in the Emirate of Dubai without prejudice to resolutions, notices, framework or any guidance/advises from Central Bank of UAE including those related to Mashreq Al Islami. Any dispute arising under and in connection with this Promotion shall be referred to the courts of Dubai.
- In no event shall the Bank, any of its affiliates, or any of its officers, directors, employees or agents shall be liable or responsible for any loss, damage or expense arising out of or otherwise related to this Promotion.

- The Bank shall not be in breach of its obligations or otherwise be liable to conduct this Promotion in the event of any Force Majeure Event. For purposes of these Terms and Conditions, "Force Majeure Event" shall mean any and all circumstances beyond the reasonable control of the Bank including, amongst other things, acts of God, global health scare, industrial disputes, civil disobedience/unrest, war, acts and regulations of any governmental or authority in any jurisdiction. In such circumstances, the Bank's obligations to the customer shall automatically stand discharged without the need to provide notice to that effect.

Mashreq Al Islami (The Islamic Window of Mashreqbank PSC, a bank licensed and regulated by the UAE Central Bank)